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nationalgrid energy in action

for our electric customers

What is energy efficiency worth?

National Grid customers are saving \$250 million every year.

Your neighbors are saving and you can too. If you've got 10 year old appliances, buying new energy efficient appliances makes sense. Even the largest items will pay for themselves in savings.

Our free home energy evaluation is the first step.

Free home energy evaluation.

An energy efficiency expert will visit your home and check it over top to bottom. Then they'll suggest specific energy saving actions you can take. The savings can amount to hundreds of dollars each year.

In Rhode Island, call
1-888-633-7947 (*EnergyWise*)

In Massachusetts, call
1-800-632-8300 (*MassSave*)

In New Hampshire, call
1-866-691-1707
(*Home Energy Solutions*)

Energy efficiency rebates you can use.

In Rhode Island:

Energy efficiency programs can help pay for insulation and air sealing. Start by getting your free home energy evaluation. Call **1-888-633-7947**.

In Massachusetts and New Hampshire:

Energy efficiency programs include rebates for high efficiency boilers and furnaces. Call **1-800-292-2032**.

Save on energy efficient products.

Discounted items include air cleaners and filters, ceiling fans, energy efficient lighting, power strips and digital thermostats. They can be found in the *Efficiency Store* online www.powerofaction.com/efficiency.

GreenUpSM to support renewable energy.

Reduce your "carbon footprint" and slow climate change. National Grid's *GreenUp* program is ranked among the top 10 green power programs nationwide by the Department of Energy. It lets you choose a supplier and the type of renewable energy they provide, including wind, solar and low-impact hydroelectric. Everything starts with you and we're here to help. Get more information at www.nationalgridus.com/greenup.

You do your part. We'll do ours.

National Grid has committed to the *Three Percent Less* program with a pledge to reduce its carbon emissions 45% by 2020 and 80% by 2050.

That's why we built the largest solar plant in Massachusetts on the rooftop of our distribution center. We plan to buy energy from our nation's largest offshore wind farm off Massachusetts. And buy energy from what may be the very first US offshore wind farm off Rhode Island.

Let's all make energy efficiency a priority. The time for action is now.

Find energy-saving tips and other easy-action plans at www.powerofaction.com



Do we have your email address?

Many customers have given us their email address as another way to stay in touch. Go to www.nationalgridus.com/register and let's connect.

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

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

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Ready – steady for winter.

Now's the time to run down your winter readiness list.

- ♦ Remove window air conditioners, or cover them to reduce drafts.
 - ♦ Clear chimneys and flue vents, exhaust and air intake vents for gas appliances.
 - ♦ Make sure your gas appliances and space heaters are in proper working order.
 - ♦ Check that the exhaust and air intake vents of appliances are not blocked. These vents are located on the roof and on the outside foundation walls.
 - ♦ Seal any holes or cracks that let cold air inside.
- ♦ Caulk around windows and replace any broken panes on storm doors and windows.
 - ♦ Check insulation in your attic, and add insulation if needed.



Can you pay an easier way?

Check these different options for bill payment and see if they're right for you:

Budget Plan smoothes-out your bills.

With *Budget Plan*, your monthly bills stay constant, adjusted every six months to match your actual energy usage.

Paperless Billing saves trees.

Get an email each month when your bill is ready. Go online, print your bill and send us a check. Or you can choose to pay online, too.

DirectPay automatic bill paying.

DirectPay pays your energy bill directly from your bank account each month. You'll still get monthly statements in the mail saying how much energy you used.

Easy payment by credit card.

Forgot to get your check in the mail? *Western Union Speedpay* accepts your credit or debit card payment for a small fee.

Go to www.nationalgridus.com to sign up for any of these payment options.



TTY for deaf and speech-disabled customers.



People who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the *Relay Service*. In Massachusetts, New Hampshire and Rhode Island, they will call our Customer Service at **1-800-322-5216**.

Braille Bills/Eye Saver Service

If someone you know is blind or sight-impaired, we can send bills in Braille or a larger size print. Call **1-800-322-3223** for information.

Beat the bugs.

Join the Forest Service in fighting the Emerald Ash Borer and the Asian Long-Horned Beetle. Please buy, store and use firewood locally. Do not move firewood and help avoid spreading these destructive bugs. For more information, visit www.nationalgridus.com/non_html/Bug%20Infestation_2009.pdf or www.beetlebusters.info or www.emeraldashborer.info



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Sign up for GreenUp
to conserve energy
and support a cleaner
environment!

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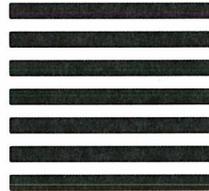


NO POSTAGE
NECESSARY
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IN THE
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BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 25 HICKSVILLE NY

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JULIANA GRIFFITHS MANAGER
NATIONAL GRID SUPPLIER SERVICES
175 E OLD COUNTRY ROAD EAST OFF BLDG
HICKSVILLE NY 11801-9828



Sign up for GreenUp to conserve energy and support a cleaner environment!

Join **GreenUp** and you can purchase your electricity from local hydro, wind, and solar sources. These renewable alternatives offset the negative impact of coal, gas and nuclear energy production. The end result? Greenhouse gas reductions and a cleaner energy future. **Over 22,000 people have already made the switch—isn't it time you joined them?**

How It Works:

When you join **GreenUp***, National Grid will continue to issue your electric bill and provide customer service. Your monthly bill will reflect a minimal additional cost for the GreenUp option that you select. If you choose to cancel your participation at any time, you can simply notify your supplier directly. You will not be charged a termination fee and you will remain a National Grid customer.

Getting Started with GreenUp...as Easy as 1-2-3

1. Choose a supplier listed on this page
2. Complete and mail the attached postage paid card or
3. Contact the supplier directly

That's how easy it is to reduce your dependence on conventional energy sources and support the development of renewable energy in your community. Remember—your choice *can* make a difference!



For more information, go to www.nationalgridus.com/greenup.

National Grid's **GreenUp** program is ranked among the top 10 green power programs nationwide by the U.S. Department of Energy.

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GreenUp
renewable energy options

Yes, sign me up to receive renewable energy service from the GreenUp supplier I have designated below. I am aware that by mailing back this completed card I will have a renewable energy surcharge added to my monthly National Grid bill; and National Grid will remain my electric company and provide my customer service and emergency response.

National Grid 10 Digit Account Number _____

Account Holder Name _____ Signature _____

Address _____ Daytime Phone () _____

City _____, State _____ Zip _____ Email _____

Community Energy www.CommunityEnergyInc.com/NH or 1-866-946-3123, 100% New England Wind and Solar. New England renewable energy developer. 200 kWh block, \$10 per month 95% New England Wind* and up to 5% Smith College Solar
*Supplied in part by Jiminy Peak Mountain Resort wind turbine

Sterling Planet www.sterlingplanet.com/residential/ or 1-877-457-2306 Sterling NH Choice™: 100% New England sources. 25% New Wind and 75% Small Hydro — adds 2.25¢/kWh

EnviroGen www.envirogen.net 100% New England sources. New England renewable energy developer. 100% Biomass, Small Hydro, Wind or Solar — adds 2.4¢/kWh

 Printed on recycled paper using vegetable based inks