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nationalgrid

energy in action

for our gas customers

National Grid files rate proposal in New Hampshire.

On February 26, 2010, National Grid asked the New Hampshire Public Utilities Commission (Commission) to allow it to increase its delivery service revenues by approximately \$11.4 million. Our typical residential customer would see an increase of approximately 7.23% annually. Commercial/industrial and individual firm customers' increases would vary between 1.2% and 5.2%. We believe this proposal will help us continue to provide safe and reliable service to our customers at a reasonable cost.

National Grid has also asked the Commission to consider a revenue decoupling mechanism which would separate the amount of revenues the Company earns from the amount of natural gas delivered. This strategy is proving to be effective in encouraging customers to embrace energy efficiency and lower their energy usage. National Grid has also asked the Commission to let it increase rates on a temporary basis while the Commission's review and investigation of National Grid's request is conducted. The requested temporary increase would increase all customer bills by approximately 3.47%.

For information regarding the specific rates proposed for each class of service, go to National Grid's Web site at www.nationalgrid.us.com. Comments on National Grid's request may be sent to the New Hampshire Public Utilities Commission, 21 South Fruit Street, Suite 10, Concord, NH 03301 or via e-mail to puc@puc.nh.gov.

Saving energy means saving money.

It's simple. The less energy you use, the less you pay for. Since new gas equipment is more efficient, you'll use less energy and save money on heating costs.

If we all use 3% less energy, our world would be cleaner and greener. And our bank accounts might look brighter, too.

Getting started is easy.

- ◆ Set the temperature on your water heater at 120° to use less energy and prevent scalding.
- ◆ Install a reset control to increase your boiler's efficiency, saving 10% or more on your heating costs.
- ◆ A programmable thermostat could lower your heating bill too.

Helpful Hint

Using a high-efficiency water boiler and forced air furnace could save up to \$700 on your energy bills each year.



Use 3% less energy to save money.
Learn how at www.powerofaction.com.

Savings up front.

National Grid offers substantial rebates on high-efficiency equipment to its natural gas heating customers. Plus, you can save even more by choosing ENERGY STAR®-approved equipment, earning tax credits of up to \$1,500.

Take the next step.

Remember, the less energy you use, the less you pay for. Take a simple quiz to learn about your home's energy usage, and find more energy saving tips at www.powerofaction.com.

Gas Emergency: 1-800-833-4200

24 hrs/day ◆ 7 days/week ◆ 365 days/yr

nationalgrid

The power of action.™

Bravo, New England!

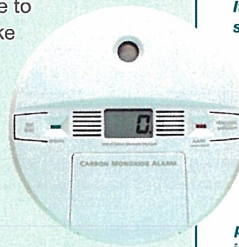
Over 400,000 National Grid customers throughout New Hampshire and New England have taken part in our energy efficiency programs since 1991. When you add it up, their total savings were more than \$875 million!

The results shine just as brightly for our environment. By taking steps to save energy, our New England customers conserved enough energy to heat more than 24,000 homes for 20 years.

We're proud of our customers and their efforts. In fact, National Grid was the first natural gas distribution company in New England to introduce energy saving programs in the early 90s. We've invested nearly \$140 million since then to create and support programs that help customers use less energy. Let's keep it going. Visit www.powerofaction.com/efficiency for more energy saving tips.

The dangers of carbon monoxide.

Carbon monoxide is a colorless, odorless gas produced by the incomplete burning of fuels like natural gas, butane, heating oil and kerosene. Exposure to carbon monoxide can make you sick. Symptoms may include headaches, weakness, confusion, dizziness, nausea, sleepiness and loss of muscle control. In extreme cases it can be fatal.



Carbon monoxide safety tips:

- ◆ **Install at least one carbon monoxide alarm in your home, near bedrooms. It's just as important as a smoke detector.**
- ◆ **If your carbon monoxide unit sounds the alarm, go outside immediately and call 911. Do not return until the carbon monoxide source is found and corrected.**
- ◆ **Make sure your appliances are working properly. Have your flue pipes, chimneys and vents inspected annually.**

Stay safe with natural gas.

Natural gas is the best choice for comfortable home heating and gourmet cooking. But like any form of energy, it should be used properly and safely.

By smell, sight and sound.

Natural gas has an odor added to it. The odor is harmless but very distinct. If you *smell gas* and/or *see* a white cloudy mist and/or *hear* a hissing sound either inside or outside your home, it could be a gas leak.

What to do if you think there's a gas leak:

- ◆ If you are inside and it is a faint odor, call National Grid's gas emergency number: **1-800-833-4200**.
- ◆ If you are inside and the gas odor is strong, please leave the house *immediately*. Make sure everyone leaves with you. Do not call from inside your home. Do not turn lights or appliances on or off. Just go.
- ◆ Once you are outside the house, call the gas emergency number.
- ◆ If you are outside and you hear a hissing or whistling sound, or see a white mist or fog, it could be a gas leak. Call National Grid's gas emergency number.
- ◆ Do not return home until National Grid tells you it is safe.

Helping kids stay in school – and graduate.

Recognizing that 1.2 million students drop out of high school in the U.S. each year, National Grid has taken action and donated \$750,000 to City Year's *Whole School, Whole Child* program. This program has a proven track record of improving student performance and is specifically designed to help keep

students in school and on track to graduate. It covers education districts across Massachusetts, New Hampshire, Rhode Island and New York.

We live and work in these communities, too. That's why we're supporting City Year's strategy and have been a City Year partner for about 10 years.

This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immédiatement.

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.

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

