

WeConnect

Energy news for our customers in Rhode Island



Our mobile app and website put important information at your fingertips.

Gas Emergency
1-800-640-1595
or call **911**
Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223

Smell gas. Act fast.

Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard. Your safety is our top priority. That's why we want you to know the signs of a gas leak, and what to do in the event of one.

Indoors: If you smell gas (the odor is similar to rotten eggs) take action right away. Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment.

All occupants should leave the house immediately. Once you are in a safe area, call us immediately at **1-800-640-1595** or call **911**.

Outdoors: If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-640-1595** or call **911**. Don't assume someone else will call.

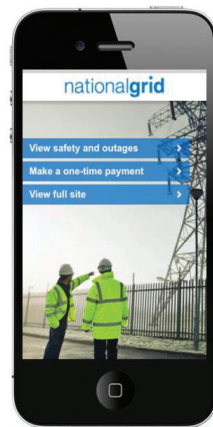


Connecting with us on the go.

The National Grid mobile app and mobile website include the ability to make an easy one-time payment. Current mobile features also allow you to:

- Find authorized pay in person locations
- Report and check the status of an outage
- View outage maps
- Access important electric and gas safety information
- Find important contacts

To visit our mobile website, go to **www.nationalgridus.com** from your mobile device. To download our app, search for National Grid in the iTunes and Google Play stores.



Prepare for colder weather with the Budget Plan.

The Budget Plan spreads your projected annual energy usage cost into 12 "balanced" monthly payments.

You still pay for the exact amount of energy used annually but your consumption rate is divided by 12 to determine your monthly budget amount.

The Budget Plan is easy! You get the same convenient payment options you currently enjoy as a National Grid customer including the option to sign up for our popular automatic payment programs.

*To qualify for Budget Billing, your account must be current with no overdue balance.

To enroll, visit **www.nationalgridus.com** or call Customer Service, **1-800-322-3223**.

Important safety reminders

Please clear a path if you know we'll be visiting. Obstacles such as uneven pavement and overhanging tree limbs add to the chances of an accident.

Never hang clothes or anything else from gas pipes. Added weight could loosen or break joints and fittings which might trigger an unsafe condition.

We'd like to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of National Grid employees and contractors.

Stay connected and stay informed.

We want to make sure that you keep informed during a storm. In addition to providing safety and restoration updates on Twitter, Facebook and www.nationalgridus.com, we also offer text alerts. To subscribe to text alerts for major statewide storm updates, simply text the word **STORM** to **NGRID (64743)**.*

Safety reminder: Never touch any fallen lines or anything touching fallen wires and move everyone away. Report all fallen wires by calling our electric emergency line, **1-800-465-1212**.

*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word STOP to NGRID (64743).

Plant a tree to reduce energy costs, but call 811 first.



Looking to reduce energy costs at home? Plant a tree. On the north and west side of your home: Plant conifers such as evergreen trees— spruce, cedars, fir or pines to help reduce the wind's chilling effects in winter.

On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They'll help shade and cool the house in summer. And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It's a free service, and it's the law.

Help a friend or loved one remember to pay their bill.

With our Third Party Notification Program, any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should their National Grid account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. Call **1-800-322-3223** for details.

Take steps to protect your family from carbon monoxide.

- Before the heating season begins, have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating.
- Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.
- Do not return until the carbon monoxide source is found.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

Know the causes and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea and confusion.

This is an important notice. Please have it translated.

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Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante,
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



Smell gas. Act fast.
Call 1-800-640-1595
or 911.