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nationalgrid

energy in action

for our **electric customers**

Spring thaw and safe power.

As the weather warms up, we're spending more time outdoors on yard work, gardening and home repairs. Remember on your list of "to-do's" that safety always comes first.

Call before you dig.

Call **811** for the Dig Safe® center before starting any outdoor gardening. They notify all utilities to place warning markers on your property. Then you can safely avoid underground electric, gas, telephone, water, sewer and cable lines. Follow the markers carefully for your own safety and so you don't hit or damage a line. It's a free service.

Are you are planting a new tree?

Choose a variety that grows less than 30 feet tall when you're planting within 25 feet of overhead utility lines. Otherwise it could grow to interfere with power lines. Also, consider that your new tree can help with energy conservation by providing shade in the summer. Your local plant nursery can suggest trees and the best

location for your yard. Visit **www.nationalgridus.com/trees** for more information.

Clear our line into your home.

Homeowners are responsible for trimming any tree branches near the low voltage service drop to their home. Be very careful, and do not use an aluminum ladder near power lines. Some customers choose to remove an entire tree, reducing the risk of damage to their home and problems with electric service from falling branches and storms.

Be aware of overhead power lines.

Nationwide, an accidental power line contact happens every 10 minutes. So please remember to stay at least 10 feet away from overhead electrical power lines. Take those few moments when a little extra care is required with ladders.

Can you pay an easier way?

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

Paperless Billing quick as a click.

Get an email each month when your bill is ready online. You can send us a check, or you can choose to pay online, too.

Budget Plan smooths out your bills.

With *Budget Plan* your monthly bills stay level, adjusted periodically to match your actual energy usage.

DirectPay automatic bill paying.

DirectPay draws payment directly from your bank account each month.

You'll be notified in advance and still get monthly statements in the mail.

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.

Call the customer service number on your bill to sign up for any of these payment options or visit **www.nationalgridus.com/paymentoptions**.

Play it smart when paying your bill in person.

Some of our customers use bill payment agents we haven't authorized. To protect yourself, please use caution when making your payment through a third-party bill payment service that is not authorized. Most important of all, always keep your receipt. For a list of authorized payment agencies where you can pay in person, visit **www.nationalgridus.com** or call Customer Service.

Electric Emergency: 1-800-465-1212
24 hrs/day ◆ 7 days/week ◆ 365 days/yr

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Safely weathering an outage.

As a large storm approaches, National Grid is gearing up for possible weather-related service interruptions. We're adding additional crews for deployment to key areas of our service territory and readying equipment should power outages occur. We are also communicating our plans to communities and municipal officials throughout the storm area. As always, safety is our top priority.

*If you depend on an electrical life-sustaining device, it is vital that you either call us at **1-800-322-3223** to have a form mailed to you or you can visit us on our website at **www.nationalgridus.com** and download the form.*

Call **1-800-465-1212** to report your outage. Don't expect neighbors to call. Maybe they are thinking you'll call, and nobody does. If it is a larger storm and everyone in town is down, we would know about that. But if your immediate area has an outage, we need to know. Please call it in.

Be ready for the unexpected.



- ◆ Have flashlights, a radio and plenty of extra batteries
- ◆ Stay warm, dry and fed. Store extra blankets, drinking water, canned and dried foods
- ◆ Keep extra medication, first-aid supplies and baby items for back-ups
- ◆ Be sure your cell phone is fully charged to make or receive emergency calls
- ◆ Customers with generators should be sure to install them outside to avoid deadly carbon monoxide. Open windows are inadequate for safely

ventilating a generator. To ensure safety, operate generators only outdoors. Before installing generators, be sure to disconnect from National Grid's system by shutting off the main breaker located in the electric service panel.

During an outage.

- ◆ Keep the fridge door shut except to get food for meals. Food keeps six to nine hours without spoiling
- ◆ Your unopened freezer can preserve food for 24 hours
- ◆ Burn only wood in your fireplace or woodstove
- ◆ Unplug sensitive electronics to avoid power surge damage when the electricity comes back
- ◆ A flooded home should be checked by an electrician before power is restored.

Be very careful outdoors.

- ◆ People should always consider any downed wire they see to be live and dangerous. If you see any fallen lines, broken poles or trees touching wires, please call **1-800-465-1212**.
- ◆ We urge motorists to use extreme caution when driving near utility crews at work.

Follow our repair progress.

National Grid provides real-time outage information, including the option to report an outage at **www.nationalgridus.com** in the *Outage Central* section of our web site.

Find us on Facebook at **www.facebook.com/nationalgrid** or follow us on Twitter at **twitter.com.nationalgridus** for real-time information about storm preparedness and safety, outage updates and reporting, restoration efforts, community resources and emergency contact information.

Funds available for rebuilding after the 2011 tornado.

Start fresh. Start efficient. In addition to our energy efficiency programs, *ReBuild Western Massachusetts* funding could help you rebuild better and more energy efficient than before. There's a great payoff. Using technologies like insulation, ENERGY STAR® doors and windows, high efficiency heating and hot water systems can save you money each month. And make your home more comfortable.

ReBuild Western Massachusetts also has money available for solar water heating and solar electric systems. through their Commonwealth Solar II program.

The *ReBuild Western Mass* program is sponsored by the Department of Energy Resources and the Mass Clean Energy Center. Call **1-877-524-1325** to find out how your rebuilding project can qualify for funding, or visit **www.mass.gov/energy/ReBuildWesternMA** for more information.

Help us celebrate Arbor Day on April 27.

There's no better time to appreciate trees than now. National Grid has won the National Arbor Day Foundation Tree Line USA award for 12 straight years. Learn about tree planting, selecting, proper location and more at **www.nationalgridus.com**.

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.

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.