

Правила Комиссии по коммунальным услугам штата Нью-Йорк (Public Service Commission, PSC) и Закон о добросовестной практике использования энергии в домашнем хозяйстве (Home Energy Fair Practices Act, HEFPA) обеспечивают комплексную защиту бытовых потребителей газа и электроэнергии. Закон HEFPA требует, чтобы защиту потребителей обеспечивали как National Grid, так и поставщики энергоуслуг, не относящихся к энергоснабжению (ESCOs). Эта брошюра ежегодно предоставляется компанией National Grid и содержит основную информацию о политике и процедурах компании, а также о ваших правах как потребителя, которому выставляются счета по тарифам для населения.

Если вы соответствуете финансовым требованиям, возможны более мягкие условия. Более мягкие условия соглашения могут предусматривать минимальный первоначальный взнос в размере 0 долларов и платежи в размере 10 долларов в месяц. Для получения более мягких условий соглашения вам может потребоваться предоставить соответствующие документы о доходах и расходах. Для получения дополнительной информации посетите сайт ngrid.com/moretime

Социальная помощь

Клиентам, получающим социальную помощь (Public Assistance, PA), пособия по Программе дополнительного социального дохода (Supplemental Security Income, SSI) или дополнительные государственные выплаты, предоставляются следующие послабления: местные социальные службы будут поставлены в известность, если вы получите уведомление об окончательном прекращении предоставления услуг; новое заявление на получение услуг не будет отклонено на основании ранее возникшей задолженности перед National Grid; вас не попросят внести гарантийный депозит. Будучи клиентом, вы должны самостоятельно уведомить National Grid о том, что являетесь получателем PA, SSI или дополнительной государственной выплаты.

Отсканируйте QR-код, чтобы увидеть эту форму на следующих языках:
арабский, бенгальский, китайский,
гаитянский креольский, польский,
русский, урду и идиш



Your Rights as a National Grid Residential Customer

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.

Перевод на русский язык на обороте
страницы

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.

Note: Your account cannot be enrolled in Medical Emergency and DirectPay at the same time.

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
If 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
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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

