nationalgrid

您作为 National Grid 住宅用户的权利

长岛

纽约公共服务委员会 (PSC) 规则和《家庭能源公平实践法案》(HEFPA) 为燃气和电力公用事业的住宅用户提供全面保护。HEFPA 要求 National Grid 和非公用事业能源服务公司 (ESCo) 提供消费者保护。本手册每年由 National Grid 提供，其中包括有关公司政策和程序的基本信息，以及您作为按住宅费率计费的用户的权利。

服务或账单问题

如需咨询您的 National Grid 服务或您的账单，请致电 **1-800-930-5003**，受理时间：工作日周一至周五上午 8 点-下午 8 点。您还可以访问 **nationalgridus.com** 获取更多便捷在线自助服务方式。选择链接访问您的 National Grid 帐户详情，跟踪使用情况并了解付款方式。您还可以通过我们网站（网址为 nationalgridus.com）上的电子邮箱与我们联系。

如需报告天然气安全紧急情况，请致电 **1-800-490-0045**，我们提供 7×24 小时全天候服务。有听力或语言障碍的用户可以通过纽约州中继服务联系 National Grid；只需拨打 711 即可。

您的满意对我们非常重要；因此，如果在与我们的客服代表沟通后，您认为问题仍未解决，请要求与主管沟通。如果我司无法提供帮助，您可以访问 **dps.ny.gov/complaints**，或于周一至周五上午 8:30 至下午 4:00 期间致电 **1-800-342-3377**（免费电话），或寄信至：New York Public Service Commission, Empire State Plaza, Albany, NY 12223。

您收到的月度账单会显示您的天然气使用量。账单可以通过 nationalgridus.com **网站在线支付，也可以使用我们的自动付款服务**通过电话支付，通过邮寄支付，或亲自前往我们的客户服务中心支付。我们的免费 DirectPay 计划可从您的银行账户自动划扣账单款项。

预算计划

该计划将您的年度燃气费用分摊为每月等额的付款金额。根据该计划，我们会将您预计的年度燃气使用费用分摊为 12 笔便捷的月付款项。如果您使用燃气供暖，这将特别有帮助。如需获取您的预算计划金额和/或加入该计划，请致电 **1-800-930-5003**。

抄表及接触仪表

我们需要抄表、进行检查和维护，因此能够接触到仪表至关重要。您在接受服务时，即授予本公司在合理时间内进入您住所的权利。根据法律规定，我们的抄表员有权在任何合理的时间进入未上锁的私人物业，以接近我们的设备和仪表。如果我们连续三个计费周期无法读取您的仪表数据，我们将在您的账单上留言，要求您提供读数，或预约专门时间由我们上门抄表。然而，如果您的仪表连续五个计费周期未读数，您或业主可能需要支付一笔 25 美元（含税）的费用。为保障您的安全，每位 National Grid 员工都持有带有照片的身份证明卡。在允许员工进入您家之前，请务必要求查看此证件。此外，在进入之前，National Grid 员工需要敲门并向您表明身份。

闲置燃气表

所有装有在用燃气表的场所在其燃气账户上必须有一位有效的登记用户。对于没有责任用户的场所，其在用燃气表将被上锁或拆除，或为该场所供气的燃气管道将被切断。用户办理停气时，需协调预约时间，以便工作人员对燃气表进行上锁。

付款安排

National Grid 很乐意帮助您找到最适合您当前财务状况的还款方式。无论您需要短期收款安排，还是长期延期付款协议，我们的工作人员都可以提供协助。只要您按任意方案持续按时还款，就能确保账户不会被采取催收措施。

催收安排是一种短期（40 天或更短）的还款计划，具有灵活性，可根据需求定制每笔分期付款的到期日和金额。这些付款需要您在当前账单之外作出额外支付。催收安排无需签署文件，但只要您提出要求，我们就会提供一份包含您同意条款的书面副本。

延期付款协议是一种长期还款计划，固定月供金额是在当前费用基础上的额外付款。必须签署延期付款协议。标准延期付款协议通常要求支付 15% 的首付款，剩余款项需分 10 个月按月分期支付。

如果您符合财务条件，可以获得更宽松的条款。更宽松的协议可能只需零首付，月付款低至十美元。若要申请更宽松的协议，您可能需要提供相关的收入和支出证明文件。欲了解更多信息，请访问 **ngrid.com/moretime**

援助

我们的消费者权益倡导者或许能够帮助您从其他渠道获取援助。

停供

如果您家中使用燃气供暖，在 11 月 1 日至 4 月 15 日期间，我们不会直接切断您的燃气供应，而是会先尝试联系您或您家中的其他成年人。如果停气会造成严重的健康或安全问题，我们将至少持续供气 15 天，并会努力为您安排一份付款协议。在停止公用事业服务后，每位燃气或电力公司的住宅用户均有权根据要求获得由该用户所在燃气或电力公司提供的实际仪表读数。

在 11 月 1 日至 4 月 15 日期间，如果当地天气预报（国家气象局）预测气温低于 32 华氏度，或者考虑到当地的风寒，预测的高温在在运营区域内连续两天或以上不超过 32 华氏度时，我们暂时不会中断住宅燃气供暖用户的服务。

特殊保障

National Grid 为老年人、盲人、残疾人，以及正处于医疗紧急情况中的人员提供特殊保障。

我们的特殊保障计划包括：

老年人、盲人和/或残疾人保障计划：在您的服务因未付款而中断前，我们将至少提前 72 小时，通过电话或委派专人上门的方式尝试与您联系。

医疗紧急情况计划：您的账户获得 30 天的保障期，在此期间，不会因未付款而被停气。

注意：您的账户不能同时参加医疗紧急情况计划和 DirectPay 计划。

重新开通服务

在以下情况下，我们将在 24 小时内重新开通服务：您支付了全部欠款，或您符合条件并签署了付款协议，并支付了任何必要的首付款，**或**您面临严重的健康或安全威胁。

如果您通过直接支付或书面担保的形式获得公共援助，我们将在收到相关社会服务机构的付款通知后 24 小时内恢复您的服务。

重新开通费用

我们将会对重新开通服务收取一定的费用。如果在正常工作时间之外重新开通服务，该费用会更高：正常工作时间为周一至周五，上午 8 点至下午 4 点，节假日除外。

如果重新开通服务需要在户外街道作业，而非仅在燃气表处操作，产生的费用也会更高。如果在您满足上述条件后的 24 小时内，我们没有为您重新开通服务（不可抗力情况除外），那么每多延误一天您无法使用服务，我们都会向您支付一笔补偿金。

押金

如果您是短期或季节性用户，我们可能会要求您支付押金。对于现有用户，如果其账户在过去六个月内存在拖欠款项或因未付款而被断供，可能也会被要求支付押金。押金将按照 PSC 设定的利率获得利息。我们会一直持有押金，直到您连续 12 个月按时付款。届时，我们将退还您的押金和利息。如果您的付款未能及时到账，我们将继续持有押金，并每年将利息计入您的账户。

共用燃气表

如果您是住宅楼的租户，您无需为自己住所以外的任何区域支付燃气费用。如需了解有关共用燃气表条件的更多信息，请致电 **1-800-930-5003**。

多户住宅租户

如果您居住在拥有两户或更多公寓的建筑中，而您的房东未能支付其应承担的燃气账单，您可以与其他租户一起支付账单以保持服务不中断。根据法律规定，租户只需支付当前的账单，并且您可以从房租中扣除您承担的部分。

公共援助

领取公共援助 (PA)、补充保障收入 (SSI) 或额外州政府补贴的用户，可享受以下权益：若您收到终止服务的最终通知，当地社会服务机构将被同步告知；您申请新服务时，不会因此前拖欠 National Grid 的费用而被拒绝；并且您无需缴纳保证金。如果您正在领取 PA、SSI 或额外州政府补贴，需由您主动告知 National Grid，这是您作为用户的责任。

计划注册/意向表

姓名 _____

地址 _____ 公寓号 _____

城镇/城市 _____ 邮编 _____

电话号码 _____

户号 _____-_____

DirectPay 计划

☐ 本人同意加入 DirectPay 计划。 本人授权在账单日期 15 天后从本人的银行账户中自动扣除账单费用。本人已附上一张明确标有“作废 (VOID)”字样的支票。（如果加入 DirectPay 计划，请填写以下内容。）

_____
与银行对账单上的姓名保持一致

银行名称 _____

银行账号 _____

银行路由号码 _____
（支票底部的 9 位数字）
☐ 支票账户 ☐ 储蓄账户

_____
您的签名 日期

特殊保障信息请求

如果您符合任何特殊保障条件，请填写此表格。

请将此表格寄回至：

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

账户信息

（请务必在邮寄前填写完整）

姓名 _____

地址 _____ 公寓号 _____

城镇/城市 _____ 邮编 _____

电话号码 _____

电子邮箱 _____

账号（账单上显示的账号）

☐ **请寄给我一份老年人、盲人和/或残疾人申请表。**
（您需要提供老年人、盲人和/或残疾人的证明。）

所有家庭成员必须符合以下条件：

老年人：年龄在 62 岁或以上，且如果家中还有其他人，他们的年龄必须在 18 岁或以下

盲人：法律或医学意义上的视力障碍（最好眼的视力为 20/200 或更差）

残疾人：因永久性残疾而领取 SSI、SSD 或因服役相关残疾而获得军人福利

☐ **本人家中有人正处于医疗紧急情况**

患者姓名：_____
患者出生日期：_____
医生姓名：_____
办公室电话号码：_____
办公室传真号码：_____

本人领取政府援助。

☐ 本人领取公共援助 (PA)。
☐ 本人领取补充保障收入 (SSI)。
注意：SSI 福利不同于社会保障退休福利。

请寄送： ☐ 大字体账单 ☐ 盲文账单

第三方通知

☐ 我请求将因未付款导致的 National Grid 服务的最终断供通知同时邮寄给以下个人或机构。

第三方名称 _____

地址 _____ 公寓号 _____

城镇/城市 _____ 邮编 _____

电话号码 _____

用户签名 _____ 日期 _____

第三方签名 _____ 日期 _____

扫描二维码查看以下语言的表格：阿拉伯语、孟加拉语、中文、海地克里奥尔语、波兰语、俄语、乌尔都语和意第绪语

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.

Otro lado en español

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