Dwa ou kòm yon Kliyan Rezidansyèl National Grid

nationalgrid

Long Island

Règleman Komisyon Sèvis Piblik NewYork la (New York Public Services Commission, PSC) yo ak Lwa sou Pratik Ekitab nan sa ki genyen Rapò avèk Enèji nan Kay (the Home Energy Fair Practices Act, HEFPA) yo bay yon pwoteksyon konplè pou kliyan rezidansyèl konpayi gaz ak kouran yo. HEFPA mande pou pwoteksyon kliyan an ap resevwa yo se ni National Grid ni founisè sèvis kouran ki pa sèvis piblik yo ki pou bay yo (ESCos). National Grid bay ti livrè sa a chak ane epi li ajoute ladan li enfòmasyon debaz sou regleman ak Pwosedi Konpayi a, ansanm avèk lis dwa ou genyn yo antanke yon kliyan ki benefisye yon tarif rezidansyèl.

Kesyon ki genyen rapò avèk Sèvis ak Faktirasyon yo

Kesyon sou sèvis oswa faktirasyon Pou poze kesyon sou sèvis National Grid ou a oswa sou fakti w la, rele **1-800-930-5003,**, jou lasemèn 8 a.m. - 8 p.m., lendi jiska vandredi. Ou kapab vizite tou **nationalgridus.com** pou ou kapab jwenn yon kantite mwayen pratik sèvis lib anliy. Seleksyone lyen yo pou w kapab aksede a detay kont National Grid ou yo, suiv itilizasyon l epi konnen mwayen pèman yo. Ou kapab kontakte nou tou pa imèl atravè sit entènèt nou an sou nationalgridus.com.

Pou rapòte yon ijans sekirite gaz natirèl, tanpri rele **1-800-490-0045**, 24 hours a day, 7 days a week. Kliyan ki gen pwoblèm pou tande oswa pale ka kontakte National Grid lè l sèvi avèk sèvis NYS Relay la; jis rele 711.

Satisfaksyon w enpòtan pou nou; kidonk, si ou fin pale avèk youn nan reprezantan nou yo, ou panse yo pa rezoud pwoblèm ou an, tanpri mande pou w pale avèk yon sipèvizè. Si nou pa kapab ede w, ou ka kontakte Komisyon Sèvis Piblik Nouyòk la sou entènèt nan **dps.ny.gov/complaints**, lè w rele **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

Bòdwo nou yo, ou ap resevwa yo chak mwa yo, endike kantite gaz ou te itilize. Ou kapab peye bòdwo ou yo anliy sou **nationalgridus.com**, nan telefòn lè ou sèvi avèk sèvis pèman otomatik nou an, pa lapòs, oswa an pèsòn nan Sant Sèvis Kliyantèl nou yo. Pwogram gratis DirectPay nou an kapab transfere pèman bòdwo ou yo otomatikman apati kont an bank ou an.

Plan Bidjè a

Pwogram sila a divize pri gaz anyèl ou yo an pèman mansyèl ki egal. Nan kad pwogram sa a, nou ap divize pri gaz anyèl ou prevwa a an 12 pèman mansyèl ki pi pratik. Sa ap itil ou anpil si se avèk gaz ou chofe. Pou ou jwenn kantite Plan Bidjè ou a epi/oswa pou enskri nan plan sila a, tanpri rele **1-800-930-5003.**

Releve Kontè a ak Aksè a Kontè a

Li enpòtan pou nou kapab aksede a kontè nou yo pou nou kapab li relve yo, fè enspeksyon epi fè antretyen ladan yo. Lè ou aksepte sèvis la, ou bay Konpayi an dwa pou li aksede a lokal ou yo nan lè ki rezonab yo. Dapre lalwa, moun k ap li kontè nou yo gen dwa antre nan pwopriyete prive ki pa fèmen nan nenpòt ki lè rezonab pou jwenn aksè nan ekipman ak kontè nou yo. Si nou pa an mezi pou li relve kontè ou a pandan twa peryòd pèman, nou ap mete yon mesaj sou bòdwo ou a kote nou ap mande ou yon relve oswa pou nou planifye yon randevou espesyal pou nou kapab fè li. Sepandan, si yo pat li kontè ou a pandan 5 peryòd pèman konsekittiif, ou menm oswa pwopriyetè batiman an ka genyen pou li peye yon tarif 25$ (plis taks). Pou pwòp pwoteksyon w, chak grenn aplwaye National Grid toujou genyen sou yo yon kat idantifikasyon ki genyen foto yo sou li. Toujou mande yo pou yo montre w kat sa a avan ou ba yo otorizasyon pou yo antre lakay ou. Epi tou, avan yo antre lakay ou, anplaye National Grid yo dwe frape epi anonse w prezans yo.

Kontè Gaz ki Pa an Fonksyon

Tout lokal ki gen kontè gaz ki louvri yo dwe gen yon kliyan aktif sou kont gaz la. Yo pral fèmen kontè ki louvri nan lokal ki pa gen okenn kliyan responsab, oswa yo pral koupe liy sèvis ki bay gaz nan lokal la. Kliyan ki sispann sèvis yo ta dwe planifye yon randevou pou fèmen kontè a.

Modalite Pèman yo

National Grid kontan pou li ede w jwenn yon metòd ranbousman ki plis adapte a sitiyasyon finansye aktyèl ou a. Menm si ou vle yon aranjman pou rekouvreman akoutèm oswa yon akò pèman difere alontèm, ajan nou yo kapab ede w. Rete ajou sou nenpòt plan pèmèt nou asire nou kont lan pa genyen okenn mezi ranbousman ki fèt sou li.

Yon dispozitif kolèk se yon plan ranbousman akoutèm(40 jou orswa mwens) ki bay posibilite pou pèsonalize chak grenn dat pèman ak montan chak vèsman Pèman sa yo ap ajoute nan tarif aktyèl ou yo Li pa obligatwa pou ou siyen yon dispozitif kòlèk, men yo ap ba ou yon dokiman ekri sou tèm akò ou yo sou demann.

Yon akò pèman difere se yon plan ranbousman alontèm ki genyen yon montan mansyèl ki fiks epi ki depase tarif aktyèl yo. Yon akò pèman difere dwe siyen. Jeneralman, yon akò pèman difere estanda nesesite yon depo 15%, avèk balans lan ki peyab an dis mwa.

Gen kondisyon ki pi fasil si ou kalifye finansyèman. Yon akò ki pi favorab kapab prevwa yon vèsman ki egal a zewo dola ak pèman dis dola pa mwa. Pou ou genyen yon akò ki pi favorab, ou ka genyen pou w bay dokiman apwopriye yo ki genyen rapò avèk revni ak depans yo. Pou plis enfòmasyon, vizite **ngrid.com/moretime**

Asistans

Defansè Konsomatè nou yo ka ede w jwenn asistans nan lòt sous.

Revokasyon

Si ou chofe kay ou ak gaz, nou p ap koupe sèvis gaz ou ant 1ye novanm ak 15 avril san nou pa eseye kontakte ou oswa yon lòt granmoun nan kay la anvan. Si yon pèt sèvis lakoz genyen yon pwoblèm sante oswa sekirite, nou ap kontinye ba ou sèvis pandan omwen 15 jou epi eseye jwenn yon akò pèman. Chak grenn kliyan rezidansyèl yon antrepriz gaz oswa kouran dwe genyen dwa nan ka yon etèripsyon sèvis la pou li resevwa sou demann yon relve ki presi kontè antrepriz gaz oswa kouran an.

pandan peryòd soti depi 1ye Novanm pou rive 15 Avril, nou ap sipsnan koupe chofaj gaz kliyan rezidansyèl yo nan jou kote previzyon meteyowolojik lokal yo (National Weather Service) predi tanperati ki enferyè a 32 degre Fahrenheit oswa tanperati eleve ki previ a, selon refwadisman ewolyen lokal la pa depase 32 degre Fahrenheit pandan omwen de jou konsekitif oswa plis nan rejyon jewografik an kesyon an.

Pwoteksyon Espesyal

National Grid bay pwoteksyon espesyal pou granmoun aje, avèg, ak moun andikape; ansanm ak moun ki gen ijans medikal. Pwogram pwoteksyon espesyal nou an genyen ladan li:

Pwoteksyon pou moun ki ti granmoun, ki

Avèg ak/oswa ki Andikape: Nou ap eseye pou nou antre an kontak avèk ou pa telefòn oswa an pèsòn omwen 72 èdtan avan yo kanpe sèvis ou an paske ou pa peye.

Pwogram Ijans Medikal: Kontou an ap benefisye yon pwoteksyon 30 jou kont

Rekoneksyon Sèvis yo

Nou ap rekonekte sèvis yo aprè 24 èdtan lè: Ou peye tout montan ki dwe a, OSWA ou kalifye epi siyen yon akò peman epi fè nenpòt peman davans nesesè sou bòdwo w la, **OSWA** ou fè fas ak yon menas grav pou sante w oswa sekirite w.

Frè Rekoneksyon

Nou mande frè pou nou retabli sèvis yo. Frè sila a pi plis si nou restore sèvis yo an deyò de lè travay nòmal yo: 8 a.m. – 4 p.m., Lendi–Vandredi, sof jou ferye yo.
Frè a ap pi plis tou si li mande pou genyen travay ki fèt nan lari a olye yo fèt sou kontè a. Si nou pa kapab rekonekte sèvis ou yo nan yon delè 24 èdtan aprè kondisyon ki anwo yo fin respekte—sof si sa pa depann de nou—nou ap peye w yon frè pou chak jou siplemantè ou fè san sèvis la.

Depo

Si ou se yon kliyan akoutèm oswa yon kliyan tanporè, nou ka mande w pou w fè yon depo. Nou kapab mande kliyan ki te la deja yo pou yo fè yon depo si kont yo a pa peye oswa te dekonekte paske yo pa t peye pandan 6 dènye mwa ki sot pase yo. Yo peye depo yo a yon to PSC la fikse. Nou ap konsève depo a jiskaske nou resevwa 12 mwa pèman konsekitif ponktyèl. Nnan moman sa a, nou ap remèt ou depo a, plis enterè. Si pèman ou yo pa resan, nou ap kenbe depo a epi nou ap kredite enterè yo sou kont ou an chak ane.

Kontè ki Pataje

Si ou se yon lokatè yon batiman rezidansyèl, ou pa oblije peye sèvis gaz pou okenn lokalite ki andeyò de pwòp abitasyon ou an. Pou plis enfòmasyon sou kondisyon Kontè Pataje yo, tanpri rele **1-800-930-5003**.

Lokatè ki genyen Plizyè Lojman

Si ou ap viv nan yon batiman ki genyen plis pase de apatman kote genyen youn nan kolokatè ou yo ki pa peye bòdwo gaz li yo kote se li menm ki responsab pou yo, ou ka an mezi pou ou konsève sèvis ou yo si ou ou menm avèk lòt lokatè yo mete ansanm pou nou peye bòdwo a. Lokatè yo dwe peye sèlman bòdwo aktyèl la epi ou kapab, selon lalwa redui nan patisipasyon pa w nan lwaye a.

Asistans Piblik

Kliyan k ap resevwa asistans piblik (PA), benefis revni sekirite siplemantè (SSI) oswa peman adisyonèl Leta yo resevwa bagay sa yo: sèvis sosyal lokal yo pral enfòme si ou resevwa yon avi final pou revokasyon sèvis la; aplikasyon pou nouvo sèvis la p ap refize baze sou dèt ou te genyen ak National Grid anvan; epi ou p ap oblije depoze yon depo sekirite. Se responsablite kliyan an pou l avize National Grid si l se yon moun k ap resevwa peman PA, SSI oswa lòt peman Leta.

ENSKRIPSYON NAN PWOGRAM NAN/FÒMILÈ ENTERÈ

Non

Adrès Apatman

Vil/Lokalite Zip

Telefòn

Nimewo kont lan _____-_____

Pwogram DirectPay

☐ Tanpri enskri m nan pwogram DirectPay lan. Mwen otorize dediksyon elektwonik sou kont mwen an pou pèman bòdwo mwen yo 15 jou aprè dat bòdwo mwen an. Mwen ajoute yon chèk ki make “ANILE.” (tanpri ranpli sa yo ki anba a sèlman sii ou enskri nan DirectPay.)

Non an egzakteman jan li parèt sou deklarasyon bank lan

Non Bank lan

Nimewo Kont Bank lan

Nimewo Acheminman Bank lan
(nimewo 9 chif ki anba chèk ou an)

☐ Chèk ☐ Epay

Siyati ou Dat

DEMANN ENFÒMASYON SOU PWOTEKSYON ESPESYAL

Tanpri ranpli fòmilè sila a si ou kalifye pou nenpòt pwoteksyon espesyal.

Voye fòmilè sa a bay:

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

ENFÒMASYON SOU KONT LAN

(Asire w ou ranpli li avan ou voye li ale)

Non

Adrès Apatman

Vil/Lokalite Zip

Telefòn

Imèl

Nimewo Kont la (jan li parèt sou bòdwo a)

☐ **Tanpri voye ban mwen yon fòmilè aplikasyon pou moun ki Ti granmoun, ki Avèg ak/oswa ki Andikape.**

(Yo ap mandew pou w bay prèv ou se yon Ti granmoun, Avèg ak/oswa Andikape.)

Tout manm fwaye a dwe:
Ti GRANMOUN: genyen 62 lane oswa plis epi si genyen nenpòt lòt moun nan fwaye a, yo dwe genyen 18 lane oswa mwens

AVÈG: Avèg Legalman oswa Medikalman (20/200 oswa mwens nan je ou pi byen wè ladan l lan)

ANDIKAPE: Ap resevwa avantaj pèmanan pou andikap, resevwa avantaj SSI, SSD oswa Militè aakoz yon andikap nan kad sèvis ou t ap bay

☐ **Genyen yon moun nan fwaye mwen an ki genyen yon Ijans Medikal**

Non Pasyan an: _____

Dat Nesans Pasyan an:_____

Non Doktè a:_____

Nimewo Telefòn Biwo a:_____

Nimewo Faks Biwo a:_____

Mwen resevwa èd nan men gouvènman an

☐ Mwen resevwa Asistans Piblik (PA).

☐ Mwen resevwa Revni Sekirite Siplemantè (Supplemental Security Income, SSI).
Remak: Avantaj SSi yo pa menm avèk avantaj retrèt Sekirite Sosyal yo.

Tanpri voye:

☐ Bòdwo an Gwo Karaktè

☐ Bòdwo Bray

Avi a yon Tyès Pati

☐ Mwen mande pou yo voye tout Avi Rezillyasyon Final sèvis my National Grid pou non-pèman mwer yo tou bay moun oswa ajans sa yo ki anba a.

NonTyès Pati yo

Adrès Apatman

Vil/Lokalite Zip

Telefòn

Siyati Kliyan an Dat

Siyati Tyès Pati a Dat

Eskane kòd QR la pou w kapab wè fòmilè sa a nan lang sa yo: Arab, Bengali, Chinwa, Kreyòl ayisyen, Polonè, Ris, Oudou ak Yiddish

Your Rights as a National Grid Residential Customer

nationalgrid

Long Island

New York 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 non-utility energy service providers (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.

Tradiksyon an kreyòl ayisyen nan do paj la.

Service or Billing Questions

Service or Billing Questions To ask about your National Grid service or your bill, call **1-800-930-5003,** weekdays 8 a.m. - 8 p.m., Monday through Friday. You may also visit **nationalgridus.com** for a number of convenient online self-service options. Choose links to access your National Grid account details, track usage and find out about payment options. You may also reach us via email from our website at nationalgridus.com.

To report a natural gas safety emergency, please call **1-800-490-0045**, 24 hours a day, 7 days a week. Hearing or speech-impaired customers can contact National Grid by using the NYS Relay service; just dial 711.

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 you'll receive monthly, show the amount of gas you have used. Bills can be paid online at **nationalgridus.com**, by phone using our automated payment service, by mail, or in person at our Customer Service Centers. Our free DirectPay program can transfer your bill payments automatically from your bank account.

Budget Plan

This program divides your annual gas costs into equal monthly payments. Under this program, we will spread your projected annual gas usage cost into 12 convenient monthly payments. This is particularly helpful if you heat with gas. To obtain your Budget Plan amount and/or to enroll in the plan, please call **1-800-930-5003**.

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 your meter for three billing cycles, we will put a message on your bill asking for a reading or to make a special appointment for us to do it. However, if your meter has not been read for five consecutive bills, you or the building owner may be subject to a $25 (plus tax) charge. 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.

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 long-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 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**

Assistance

Our Consumer Advocates may be able to help you get assistance from other sources.

Terminations

If you heat your home with gas, we will not shut off your gas service between November 1 and April 15 without first trying to contact you or another adult in your household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment agreement. 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.

During the period of November 1 to April 15, we will suspend terminations of residential gas heating customers on days when either the local weather 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; and persons with medical emergencies
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.

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 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. Existing customers may be asked to pay a deposit if their account is delinquent or had been disconnected for non-payment during the last six months. 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

f you are a residential building tenant, you are not obligated to pay for gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call **1-800-930-5003**.

Tenants in Multiple Dwellings

If you live in a building with two or more apartments where your landlord fails to pay the 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.

PROGRAM ENROLLMENT/ INTEREST FORM

Name

Address Apt

Town/City Zip

Telephone

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

SPECIAL PROTECTIONS INFORMATION REQUEST

Please complete this form if you qualify for any special protections.

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**

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

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

Customer Signature Date

Third Party Signature Date

Scan the QR code to see this form in the following languages: Arabic, Bengali, Chinese, Haitian Creole, Polish, Russian, Urdu and Yiddish