

WeConnect

Energy news for our customers in Rhode Island



Pay your bill, report outages, and find safety tips with our app.

For more details, visit nationalgridus.com

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

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

Be prepared for summer storm season.

Stay informed in advance of summer storms. For an outage, call customer service at **1-800-322-3223**. It's important that we know. Never assume someone else has called to report an outage.

If you see a downed wire, keep everyone away and immediately report it to us at **1-800-465-1212**. Repairing a fallen line can be dangerous work, so please drive carefully when you spot our repair crews on the road.

There are several ways you can stay connected before, during and after a major storm:

- Text the word **STORM** to **NGRID (64743)*** to sign up for state-level broadcast text alerts.
- For restoration information, text the word **SUM** followed by your town, county or state to **NGRID (64743)***. For example, if you live in Providence, text **SUM Providence** to **NGRID (64743)**.
- You can also create an online profile with us to receive emergency email alerts during storms and other incidents.



*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).

Simple tips to cut costs and stay cool.

- Call **1-888-633-7947** to schedule a no-cost energy assessment of your 1-to-4 unit home. You may be eligible for up to \$4,000 off insulation and air sealing of leaks in drafty areas of your home.
- Reduce cooking energy by as much as 80 percent by using your microwave, toaster oven or outdoor grill.
- Look for and purchase ENERGY STAR®-rated appliances.
- When not in use, turn off lights, appliances, televisions, fans and computers.
- Consider washing clothes in cold water.
- Clean electric dryer filter, and clean exhaust hose/duct and outside vent.
- Clean and replace air conditioning filters.
- Close blinds or drapes during the day.



Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit nationalgridus.com and click on the green "Pay My Bill" button or download our mobile app. You can find the app by searching for National Grid in iTunes and Google Play stores.

Hot, humid days can lead to heat stress.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels – important parts of the body's cooling system. The risk of heat stress increases when temperatures stay at or above 90° for several days, combined with high humidity. Those most at risk include the elderly, children, and people with chronic illnesses. Certain medications may also increase your risk.

Common signs of heat stress include dizziness, rapid heartbeat, dry skin (no sweating), breathing problems, nausea and vomiting.

Avoid the dangers of heat stress by:

- Drinking water and clear liquids.
- Eating a well-balanced diet and avoiding overly heavy meals.
- Taking a cool shower or bath.
- Wearing light, loose-fitting clothing and a sun hat.
- Visiting air conditioned buildings.



Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it difficult to identify an imposter's call. If you feel you have fallen to a scam, contact our customer service center at **1-800-322-3223** and call local law enforcement.

Your safety is our top priority.

Smell gas. Act fast. Even with the industry's safety record, a gas leak caused by damage to a pipeline poses a hazard. That's why we want you to know the signs of a gas leak and what to do if you detect a leak.

Indoors: If you smell gas (similar to the smell of rotten eggs), take action. Do not use the telephone, do not turn on light switches, appliances or any electrical equipment. All occupants (including pets) should leave the house immediately.

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.

When in a safe area, call our gas emergency line at **1-800-640-1595** or **911**. Never assume someone else will make the call.

Avoid overloading your gas meter.

Have you added a pool heater or large appliance at your home after you had a gas meter installed? If so, contact us to make sure your meter can handle the extra gas that's needed.

Not having the right size meter could result in poor pressure, and could pose a safety hazard. Please call **1-800-322-3223** to arrange an inspection.

Keep landscaping and tools away from gas meters.

Please be cautious and keep power tools and lawn mowers away from gas meters, piping and valves. If you come into contact with any piece of gas equipment, call us immediately at **1-800-640-1595**.

We stepped up to help Pawtucket school.

More than 40 of our employees, along with the Red Sox Foundation, stepped up to the plate to spruce up the Charles E. Shea Middle School. Volunteers designed murals and painted classrooms as part of the Red Sox Foundation service project. This is the third year we have partnered with the foundation. Visit ournationalgrid.com for more information on this and other community projects.

In our community



Multi-family, apartment or business complex owners please post.

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**