

## RESIDENTIAL CUSTOMER RIGHTS

### **PAYMENT PLANS**

To help pay down overdue charges, call to discuss your eligibility for one of our payment plans. We also offer Budget Billing (also known as Balanced Billing) which averages your annual energy costs to avoid large fluctuations in your monthly bills. Please call us or visit [www.nationalgridus.com](http://www.nationalgridus.com) to find out more about this and other payment plans.

### **RIGHTS TO GAS SERVICE FOR RESIDENTIAL CUSTOMERS DURING FINANCIAL HARDSHIP**

If you cannot pay your gas bill because of a financial hardship and there exists a serious illness, or there is an infant under the age of 12 months, or all adults living in the home are over the age of 65 and there is a minor child in the residence, or if it is between November 15 and March 15 if your service is heat related, we will not shut off your gas service. To protect yourself, call us immediately and we will send you a financial statement, which you must complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

#### **Serious Illness and Financial Hardship**

Initially, your registered physician, physician assistant, nurse practitioner or local Board of Health official must call us to let us know of a serious medical condition. Within seven days of this phone call, you must return the financial statement and your registered physician, physician assistant, nurse practitioner or local Board of Health official must write to us and confirm the name and address of the seriously ill person and certify that the medical condition is acute or chronic, and provide the business address and telephone of the doctor or agency. The statement must be renewed quarterly or semi-annually if certified to be chronic.

#### **Winter Protection and Financial Hardship**

If you heat your home with gas and cannot pay your overdue gas bill between November 15 and March 15 because of financial hardship, we will not shut off your gas service. Contact us by phone immediately and send in a financial statement.

#### **Infant Under the Age of 12 Months and Financial Hardship**

To qualify, please contact us by phone immediately. Within seven days of the call, you must return the financial statement and send us the name, address, and birthdate of the child and one of the following:

- Birth certificate
- Documentation showing that the child is directly related to the customer of record
- Official records or letter from a registered physician, physician assistant, nurse practitioner, or local Board of Health, hospital, or government official
- Letter from the Department of Transitional Assistance
- Letter from a clergyman, or religious institution

#### **Adults Over 65 and Minor Child and Financial Hardship**

To qualify, please contact us by phone immediately. Within seven days of the call you must return the financial hardship form, and send us the name, address, and birthdate of the adults over 65 and the name and birthdate of the minor.

### **NOTICE TO ELDERLY CUSTOMERS**

If all residents in your household are 65 or older we won't shut off your gas service without the prior consent of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill at once, you may be able to work out a payment plan with us. If you have any questions, or want further information, call us at the number printed on the front of your bill. To protect yourself, please call the company immediately if all residents in your home are 65 years of age or older.

### **RIGHT TO DISPUTE YOUR GAS BILL**

If you believe your bill is not correct or wish to dispute it, or if you have a service quality problem or dispute, please contact National Grid at 1-800-233-5325 or write us at the address printed below or listed in your local telephone directory. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct, or continue to dispute the time over which your arrearage is to be paid, or the service quality problem has not been addressed, you have the right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at 1-617-737-2836 or 1-877-886-5066 or TTY (for the hearing impaired only) 1-800-439-2370, by writing to the DPU, Consumer Division, One South Station, Boston, MA 02110, or by visiting the DPU's website [www.mass.gov/dpu](http://www.mass.gov/dpu).

### **NON-RESIDENTIAL CUSTOMERS**

All unpaid balances more than 30 days in arrears are subject to late payment charges at the rate equal to the rate paid on 2-year United States Treasury notes for the preceding 12 months ending December 31, plus 10%. Non-residential customers will be notified of the late payment charge percentage with their February bill. Esta informacion se puede obtener en Espanol.

### **PRIVACY NOTICE**

The DPU requires us to cross reference our residential customer database against a database of Transitional Assistance recipients to determine eligibility for our discounted delivery rate. If you do not want to be included in the automated matching process, please call us at 1-800-233-5325 to discuss.

### **ARREARAGE MANAGEMENT PROGRAM (AMP)**

The Arrearage Management Program (AMP) provides arrears forgiveness to income qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details, visit [www.nationalgridus.com](http://www.nationalgridus.com).

### **ADDITIONAL ASSISTANCE**

If you are having trouble paying your bill during the winter months you may be eligible for state or local assistance programs. Beginning October 1st each year you can apply for LIHEAP, which provides eligible households with help in paying a portion of their winter heating bills. You may also qualify for Heating Repair or Weatherization assistance, or other local community funding programs. More information on LIHEAP and other assistance programs visit [ngrid.com/grants](http://ngrid.com/grants) or you can call National Grid customer service at 1-800-233-5325 and ask about help paying your winter bills. You may also visit [toapply.org/MassLIHEAP](http://toapply.org/MassLIHEAP) to determine HEAP eligibility or apply, or call the Cold Relief Heatline at 1-800-632-8175.

