

Energy news for  
our customers  
in Rhode Island

Spring  
2019

Connect with us on



nationalgrid

WeConnect

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

Electric Emergency  
**1-800-465-1212**

Customer Service  
**1-800-322-3223**  
nationalgridus.com

## Your safety tips ►

### Energy theft

Tampering or bypassing meters or piping puts lives in danger and threatens public safety. If you have information, call **1-800-322-2234**. Calls are confidential.

### Restrain pets for safety

To keep pets and our workforce safe, please restrain pets prior to arrival. Failure to do so could result in a delay of service.

#### Reminder:

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.

### Guard against ► carbon monoxide

Install carbon monoxide (CO) detectors on each level of your home. Test the detector regularly and replace batteries at least once a year.

## Your bill ►

### Discounted rate

Eligible customers, if you are head of household and receive Supplemental Security Income (SSI) or Low Income Home Energy Assistance Program (LIHEAP), you may qualify for a discounted rate.

Contact us at  
**1-800-322-3223**  
to learn more.

## A guide to springing forward



Overhead power lines are not insulated. They carry enough energy to cause serious injuries – even death. Assume ALL lines are live. Keep tools, ladders, pipes, lumber, or siding away from wires.



Digging up the landscape? Call **811** several days in advance before beginning any work. It's free and it's the law.



Plant trees to reduce your energy bill. Create shade in summer by planting trees that shed leaves on the south and east sides of your home.



As construction projects increase this spring be cautious. Follow traffic restrictions in work zones.



## CO poisoning symptoms



Feels like the flu; headache, dizziness, weakness, sleepiness, nausea, chest tightness.

IF you suspect CO exposure  
► go outside immediately  
► call **911** or **1-800-640-1595**

## Special protections for financial hardship

You may qualify for special protections due to financial hardships if you:

- Or another household member suffers from serious illness.
- Have an infant residing at home (24 months and younger).

Visit [ngrid.com/assist](http://ngrid.com/assist) for information.

## Payment options

**In person** – use an authorized agency.

**Online** – on the web, on the National Grid app, or with doxo ([doxo.com/nationalgrid](http://doxo.com/nationalgrid)).

**Automatically** – Use DirectPay which pays bills automatically from your checking or savings account.

[ngrid.com/ribillpay](http://ngrid.com/ribillpay)

## Help available for landlords

Our Leave on for Landlord program allows for continued service between tenants and automatic notification when renters move out. It's easy to get started!

Visit [ngrid.com/ri-landlord](http://ngrid.com/ri-landlord) to enroll today.



## Moving? Call us first.

Contact Customer Service at **1-800-322-3223** at least five days before moving so that we can schedule a technician to visit your home. You must be prepared to provide access to your meter. Doing so ensures you will get an accurate final bill and you won't be billed for service beyond the date of your responsibility.

## Shifting into a green future

In an effort to support clean energy, we are committed to expanding electric vehicle use.

### Electric vehicle use in Rhode Island

**1,523**  
Electric vehicles in operation



**86**  
Charging stations\*



Save up to  
**\$7,500**  
with federal incentives.



\*As of 1/2019.

We are looking to increase the number of charging stations across our service territory.



## Schedule a no-cost Home Assessment



Your energy-savings plan begins with a no-cost home assessment. An attic-to-basement review by an Energy Specialist provides you a custom report and the following:

### No-cost items installed during assessment

- ENERGY STAR® certified LED light bulbs
- Faucet aerators, low-flow showerheads
- Advanced power strips
- 7-day programmable thermostats

### After assessment you may qualify for

- Up to \$4,000 toward approved insulation
- Rebates for qualifying upgrades
- 0% financing for eligible upgrades through the HEAT loan
- Enhanced landlord offering of no-cost weatherization up to \$4,000/unit

Visit [ngrid.com/ri-home](http://ngrid.com/ri-home) or call **1-888-633-7947** to schedule an assessment of your 1-4-unit home.

## Recycle and earn



Schedule a no-cost pick-up of your outdated refrigerators and freezers and receive \$50. Dehumidifiers can also be added to pick up at no cost.

Visit [ngrid.com/ri-ee](http://ngrid.com/ri-ee) to find out more.

*Must be a residential National Grid account holder. Maximum two units per household per calendar year. Other restrictions apply.*

## Get in-person advice

Learn about payment assistance programs, payment plans, and special rates during the next National Grid Customer Assistance Expo. We will also have information on other resources in the area.



Thursday, April 25  
3-7 pm  
DaVinci Center  
470 Charles St.  
Providence



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

**This is an important safety notice. Please have it translated. See "select language" link at [nationalgridus.com](http://nationalgridus.com)**

Vea el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)  
Ver a ligação "selecionar língua" em [nationalgridus.com](http://nationalgridus.com)  
См. ссылку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)

**Smell gas.  
Act fast.**

Gas Emergency?

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or call **911**