Your Rights as a National Grid Residential Customer

Upstate New York

New York State Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) provide comprehensive protection for residential customers of gas and electric utilities. HEFPA requires that consumer protections be provided by both National Grid and Energy Service Companies (ESCos). This brochure is provided annually by National Grid and includes basic information about the Company's policies and procedures, as well as your rights as a customer billed under residential rates.

Service or Billing Questions

To ask about your National Grid service or your bill, call **1-800-642-4272**, weekdays 7 a.m. - 7 p.m. You may also access our Automated Account Services line at **1-888-932-0301** for day-to-day transactions such as account balance information, last payment information, proposed Budget Plan payment amounts or to enroll in the Budget Plan.

You may also visit **nationalgridus.com** for a number of convenient online self-service options. Choose links to access your National Grid account details and electric or gas usage history, find out about payment options, and stop or start National Grid service. You may also reach us via email from our website at **nationalgridus.com**.

To report an electric or life-threatening gas emergency, please call **911** or **1-800-892-2345**. For electric emergencies, please call **1-800-867-5222**.

Your satisfaction is important to us; therefore, if after speaking with one of our representatives, you believe your question has not been resolved, please ask to speak with a supervisor. If we are unable to help you may contact the New York Public Service Commission online at **dps.ny.gov/complaints**, by calling **1-800-342-3377** (toll free), 8:30 a.m.- 4 p.m. Monday-Friday, or by mail: New York Public Service Commission, Empire State Plaza, Albany, NY 12223.

Our bills, which are sent monthly, show the amount of gas and/or electric you have used. Bills can be paid online at **nationalgridus.com**, by phone using our automated payment service, by mail using the return envelope enclosed with your bill, or at an authorized payment agent that accepts National Grid bill payments. Please note that many payment agents charge a fee for this service. Our free DirectPay program can transfer your bill payments automatically from your bank account.

Budget Billing

Our Budget Plan takes the seasonal differences out of your monthly energy bill. Under this plan, we look at your energy use over the past year and estimate your annual energy costs. We then divide that amount into 12 monthly payments. This is particularly helpful if you heat with electric or gas. To obtain your Budget Billing amount and/or to enroll in the plan, please call **1-888-932-0301**.

Meter Reading & Access

It's important that we access our meter for readings, inspections and maintenance. In accepting service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unlocked private property at all reasonable times to access our equipment and meters.

If we are unable to read the meter for six months or three billing periods of calculated bills, whichever is greater, we will send you a "no access" notice or contact you requesting that you either provide us with a reading or arrange access to the meter.

If the meter has not been read in eight consecutive months or four billing periods, whichever is greater, you or your building owner may be subject to a $25 charge on your next bill.

For your protection, every National Grid employee carries a photo identification card. Always ask to see this card before granting entry to your home. Also, before entering, National Grid employees are required to knock and announce their presence to you.

Estimated Readings

We use actual readings based on automated meter readings to determine your monthly bill. There may be rare occasions for using estimated readings, such as severe weather or equipment failure. We also continue to use estimates for connecting and disconnecting service.

Inactive Gas Meters

All premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

Payment Arrangements

National Grid is happy to assist you in finding a repayment method that best suits your current financial situation. Whether you need a short term collection arrangement or a longer term deferred payment agreement, our agents can assist. Staying current on any plan will ensure the account has no collection action taken on it.

A collection arrangement is a short term (40 days or less) repayment plan with flexibility to customize each installment's due date and amount. These payments would be in addition to your current charges. A collection arrangement need not be signed, but a written copy of your agreed terms will be provided upon request.

A deferred payment agreement is a longer term repayment plan with a fixed monthly installment amount over and above current charges. A deferred payment agreement must be signed. A standard deferred payment agreement generally requires a 15% down payment, with the balance payable in ten monthly installments. More lenient terms are

PROGRAM ENROLLMENT FORM

Name

Address Apt

Town/City Zip

Telephone (Daytime) / (Evening)

Account number _____-_____

DirectPay Program

☐ Please enroll me in the DirectPay program. I authorize electronic deductions from my bank account for payment of my bills 15 days after my billing date. I have enclosed a check clearly marked "VOID." (Please complete the following only if enrolling in DirectPay.)

Name exactly as it appears on bank statement

Bank Name

Bank Account Number

Bank Routing Number (the 9-digit number on the bottom of your check)

☐ Checking ☐ Savings

Your Signature Date

Third Party Notification

☐ I request that any Final Termination Notice of my National Grid service for nonpayment is also mailed to the following person or agency.

Third Party Name

Address Apt

Town/City Zip

Telephone (Daytime) / (Evening)

Customer Signature Date

Third Party Signature Date

SPECIAL PROTECTIONS INFORMATION REQUEST

Please complete this form if you believe your household may qualify for any of our special protections programs.

Return this form to:

National Grid
Credit & Collections Residential
Protections Team / D1
300 Erie Boulevard West
Syracuse, NY 13202

ACCOUNT INFORMATION

(Be sure to complete before mailing)

Name

Address Apt.

Town/City Zip

Telephone

Email

Account Number (as shown on bill)

☐ **Please send me an Elderly, Blind and/or Disabled application form.**

(You will be required to provide proof of Elderly, Blind and/or Disabled.)

All household members must be:

ELDERLY: 62 years of age or older and if anyone else is in the home, they must be 18 years of age or younger

BLIND: Legally or Medically Blind (20/200 or less in better eye)

DISABLED: Receiving permanent disability, collecting SSI, SSD or Military Benefits due to a service-related disability

☐ **Someone in my household has a Medical Emergency or uses electrically operated Life-Sustaining Medical Equipment.**

Patient Name: _____

Patient Date of Birth:_____

Doctor Name:_____

Office Phone Number:_____

Office Fax Number:_____

I receive government assistance:

☐ I receive Public Assistance (PA).

☐ I receive Supplemental Security Income (SSI).
Note: SSI benefits are not the same as Social Security retirement benefits.

Please send: ☐ Large Print Bills ☐ Braille Bills

available if you qualify financially. A more lenient agreement may provide for as little as zero dollars down and payments as low as ten dollars a month. For a more lenient agreement, you may need to provide the appropriate income and expense related documents. For more information, visit **ngrid.com/moretime**

Terminations

It shall be the right of every residential customer of a gas or electric corporation, upon the discontinuation of utility service, to obtain, upon request, an actual meter reading by such customer's gas or electric corporation. We will work with customers to make a satisfactory payment arrangement and notify local social services if appropriate.

Extreme heat protections: We will suspend residential disconnections for nonpayment when a Heat advisory or Excessive Heat Warning is issued by the National Weather Service. The United States National Weather Service is used to determine forecasts and any resulting regional pauses on residential service disconnections.

Cold weather protections: During the period of November 1st to April 15th, we will suspend terminations of residential gas heating customers on days when either the local forecast (National Weather Service) predicts temperatures below 32 degrees Fahrenheit, or the forecast high temperature, factoring in the local wind chill, does not exceed 32 degrees Fahrenheit for two or more consecutive days in the geographic operating region

Special Protections

National Grid provides special protections for elderly, blind, and disabled persons; persons with medical emergencies; and persons using life-sustaining equipment. For more information regarding our protection programs or to apply online, please visit **ngrid.com/uny-special-protections**

Our special protections programs include:

Elderly, Blind, and/or Disabled Protection: We will attempt to reach you by phone or in person at least 72 hours before your service is shut off for non-payment.

Medical Emergency Program: Your account will receive a 30-day protection from service termination for non-payment.

Life Support Program: We will contact you in advance about any planned electrical outages and attempt to reach you by phone during prolonged unplanned outages. If we are unable to contact you, we will send emergency personnel to your home for a wellness check. We will work with persons in multi-family dwellings where service is not metered separately.

Reconnecting Services

We will reconnect service within 24 hours when: You pay the full amount due, OR You are eligible and sign a payment agreement and make any necessary down payment on your bill, **OR** You face a serious threat to health or safety. If you receive public assistance in the form of direct payment or written guarantee, we will turn your service back on within 24 hours after we receive a notice of payment from the social service agency helping you.

Reconnection Fees

We charge a fee to reconnect service. This charge is higher if we restore service outside normal working hours: 8 a.m. – 4 p.m., Monday–Friday, except holidays. The fee is also higher if it requires work at a pole or in the street instead of at the meter.

If we do not reconnect your service within 24 hours of meeting the above conditions—except when it is beyond our control—we will pay you a fee for each additional day you are without service.

Deposits

If you are a short-term or seasonal customer, we may ask you for a deposit. Deposits will earn interest at a rate set by the PSC. We will hold the deposit until 12 consecutive months of timely payments have been received. At that time, we will refund your deposit plus interest.

If your payments are not current, we will hold the deposit and credit the interest to your account annually.

Shared Meters

If you are a residential building tenant, you are not obligated to pay for electric or gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call **1-800-642-4272**.

Tenants in Multiple Dwellings

If you live in a building with two or more apartments where your landlord fails to pay the electric and/or gas bill for which he or she is responsible, you may be able to keep the service on if you join with the other tenants to pay the bill. The tenants only have to pay the current bill and you can, by law, deduct your share from your rent.

Public Assistance

Customers receiving public assistance (PA), supplemental security income benefits (SSI) or additional State payments are provided with the following: local social services will be informed if you receive a final notice of termination; application for new service will not be denied based on prior debt owed to National Grid; and you will not be required to post a security deposit. It is the customer's responsibility to notify National Grid if you are a recipient of PA, SSI or additional State payments.

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 immediatement.
Questa è un'informazione importante, si prega di tradurla.
Это очень важное сообщение.
Пожалуйста, попросите чтобы вам его перевели.
Đây là một thông báo quan trọng.Xin vui lòng dịch thông báo này.
這是一個重要的通知。請翻譯一下.
.هتمجرت یجرُت .ممم راطخإا اذه
এটি একটি গুরুত্বপূর্ণ বজ্ঞিপ্তি অনুগ্রহ করে এটি অনুবাদ করে ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
טצעזרעביא עטיב .גאָזנאָ עקיטכיוו אַ זיא סאָד