

WeConnect

Energy news for our customers in Rhode Island



Take control of seasonal bills. Visit ngrid.com/billhelp

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

Be carbon monoxide aware.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. Symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, dizziness, weakness, sleepiness and nausea. Common sources of CO include improperly used or incorrectly vented fuel-burning appliances such as stoves, furnaces, water heaters and fireplaces.

Here's what to do to stay safe:

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed CO detector in your home near bedrooms.
- Never use a gas range for heating.
- Never use generators indoors.
- If your carbon monoxide alarm sounds go outside immediately and call **911**.

Small steps to safety.

Winter walking means icy sidewalks, snowy paths and more. There are several steps you can take to enjoy a safe season:

- Avoid distractions from your phone or other hand-held device.
- Avoid shortcuts and snow-covered areas.
- Use caution when stepping from one level to another.
- Wear anti-slip footwear.
- Take small steps when slippery surfaces can't be avoided.
- Use handrails and guiderails.
- Maintain three points of contact whenever possible.
- Distribute weight of bags evenly for balance and keep hands out of pockets.



Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit nationalgridus.com.

Assistance with your bill is available.

Low-Income Home Energy Assistance Program can provide financial assistance to income-eligible applications. LIHEAP's purpose is to assist low-income Rhode Island households in meeting home energy costs. For eligibility visit dhs.ri.gov.

Rhode Island customers unable to pay an energy bill may qualify to receive help from the Good Neighbor Energy Fund. The fund, administered by the Salvation Army, is for those in temporary financial crisis who are not income eligible for federal or state funds. Visit rigoodneighbor.com or call the Salvation Army at **1-401-490-0240**.

You could be a good neighbor – please consider donating to the fund using envelopes included with your utility bills.



Manage energy bills with Budget Plan.

National Grid's Budget Plan removes peaks and valleys from your energy bills by spreading your payments over the course of the year. To qualify your account must be current with no outstanding balance. Visit ngrid.com/billhelp.

Remember to clear snow and ice from meters.

Winter weather can result in the buildup of snow and ice on your meter. Please consider adding the following to your winter safety checklist:

- Clear snow and ice around gas meters.
- Mark meter if located near snowplow path.
- Remove icicles on overhangs that could fall and damage meters and pipes.



Payment options available.

Whether you choose to pay your bill in person or you want to skip lines and pay online the choice is yours – simply visit nationalgridus.com and choose how to pay. You can also go paperless by visiting the the online paperless billing hub doxo at doxo.com/nationalgrid.



Safety tips for dryers.

Promote energy efficiency and keep your dryer running properly by cleaning the filter. Failure to do so can pose a safety hazard. Here are some tips to maintain efficiency:

- Inspect dryer and dryer vents every two to three years and clear any dirt or lint buildup.
- Replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.
- Clear outdoor vent trap from snow and other debris.
- Clean the dryer filter after each use.
- Dry full loads of laundry and you could save \$7 each month.

Never hang items from gas pipes.

Never hang clothing or other items from gas pipes. Doing so would add weight to the pipes, and could weaken or break joints or fittings causing a gas leak.

Score big with #EnergyAssist.

National Grid is teaming up with the Boston Celtics to give Rhode Island students a chance to win a Science Technology Engineering Mathematics (STEM) lab renovation for their school. Students are asked to spread the importance of electricity and energy reduction with social media posts tagged #EnergyAssist. The contest begins in March. Visit nba.com/celtics/community/stem-labs to learn more.

In our community



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
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.

Gas Emergency?
1-800-640-1595
or call **911**