

National Grid
OUTREACH AND EDUCATION PLAN
2018

Submitted by Amanda Buccheri
on August 24th, 2018
to Sharon Alvaro, DPS Office of Consumer Services

National Grid

OUTREACH AND EDUCATION PLAN 2018

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**National Grid
OUTREACH AND EDUCATION PLAN
2018**

Utility Information

UTILITY OUTREACH & EDUCATION AND COMPANY OFFICIALS

Dates Covered by Plan: From: January 1, 2018 To: December 31, 2018

- Outreach and Education (O&E) Liaison to Office of Consumer Services (OCS) Staff:

Name: Amanda Buccheri
Title: Senior Analyst
Mailing Address: One Metrotech Center, Brooklyn, NY 11201
Email: Amanda.buccheri@nationalgrid.com
Telephone No. (929) 324-4167

- Senior Manager/Officer in charge of Outreach and Education:

Name: Cynthia M. Lammers
Title: Senior Analyst, Customer Communications
Mailing Address: 300 Erie Blvd. West, Syracuse, NY 13202
Email: Cynthia.Lammers@nationalgrid.com
Telephone No. (516) 545-4692

- Director of Outreach and Education:

Name: Paul Cantello
Title: Director
Mailing Address: One Metrotech Center, Brooklyn, NY 11201
Email: Paul.Cantello@nationalgrid.com
Telephone No. (929) 324-4361

- President or Chief Executive Officer:

Name: Dean Seavers
Title: Executive Director aqnd President US
President & CEO

SERVICE PROFILES

Service Territory:

- Total number of residential accounts: 3,247,926
 - Number of electric: 954,633
 - Number of natural gas: 1,754,743
 - Number of electric and gas: 538,550
- Estimated or known total population in the service territory: N/A

Please identify the source of this statistic: N/A
- Names of counties served in whole or in part: 43

<u>Upstate New York</u>	<u>Upstate New York</u>	<u>Long Island</u>	<u>New York City</u>
Albany	Monroe	Nassau	Queens
Allegany	Montgomery	Suffolk NY	Brooklyn
Cattaraugus	Madison	Queens	Staten Island
Cayuga	Niagara		
Chautauqua	Oneida		
Chenango	Onondaga		
Clinton	Ontario		
Columbia	Orleans		
Cortland	Oswego		
Erie	Otsego		
Essex	Rensselaer		
Franklin	St. Lawrence		
Fulton	Saratoga		
Genesee	Schenectady		
Hamilton	Schoharie		
Herkimer	Warren		
Jefferson	Washington		
Lewis	Wyoming		
Livingston			

Electronic Access:

- Total number of customers who participate in online billing: 786,590

Total number of customers using e-mail for utility information and alerts: mobile app and mobile website do not send alerts. We have 126,309 customers enrolled in

- broadcast text alerts for storms

- Total number of customers using mobile applications to manage their account: N/A

Total number of customers using mobile applications to obtain educational information, alerts, etc.: (specify whether web-based or text alert) mobile app

and mobile website do not send alerts. We have 126,309 customers enrolled in

- broadcast text alerts for storms

Low Income Customers

- Estimated number of low income customers and/or number eligible for the Home Energy Assistance Program (HEAP): 294,793
- Estimated number of customers receiving HEAP during the last heating season: 138,811
 - regular: UNY – 78,351 / NYC- 24,051 / Long Island – 8,496
 - emergency grants: UNY – 18,087 / NYC – 456 / Long Island - 33
 - regular & emergency grants: UNY – 9,184 / NYC – 0 / Long Island 153

Special Needs Customers

- Total number of accounts coded 62 or over: New York City: 4,704 Upstate New York and Long Island included in EBD below
- Total number of accounts coded Elderly/Blind/Disabled: UNY – 59,493 / NYC – 7,670 / Long Island – 2,547
- Total number of customers known to be on life support equipment (Electric companies only): UNY - 3,201
- Total number of customers receiving bills and brochures in Braille: UNY – 31 / NYC – 7 / Long Island – 4
- Total number of customers receiving large-print bills: UNY – 542 / NYC – 300 / Long Island – 368

Customers with Limited English Proficiency (LEP)

Languages other than English spoken in the service territory: The most spoken languages by LEP customers in the service territory are: Spanish, Mandarin, Arabic, Portuguese, with a rise in Burmese. The language line has also served a small percentage of calls in languages including: Russian, Somali, Karen, Nepali, Bengali, Swahili, Vietnamese, French, Turkish, Korean and Hindi.

Please identify the source of this information: Based on LEP calls processed by third-party vendor “United Language Group” who interprets over 200 languages.

How does the utility identify special needs and LEP customers?

Customer's accounts have a special coding once the Company is made aware by the customer for special needs customers

How does the utility encourage these customers to identify themselves?

Rights and Responsibilities are mailed to active customers each year. It is specific to life support and special need customers.

Do customer service representatives discuss Special Needs Programs with customers who call to apply for service?

If the customers ask about any special needs programs. Customers calling to apply for service and become a customer receive a welcome letter with the Rights and Responsibilities pamphlet enclosed.

Note: Specific outreach programs targeted to these customers should be discussed in Section 2: Outreach and Education Topics, under the Special Needs page.

BUDGET INFORMATION

Estimated Outreach & Education Budget for April 1, 2018 – March 31, 2019

Electric: Total.....\$2,371,932

Breakdown by Categories

Energy Efficiency.....\$605,902
Customer Service\$113,250
Seasonal Campaigns\$204,000
General\$1,448,780

Gas: Total.....\$5,955,676

Breakdown by Categories

Energy Efficiency.....\$1,059,798
Customer Service\$32,800
Seasonal Campaigns\$306,000
General\$4,557,078

Actual Spend for Outreach & Education for April 1, 2017 – March 31, 2018:

Electric: Total.....\$2,985,947

Breakdown by Categories

Energy Efficiency.....\$1,157,563
Customer Service\$74,584
Seasonal Campaigns\$596,685
General\$1,157,115

Gas: Total.....\$7,448,643

Breakdown by Categories

Energy Efficiency.....\$1,700,073
Customer Service\$22,992
Seasonal Campaigns\$621,843
General\$5,103,735

INFRASTRUCTURE INVESTMENTS AND DEVELOPMENTS

Please describe infrastructure investments and any structural or physical developments (such as tree or pole maintenance) planned for the year. Indicate whether the Company is conducting public awareness regarding these activities. If outreach is planned, use the Infrastructure/ Security in Section 4 to provide more in-depth information about your public awareness activities regarding this topic.

Activity #1: Electric Infrastructure Projects

New or On-going Activity: On-going

Description and Schedule for Planned Activity:

National Grid strategically invests in various electric transmission, sub-transmission and substation projects. These projects meet a variety of needs for the customers of New York, including reliability, load growth, upgrading, and asset condition. These projects are best divided into three categories: those that receive permits under Article VII of the Public Service Law ("Article VII"), non-Article VII projects; and business development projects. Below is a brief description of typical outreach and public awareness for these projects:

- Article VII projects involve notifications to adjoining landowners and municipal officials; toll-free hotline numbers; project-specific websites; collateral such as fact sheets; open houses; public statement hearings; door knocking when appropriate; notifications to emergency response agencies; and public notices.
- Non-Article VII projects often include lower-voltage projects (e.g., 69kV and below), as well as Part 102 projects that involve 115kV transmission lines. Outreach for these projects include landowner and municipal official letters notifying them of construction; fact sheets; field cards with contact information for construction crews to hand to the public if there is an inquiry. Other activities may occur where appropriate (e.g., project signage, door knocking, etc.). Part 102 projects also include a letter notifying adjoining landowners of any changes in transmission structure heights.
- Business development projects in New York fall under the NYISO's Public Policy Transmission Planning Process (PPTPP), which is largely confidential. However, in one case, the AC Transmission Upgrades proceedings, National Grid remained available to answer questions regarding non-confidential information about the project due to the extensive outreach done from 2013-2015.

Public Awareness Planned: Yes

National Grid - Electric Infrastructure 2018 Outreach Plan

**Note the information below represents minimum and typical outreach activities. Planned outreach is adjusted on a project-by-project basis to best meet the project's needs.*

Project Type	Target Audience	Key Messaging	Outreach Materials	Delivery Vehicle	Schedule	New Initiatives	Additional Information
Article VII (Application Filing)	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public 	<ul style="list-style-type: none"> •Application has been filed, where to find it and more information •Direct contact information for questions •Description of the project as proposed 	<ul style="list-style-type: none"> •Notification Letters •Newspaper Legal Notice •Fact Sheet •Dedicated Hotline •Project Map •Visual Simulations 	<ul style="list-style-type: none"> •U.S. Mail •Local Newspapers •Project website •Libraries 	<ul style="list-style-type: none"> •Newspaper legal notices are once per week for two weeks prior to filing •Municipalities are personally contacted and letters are sent before the filing •Adjoining landowners are sent letters and fact sheets a few days before filing 	The project website will be live at the time of filing for every Art. VII project	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.
Article VII (Public Statement Hearing)	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public 	<ul style="list-style-type: none"> •Date, Time, and Location of Public Statement Hearing •Information contained in the filing (e.g., project route, site plan, potential impacts, etc.) 	<ul style="list-style-type: none"> •Invitation letter •Public Notice from PSC •Posters •Visual Simulations •Project Map •Fact Sheet(s) •Field Cards •PowerPoint Presentation 	<ul style="list-style-type: none"> •U.S. Mail •Local Newspapers •Project website •In-Person 	Approximately six months after filing Art. VII application (planned in conjunction with the ALJ)	National Grid will assess if the project warrants a voluntary open house event(s) before the date of the public statement hearing.	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages, and/or the need for interpreter services for a public statement hearing.
Article VII (EM&CP Filing)	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public 	<ul style="list-style-type: none"> •EM&CP is being filed and where to find the information •Information on the comment period and how to comment 	<ul style="list-style-type: none"> •Legal notice in local newspaper •Notice sent to landowners and municipal officials 	<ul style="list-style-type: none"> •Local newspapers •U.S. Mail •Libraries 	Contemporaneously with the EM&CP filing.	National Grid will assess if the project warrants sending the notification beyond the statutorily required recipients of the legal notice.	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.
Article VII (Construction)	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public •Emergency Agencies 	<ul style="list-style-type: none"> •Construction timeline •Safety during construction •Who to contact with issues and how •Construction impacts to traffic, noise, etc. •On-site hazardous chemicals or waste 	<ul style="list-style-type: none"> •Crew Pads or Field Cards •Fact Sheet •Letters to landowners and municipalities •Construction Commencement Notice •ROW Trespass Ad •Project maps 	<ul style="list-style-type: none"> •In-Person •U.S. Mail •Project website •Local Newspapers •Community Bulletin Boards •Libraries 	<ul style="list-style-type: none"> •Public notices distributed two weeks prior to starting construction •Updates to stakeholders throughout construction 	N/A	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.
Article VII (Post-Construction)	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public •Emergency Agencies 	<ul style="list-style-type: none"> •End of construction •ROW trespass information 	<ul style="list-style-type: none"> •Letters •Press release to newspapers 	<ul style="list-style-type: none"> •U.S. Mail •Local newspapers 	•After SWPPP is closed out	N/A	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.
Part 102	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public 	<ul style="list-style-type: none"> •Survey and studies work •Structure heights •Construction activities and timeline 	<ul style="list-style-type: none"> •Letters •Fact Sheet •Field Cards with contact information 	<ul style="list-style-type: none"> •U.S. Mail •In-person 	•Letters are mailed before survey work commences, during permitting with regard to structure heights, and as construction commences	N/A	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.
All Other Projects	<ul style="list-style-type: none"> •Adjoining Landowners •Municipal Leaders •General Public 	<ul style="list-style-type: none"> •Survey and studies work •Construction activities and timeline 	<ul style="list-style-type: none"> •Letters •Fact Sheet •Field Cards with contact information 	<ul style="list-style-type: none"> •U.S. Mail •In-person 	•Letters are mailed before survey work commences and as construction commences	N/A	National Grid will evaluate each project area for the need for outreach materials to be produced in any other languages.

Activity #2: Large Scale Complex Gas Infrastructure Projects

New or On-going Activity: New and On-going

Description and Schedule for Planned Activity:

National Grid strategically invests in various capital projects to the gas transmission, distribution and LNG systems. These projects meet a variety of needs for the customers of New York, including reliability, load growth, mandated projects. These projects require outreach and education activities specific to the project. Outreach typically consists of notifications to municipal officials, community boards, DOT & DEP. National Grid utilizes toll free hotline numbers, distributes fact sheets, attends open houses and public statement hearings, canvases local community with door hangers and notifies emergency response agencies.

Public Awareness Planned: Yes

KEDNY:

<u>Project</u>	<u>Description</u>	<u>Schedule</u>
Metropolitan Reliability Infrastructure	Installation of 37,000' of 30" 350 PSIG pipeline. Also includes a 15 PSIG station	2017 - 2021
Downtown Brooklyn Gate and Heater	Installation of a new gate station and heater.	2017-2018
Newtown Creek Renewable Biogas Plant	Installation of a renewable biogas recovery system	2018-2019
Flatlands Transmission Offsets	Relocate (offset) 30" transmission main to allow for upcoming NY sewer project.	2018
Spring Creek Gate Station	Installation of new gate station	2018-2019

KEDLI:

<u>Project</u>	<u>Description</u>	<u>Schedule</u>
Northwest Nassau Phase 1B	Installation of 2 gate stations.	2018-2019
Northwest Nassau Phase 2	Installation of 4.15 miles of 24" 350 PSIG transmission main.	2018-2019

NIMO:

<u>Project</u>	<u>Description</u>	<u>Schedule</u>
Albany Loop	Installation of 38,000' transmission main from the south end of what is known as the "Albany Loop" in Glenmont to the northeast end in Troy.	2018 - 2021

Activity #3: Medium Scale Complex Gas Infrastructure Projects

New or On-going Activity: New and On-going

Description and Schedule for Planned Activity:

National Grid strategically invests in various capital projects to the gas transmission, distribution and LNG systems. These projects meet a variety of needs for the customers of New York, including reliability, load growth, mandated projects. These projects require outreach and education activities specific to the project. Outreach typically consists of notifications to municipal officials, community boards, DOT & DEP. National Grid utilizes toll free hotline numbers, distributes fact sheets, attends open houses and public statement hearings, canvases local community with door hangers and notifies emergency response agencies.

Public Awareness Planned: Yes

KEDNY:

<u>Project</u>	<u>Description</u>	<u>Schedule</u>
Greenpoint LNG Truck Loading station	Installation of LNG truck loading and unloading station at the Greenpoint LNG facility.	2019-2020
Greenpoint LNG Vaporizers 3&4.	Installation of a new gate station and heater.	2018-2019
Large Diameter rehabilitation (Lining Projects)	Rehabilitate large diameter cast iron mains by inserting a "Liner"	2019
Flatlands Transmission Offsets	Relocate (offset) 30" transmission main to allow for upcoming NY sewer project.	2018
Spring Creek Gate Station	Installation of new gate station	2018-2019

KEDLI:

<u>Project</u>	<u>Description</u>	<u>Schedule</u>
Flanders Phase 1 Extension	Installation of 3500' of 16" transmission main.	2019-2020
Holtsville Storage Building	Construct a 5,000 square foot storage building at the Holtsville LNG facility	2019

2017 Results (evaluation and feedback):

One of the best measures of successful outreach and education is feedback during construction. A project that has successfully prepared adjoining landowners and municipal officials will receive little in the way of complaints and negative media coverage. The community outreach has been very effective and we have received positive feedback from the communities we are serving.

Goals for 2018:

National Grid has been working to inform adjoining landowners, municipal officials, businesses, and other entities about current and future projects in FY19. The Company will continue to provide notification letters for each project and will assess each project and its impacts for other appropriate outreach activities. The purpose of the communications will be to let these groups know about project schedules, impacts from construction and beyond, if any, and to give them a direct contact at National Grid should they have any inquiries or issues.

How Priority Was Set:

An Article VII project (when applicable) will have priority due to its size and impacts to communities. However, because smaller projects could also have impacts warranting further outreach, these projects will continue to be evaluated for the level of outreach needed. National Grid is making improvements to their processes and will strive to be informative for every project in FY19.

Description of 2018 Program: (see guidance document regarding program elements to include)

See attached spreadsheet (*Outreach Plan Manual for EG Utilities 2018_Section 4_Infrastructure & Security_2018 Electric Program*). The spreadsheet lays out the minimum and typical outreach plan for several types of electric infrastructure projects. It is not meant to be an inclusive list; specific projects may call for different or unique outreach activities.

Measures to Evaluate the 2018 Program:

National Grid will continue to monitor the inquiries and/or complaints made to the Company and the PSC, phone calls and meetings regarding projects, and media coverage for projects.

National Grid
OUTREACH AND EDUCATION PLAN
2018

Mandated Outreach and Education

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER – (PART I)

As part of various types of Cases before the Commission, this body has, at times, included Outreach & Education requirements. These are generally specific to the matter of the Case.

We would like you to complete the form found on the following page for each Case specific to your company that included stipulations for O&E, and for which the reporting time is still active. Similarly, we request that all Steam Corporations indicate the last time an O&E report was filed with the Commission and to which office it was sent.

PLEASE FILL OUT:

We have 39 number of Cases at this time.

On the next page/s, we, the utility, have completed the form/forms for each active case/s (repeat the form for every Case).

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 36, Section II.3B

Date the Order was Issued and Effective:

Summary of O&E requirements:

: ESTIMATED METER READING NOTICES (RESIDENTIAL) - Where residential readings are estimated, in the case of non-access, a notice of such fact will be left at the customer's premises by the Company's representative on the scheduled meter reading date unless the customer does not have access to the meter or the customer will be unable to obtain a reliable reading. On request, the Company will furnish postal and window dial cards for residential customers to report their meter readings. Where the Company has billed the account based on customer readings for seven consecutive months the Company will either schedule an appointment with the customer to obtain an actual reading or will attempt a follow-up meter reading within 7 calendar days of the last attempt.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |
| (Name of DPS contact person) | |

Date Reporting May Cease:

-*- Demonstration Powered by HP Exstream 07/17/2012, Version 7.0.604 -*-

April 24, 2012
Next Reading/Estimate: 05/01/2012
Bill Account Number: 71612-62118
Bill Group: 02
Service Address: 143 JASPER DR
EGGERTSVILLE NY 14226

NY 12 CUSTOMER LETTER 0944
143 JASPER DR
EGGERTSVILLE NY 14226

Dear Customer:

We are writing to let you know that, as of your last bill, your service charges have been estimated for at least four consecutive months. Although National Grid provides quality bill estimates, the only way to assure accurate bills and to keep your account up-to-date is to obtain actual meter readings.

We can easily correct this situation and avoid future estimates by using one of the following options:

- ◆ Complete the enclosed postage-paid meter reading card. Please follow the instructions on the card carefully, marking the exact position of the hands on each dial.
- ◆ Call in your meter reading to our *Automated Account Services at 1-888-932-0301*, a "self-serve" automated line. You will need to have your account number available. Please note that your next scheduled meter reading date is posted on your bill. You must call in your meter reading between two days before and one day after that date.

If you have provided a meter reading within the past month or have recently made arrangements for a reading, thank you for your assistance.

Sincerely,

National Grid



**OUTREACH & EDUCATION REQUIRED BY
COMMISSION ORDER (PART II)**

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 42, Section II.3D.1.5.1-2

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (RESIDENTIAL) - If no response is received to the second appointment letter within two months of its mailing, the Company must inform the recipient by registered letter that: (1) per the Transportation Corporations Law and as stated in Rules, the Company has the right of access to all of its property installed in the customer's premises at all reasonable times; (2) the Company may, following prescribed procedures, enter a premises and remove the meter and all other equipment installed in the customer's premises by the Company for violation of any of the terms and conditions of any of the Company's Rules and Regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |
| (Name of DPS contact person) | |

Date Reporting May Cease:

AMA4EK

Dear Customer:

The New York State Public Service Commission requires that you provide National Grid access to read and inspect our meter at least once every two years, even though you have a remote meter reading device at the above address.

We have recently made a special attempt to gain access to our meter but have been unsuccessful. We have also sent a certified letter asking you to call us to make an appointment for a special meter reading.

Since, to date, you have failed to provide access to the meter, we are adding a \$25.00 charge plus tax to your account which will appear on your next bill. In addition, we are now seeking a court order to gain access to read, inspect and change the meter. If we are successful, you will be responsible for the court costs plus the Marshal fee. Furthermore, the remote reading device now will be permanently removed.

To avoid this court action, please call us at (718) 270-5783 Monday through Friday, between 8:00 a.m. and 4:00 p.m. to make an appointment for a special meter reading or for voluntary removal of your remote device.

Very truly yours,

National Grid

AMA4

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 52, Section II.4.B

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (RESIDENTIAL) (KEDLI ADDITIONAL REQUIREMENTS) - KEDLI's current tariff requires final termination notices to also (1) advise that gas service provided to persons receiving financial assistance from a local social service department in certain cases may not be terminated and that the recipient may inform the Company of this status so that the Company may ascertain the applicability of such provisions to this customer; (3) advise that residential customers should contact the Company's business office immediately if any acute hardship, such as death in the family, recent unemployment, serious illness or infirmity, or other grave condition exists in order that the Company may determine whether any temporary arrangement should be employed to avoid immediate termination; (4) advise of the availability of a deferred Payment Agreement to avoid termination subject to the provisions in 16 NYCRR 11.10; Advise non-residential customers that payment of the charges with a check that is subsequently dishonored may result in the immediate termination of service without further notice; (11) Advise non-residential customers that at the time the Company representative goes to the premises to terminate service the Company may require any payment to be made with cash, certified check, or money order if the customer has within the last 24 months paid with a check that was subsequently dishonored. Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- ☐ Secretary's Office Date:
- ☐ Office of Consumer Policy Date:
- ☐ Other: _____ Date:
- (Name of DPS contact person)

Date Reporting May Cease:

-*- Demonstration Powered by HP Exstream 07/17/2012, Version 7.0.604 -*-

April 19, 2012

Bill Account Number: 95287-75116
Service Address: 204 GLENVIEW PKWY
SYRACUSE NY 13219

NY 12 CUSTOMER LETTER 0075
204 GLENVIEW PKWY
SYRACUSE NY 13219



**THIS IS A FINAL DISCONNECTION NOTICE.
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

Your electric and/or gas service may be shut off anytime after 05/04/2012 for non-payment of past due bills of \$ 60.22. (See itemized listing below.) Failure to pay this amount will also result in termination of your commodity service contract.

National Grid	\$ 0.00
Other Supplier Services	\$ 60.22
Suspended Charges / Credits / EScO Suspend	\$ 0.00
Amount to Avoid Disconnect	\$ 60.22

Please be aware that it may take up to 24 hours to turn it back on after you have paid the bill.

A summary of your rights and responsibilities are listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

If you are unable to pay the "Amount to Avoid Disconnect" of \$ 60.22 on or before 05/04/2012, contact Collection Services at 1-800-443-1837 to discuss the possibility of payment arrangements. Payment arrangements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of April 19, 2012 is \$ 60.22.

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
95287-75116	05/04/2012	\$ 60.22	\$ 341.06

NY 12 CUSTOMER LETTER 0075
204 GLENVIEW PKWY
SYRACUSE, NY 13219

\$

ENTER AMOUNT ENCLOSED

Write account number on check and make payable to
National Grid

NATIONAL GRID
P.O. BOX 11742
NEWARK, NJ 07101-4742

000006022 95287751167000034106110

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 11.12(d)(2); NiMo Gas Tariff Leaf 22, Section II.2.4.1.5; NiMo Electric Tariff Leaf 46, Section II.2.3.1.5; KEDLI Tariff Leaf 37, Section II.3C.1.2; KEDNY Tariff Leaves 24 & 25, Section II.12.B

Date the Order was Issued and Effective:

Summary of O&E requirements:

NOTIFICATION OF REQUIREMENT FOR SECURITY DEPOSIT (RESIDENTIAL) - The Company must provide written notice to a customer of its requirement for the payment of a security deposit within two (2) months after the failure to pay the bills rendered, which notice must provide the customer at least twenty (20) days advance notice before the security deposit is due.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |
- (Name of DPS contact person)

Date Reporting May Cease:

N823EK

DEPOSIT REQUEST

A security deposit is required on your gas account. We will appreciate prompt payment of the amount indicated below. Please see enclosed insert for further information regarding your deposit.

Deposit due (dep_amt)

N820EK

DEPOSIT REQUEST

A security deposit is required on your gas account. We will appreciate payment of the amount shown below within seven days.

Deposit due (dep_amt)

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 11.6; 143.14; 275.14; KEDLI Tariff Leaf 53, Section 4.D.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

NOTICE TO THIRD PARTY DESIGNEE - The Company must notify residential consumers annually of the availability of the third-party notice procedure, which permits a residential customer to designate a third party to receive all notifications relating to termination, disconnection or suspension of service or other credit actions sent to such residential customer, provided that the designated third party agrees in writing to receive such notices. The Company must inform the third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to the customer. The Company must promptly notify the residential customer of the refusal or cancellation of such authorization by the third party.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |
| (Name of DPS contact person) | |

Date Reporting May Cease:

Managing your bill



Keep energy costs steady with the Budget Plan.

When it comes to dealing with winter energy bills, our Budget Plan can help. The plan allows you to spread out your energy costs over the course of the year. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. To qualify, your account must be current with no outstanding balance.

Visit nationalgridus.com to find energy-savings tips, rebates, incentives and services that can help you keep costs down.

Help a loved one remember to pay their bill.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. The caregiver is not responsible for bill payment, but can alert the customer if there is a problem.



Payment assistance is available.

Having difficulty paying your utility bill this winter? The Care & Share Energy Fund, administered by HeartShare Human Services of New York, may be able to assist.

The program, designed to provide limited financial assistance to households in National Grid's upstate service area, opens **Feb. 1** and runs until funds are exhausted.

Eligibility is based on NYS Home Energy Assistance Program (HEAP) guidelines. HeartShare administers and processes grants on a first-come, first-serve basis. For more information, call HeartShare at **1-855-852-2736**.

HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. Visit mybenefits.ny.gov for more information. *Please note: Do not send bill payments to any of the above programs.*

Energy Efficiency



Stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss. Installing affordable weather-stripping on windows and doors can help keep cold air out. You can also:

- Use rolled up towels at the bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called sweeps at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.



Visit ngrid.com/save to learn about energy-saving tips, and rebates for Wi-Fi thermostats and heating equipment.

In our community



National Grid adds to American Red Cross fleet.

National Grid, long-time partners with the American Red Cross of Western and Central New York, recently dedicated a new vehicle to the organization. The van will be used to transport blood to local hospitals. It also transports donated blood from collection sites to the region's blood processing center in West Henrietta.

Visit nationalgridus.com to learn more about our community outreach.



Multi-family, apartment or business complex owners please post.

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 immédiatement.
Questa è un'informazione importante.
Si prega di tradurla.

Đây là một bản thông cáo quan trọng.
Xin vui lòng gửi dịch lại thông cáo này.
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



Smell gas. Act fast.

Gas Emergency?
1-800-892-2345
or call **911**

CM6936 (1/18) UNY E&G

©2017 National Grid



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 126.4

Date the Order was Issued and Effective:

Summary of O&E requirements:

ELECTRIC POWER LINE SAFETY NOTICES (ELECTRIC) - The Company must distribute a description of the dangers of electric power lines in safety reminders which must be distributed annually as customer bill inserts.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |
| (Name of DPS contact person) | |

Date Reporting May Cease:

July/August 2017

WeConnect

Energy news for our customers in Upstate New York

nationalgrid
HERE WITH YOU. HERE FOR YOU.



Pay your bill, report outages, and find safety tips with our app. For more details, visit nationalgridus.com

Gas Emergency
1-800-892-2345
or call **911**
Electric Emergency
1-800-867-5222
Customer Service
1-800-642-4272

Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it more difficult to identify an imposter's call. If you feel you have fallen to a scam, contact our customer service center at **1-800-642-4272** and call local law enforcement.



The call is a scam if:

- You are threatened with immediate service termination (this is NOT our procedure).
- The caller seeks payment when you are current on your account.
- The caller does not know your account number and is fishing for personal or financial information.
- Payment is asked for over the phone but the caller demands immediate payment by wire transfer, Green Dot Money-Pak or any other prepaid card.
- The caller is someone you cannot identify.

Employees and contractors carry ID cards. If someone requests entry into your home or business and does not show an ID card, do not let that person in. Call National Grid or local law enforcement agency.

Be prepared for summer storm season.

Stay informed in advance of summer storms. For an outage, call customer service at **1-800-642-4272**. It's important that we know. Never assume someone else has called to report an outage.

If you see a downed wire, keep everyone away and immediately report it to us at **1-800-867-5222**. Repairing a fallen line can be dangerous work, so please drive carefully when you spot our repair crews on the road.

Stay connected before, during and after a major storm by:

- Texting the word **STORM** to **NGRID (64743)*** for state-level alerts.
- For town and county updates, text **SUM** followed by town (e.g. **SUM Syracuse**) to **NGRID (64743)***.

*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word STOP to NGRID (64743).



Keep tools away from gas meters.

Please be cautious and keep power tools and lawn mowers away from gas meters, piping and valves. If you come into contact with any piece of gas equipment, call us immediately at **1-800-892-2345**.



Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit nationalgridus.com and click on the green "Pay My Bill" button or download our mobile app. Find the app by searching for National Grid in iTunes and Google Play stores.

Visit us at www.nationalgridus.com and connect with us on



Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.12; NiMo Gas Tariff Leaf 20, Section II.2.2; NiMo Electric Tariff Leaf 45, Section II.2.2, Leaf 126-127, Section II.26.7; KEDLI Tariff Leaf 24, Section II.2A.8.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

ANNUAL NOTICE/RIGHTS & RESPONSIBILITIES (NON-RESIDENTIAL) - The Company must annually, or at any time upon customer request, provide applicants for nonresidential service with a brochure containing a detailed summary of their rights and obligations, and a notice to include: descriptions of the commonly used nonresidential service classifications and their rates, an offer of written guidelines regarding eligibility requirements for the Company's service classifications, notice that the Company's tariff is available for review in every Company business office, and notice that some nonresidential customers may be eligible for protections under the Commission's regulations. The Company must provide to every nondemand electric customer a notice explaining how an increase in the customer's usage might require the Company to install a demand meter and, in some cases, the customer to make electric installation modifications or, to every electric customer with a demand meter, a notice, explaining how a change in the recorded demand may cause the service classification on which the charges are based to be changed. A notice explaining the Company's right to revise estimated demand charges, that such revision may be to the customer's disadvantage and that revision of demand charges may be avoided by arranging access, must be provided to every demand customer at least annually and whenever an estimated demand bill is rendered.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

☐ Secretary's Office Date:

☐ Office of Consumer Policy Date:

☐ Other: _____ Date:

(Name of DPS contact person)

Date Reporting May Cease:

Rights and Responsibilities of Non-Residential Customers

nationalgrid

New York City

HAVE A QUESTION ABOUT YOUR BILL OR NEED SERVICE?

Please contact National Grid immediately if you have a question about your bill, or if you need our free emergency gas safety service. Contact National Grid first. We want to help! Your **utility service** application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers.

BY TELEPHONE - 718-643-4050 If you have a gas safety emergency, please call us at any time (24/7). Billing inquiries are normally handled from 7:00 a.m. until 6:00 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays.

IN PERSON - at one of our Customer Service Centers listed on the back of your bill. Hours are 9:30 a.m. until 5:00 p.m. - Monday through Friday. Since Mondays and Fridays are our busiest days, please try to visit us on another day, if possible, to save your time.

BY MAIL - Write to: National Grid, Customer Correspondence, One MetroTech Center, 16th Floor, Brooklyn, NY 11201. We will respond promptly and in writing. If you request a written reply. When writing, please include your account number and your telephone number.

What if you don't agree with National Grid's answer to your question?

If our representative is unable to handle your inquiry to your satisfaction, please ask to speak to a supervisor.

If you are still unsatisfied after trying to resolve your inquiry you may contact:

NYS Public Service Commission
Office of Consumer Services
90 Church Street
New York, NY 10007

The Public Service Commission (PSC) is staffed from 9:30 a.m. to 4:00 p.m. on business days. Their telephone number is **1-800-342-3377**. PSC consumer representatives will investigate your complaint and issue a determination.

While your complaint is being considered by the PSC, you don't have to pay the bill amount that is in question. Bills that are not in dispute are payable when due.

APPLICATIONS FOR GAS SERVICE

An Application for Gas Service—available at any Customer Service Center—must be completed prior to starting gas service. Be sure to complete the application fully and accurately to ensure that your account is placed on the correct service classification (billing rate). Your application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers. We will either provide or deny service within 10 calendar days after receipt of a completed application.

Certain situations may delay the provision of service, including adverse weather conditions or our inability to gain access to the premises.

Before providing service to an applicant we may require full payment for all amounts due that are not the subject of a pending billing dispute, or have an existing Deferred Payment Agreement that is in good standing. If your application is denied solely for failure to make full payment, we

will provide service as soon as reasonably possible once the outstanding amounts due are paid.

If we deny your request for service, we'll give you a written notice explaining the reason for the denial, what you must do to qualify for service, and notice of your right to a review by the Public Service Commission.

SECURITY DEPOSIT POLICY

New Customers may be required to pay a Deposit to open a new gas account. The deposit will not exceed twice the average monthly usage during the previous 12-month period, and must be paid in full. You will receive a receipt for a paid deposit.

Existing Customers may be requested to pay a deposit if the customer's account is delinquent, the customer's financial condition is such that it is likely that the customer may default, the customer has filed for reorganization or bankruptcy or the customer has been rendered an adjusted bill due to tampered equipment.

A deposit may be paid in three installments—50% down and the balance in two monthly payments.

For existing customers who have 12 months or more of billing history, the amount of the Security Deposit will be based on billing history.

For customers who have less than 12 months of billing history, the amount of the deposit will be based on either the billing history of the customer, or that of the previous customer, provided there have been no significant changes in usage.

In lieu of cash security deposits, we may accept non-cash such as irrevocable letters of credit and surety bonds. The deposit will not exceed twice the average monthly usage during the previous 12-month period. Initial deposit amounts will be reviewed after one year in order to assure that the deposit amount is consistent with the current usage. If the variance is more than 25%, an additional deposit may be requested or a partial amount refunded. Deposits are then reviewed bi-annually after that or at your request.

Cash deposits only will have interest paid at a rate designated by the PSC. Interest will be credited to your account annually and paid to you when the cash deposit is returned. Deposits are held for three years. If all bills have been paid on time, in full, and no adverse financial conditions exist, we will refund a cash deposit, plus interest, within 30 calendar days after crediting the amount to any outstanding bills. Non cash alternatives will be removed from the account.

PAYMENT OF BILLS

Pay online at www.nationalgridus.com by mail using the envelope with your bill, or join our FREE DirectPay automatic payment service. Pay in-person at any Customer Service Center listed on the back of your bill, as well as other "authorized" agencies. Visit www.nationalgridus.com for more information.

We appreciate your prompt payment of our bills. Bills are due and payable upon receipt. A payment is overdue 23 calendar days after payment is due (which is generally 23 days after the bill was sent).

Late Payment Charges (LPCs) We may impose a continuing late payment charge on the balance of any bill for service, and any unpaid LPCs applied to previous bills

or security deposits which are not paid within 23 calendar days. We may apply LPCs for previously unbilled services supplied through tampered equipment, providing we can demonstrate that the condition existed after the customer knew or reasonably should have known the original billing was incorrect. The Late Payment Date will appear on your bill.

BALANCED BILLING

If your gas usage has predictable highs and lows during the year, you may be eligible to join our Balanced Billing plan. It spreads your annual gas usage costs into 12 monthly payments. Contact us to enroll in the FREE service.

The following do not qualify for participation. Customers who:

1. have less than 12 months of billing;
2. are seasonal, short-term or temporary;
3. have arrears;
4. are interruptible, temperature-controlled, or dual-fuel;
5. for any reason, ceased being billed on a previous plan before the end of the plan year in the past 24 months; or
6. have a consumption pattern that cannot be accurately estimated.

DISCONNECTION OF SERVICE

If you fail to pay overdue bills (gas bills, Deferred Payment Agreement, Security Deposit requests), or fail to provide reasonable access to the premises, we may turn off your service only after we have given the required notice. If you are eligible, we will offer you a Deferred Payment Agreement.

If we disconnect your service because we found it being supplied through tampered equipment (meter), you have the right to a written unmetered service bill and oral notice of the conditions, if any, under which service will be continued.

We may disconnect service without providing advance notice of disconnection if a payment is made by a check which is later dishonored after a notice of disconnection has been sent.

Final Disconnection Notices

Before we can shut off gas service for an overdue bill, security deposit, or failure to provide access to the meter, we must send you a Final Disconnection Notice.

We will not send a Final Disconnection Notice for non-payment unless you have failed to pay a bill within 23 calendar days of the date payment was due (about 24 days after the date of the current meter reading printed on the bill). Once a Final Disconnection Notice has been mailed to you, you will have at least eight calendar days in which to pay your bill, or enter into a Deferred Payment Agreement if eligible. (See section on Deferred Payment Agreements.) If you have any questions regarding your account, please call us. We'll review your account and postpone gas service shut-off while we investigate your questions.

National Grid will not shut off gas service on weekends and public holidays or a day on which our Customer Service Centers or the PSC are closed. Disconnections occur between 8:00 a.m. and 6:00 p.m., except on days preceding the days noted above, where disconnection may not occur after 3:00 p.m., unless prior notification has been made and we are prepared to accept a check for any payment required to avoid service shut-off.

YOU MAY BE ELIGIBLE FOR RESIDENTIAL PROTECTIONS

You may be eligible for protections under the Home Energy Fair Practices Act (HEPPA), a New York State law that is applicable to residential customers. These protections include, but are not limited to, the waiver of a Security Deposit, eligibility for Deferred Payment Agreements and protections from service disconnection.

You are eligible for residential customer protections if:

1. You are a resident landlord in a two-family dwelling that is supplied gas by one meter; -OR-
2. a. An application for gas service has been submitted in your name and not in a business or corporate name; and b. You live at the service address where the gas will be used; and c. You use more than 50% of the gas service for your residential purposes.

Important Notes: The HEPPA protections do not affect the rate you are billed for your gas service. Gas rates are determined by the type of gas service used and the premises supplied. National Grid reserves the right to inspect the customer's premises to verify the accuracy of any information provided. If you qualify for residential customer protections, please complete the other side of this form and mail to the address shown below.

Please complete the other side and mail this form to:

National Grid, Collections - 13th Floor, One MetroTech Center, Brooklyn, NY 11201-3850

Our Representatives can accept payments and make Deferred Payment Agreements with eligible customers at the time of gas service shut-off. They may accept full or a partial payment with a Deferred Payment Agreement (if the customer is eligible), thereby preventing service shut-off. (See section on Deferred Payment Agreements.)

RECONNECTION AFTER SHUT-OFF

If we shut off your service due to non-payment of bills, failure to provide access to read our meter, or for a violation of our Tariff, we will reconnect it within 24 hours after you have paid applicable charges and any applicable security deposits, made reasonable arrangements for access, or corrected the tariff violation. Should circumstances beyond our control prevent reconnection of service within 24 hours, service will be reconnected within 24 hours after those circumstances cease to exist.

IMPORTANT INFORMATION FOR LANDLORDS

If you own a residential rental property, your tenants are not obligated to pay for gas service to any area outside of their own dwelling units. This is known as a "shared meter" condition. A dwelling unit is considered to be the tenant's living area, as well as any area under the tenant's exclusive use and control. With limited exceptions, a shared meter condition must be corrected or the owner must assume responsibility for the account, as well as up to six years of past service. In addition, when a shared meter condition is found following an inspection that was not at the owner's request, the owner may be assessed a bill equal to the estimated cost of 12 months of all service measured by the shared meter. You may contact us to request an inspection.

DEFERRED PAYMENT AGREEMENTS

If you cannot pay your entire bill when it's due, you may be eligible for a Deferred Payment Agreement (DPA). However, a DPA does not exempt you from being subject to a security deposit. To obtain a DPA, please visit any National Grid Customer Service Center, or call **718-643-4050** for more information.

Down Payment Requirements

We may request a down payment of 30% of the amount of your arrears, or two times your average monthly usage (whichever amount is greater), plus any amounts billed after the Final Disconnection Notice was sent that are in arrears when the agreement is signed.

If we visit your premises to disconnect your service, you may make an agreement at that time, but your down payment may be as high as 50% of your arrears, or the cost of four times your monthly average usage, whichever is greater.

Remaining Payments

The remaining balance due after your down payment is to be paid in monthly payments equal to the cost of one month's average usage, or in six monthly payments, whichever is greater.

NOTE: You are not eligible for a DPA if:

- ▶ you have the financial resources to pay the bill; or
- ▶ you are a publicly held company or a subsidiary of one; or

- ▶ you are a seasonal, short term or temporary customer; or
- ▶ your previous 12 months usage exceeded a combined total gas consumption of 4,000 therms; or
- ▶ you owe money under a prior or existing Deferred Payment Agreement, or failed to make timely payments under a prior Agreement in effect during the previous 12 months.

METER READINGS AND ESTIMATED BILLS

The date of your next scheduled meter reading is shown on your bill. Normal Reading hours are from 8:00 a.m. to 5:00 p.m. Please make every effort to admit our meter reader on this date. Under certain circumstances, we may issue an estimated bill. If we can't obtain access to read your meter, we'll ask you to provide the meter reading to us. If access continues to be unavailable, a series of bill messages will request assistance in reading your meter, offer a special reading appointment, and advise you of penalty charges for non-access. Non-access penalty charges start at \$25 plus tax per meter and increase until an actual meter reading is obtained.

BACKBILLING

A "backbill" is defined as that portion of any bill, other than a Balanced Billing plan bill that represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle.

If an error becomes apparent in our billing, we have, by law, six months to correct the discrepancy and send a backbill to a customer. When a backbill is issued, an explanation of the circumstances that caused the under-billing will be provided to the customer. If the backbill covers more than 24 months, a statement explaining the reasons why the backbill exceeded the established limitations will be enclosed with the bill. For any backbill covering more than a one-month period, the customer will receive a notice explaining that they may, upon request, receive a detailed billing statement showing how the charges were calculated. In addition, a backbill will be accompanied by an offer of a Deferred Payment Agreement for customers who are eligible, except in situations involving meter or service tampering.

We are permitted to revise a backbill within 12 months of the date we became aware of the circumstances that caused the underbilling if:

1. the customer knew or reasonably should have known that the original billing, or the first backbill was incorrect; or
2. new information shows that the first backbill was incorrect.

Limitations

We are not permitted to backbill a customer for service rendered more than 24 months before we became aware of the circumstances causing the backbill (12 months if it is due to our deficiency) unless we can demonstrate that the customer reasonably should have known that the original billing was incorrect.

INSPECTION AND EXAMINATION OF UTILITY APPARATUS

We have the right to enter a building at reasonable times to examine our equipment (meters, piping, etc.), or to determine

the quantity of gas consumed. A customer who directly, or indirectly, prevents our representatives from conducting this examination may be billed a \$100 penalty charge. Except where prevented by circumstances beyond our control, we will conduct a field inspection as soon as reasonably possible and within 60 days in the following situations:

1. a request contained in a service application;
2. a reasonable customer request;
3. a company field inspection order;
4. notification from any reasonable source that service may not be correctly metered; or
5. a directive from the New York State Public Service Commission, or its authorized designee.

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.

SERVICE CLASSIFICATIONS (BILLING RATES)

A detailed listing of our Non-Residential Gas Service classifications is available upon request at all Customer Service Centers, or by calling **718-643-4050**. This information is also provided to all new customers at the time of their application for service at our Customer Service Centers. A copy of our tariff is available in every Customer Service Center.

Non-HEFPA Residential Service

Certain classes of customers billed on a residential rate are covered under the non-residential rules described in this brochure and are not covered by the Home Energy Fair Practices Act (HEFPA). These classes are as follows:

1. three to five - family building supplying space heating and/or water heating;
2. religious organizations* where gas is used exclusively for religious purposes;
3. not-for-profit veterans organizations* that own or lease posts or halls;
4. community residences* for the mentally ill which are not-for-profit corporations and do not have a staff on the premises 24-hours a day; or
5. non-heating purposes (includes cooking and/or oil burner pilot usage only) in two or more-family buildings with 50% or less of the square footage used for nonresidential activities.

*National Grid allows this type of account more choices in selecting an appropriate and cost-effective rate. Please call **718-643-4050** for further information.

Discount rates for business customers

Are you moving or expanding your business? Or maybe you're considering starting your own business. We can help you to save money on your operating expenses or even help you to find a location. Ask us for more information when applying for service in a Customer Service Center, or call our Office of Economic Development at **1-877-MyNGrid**.

Website: www.nationalgridus.com

REQUEST FOR RESIDENTIAL ACCOUNT PROTECTIONS (under the Home Energy Fair Practices Act)

Name on Account _____
Service Address _____
City _____ State _____ ZIP _____
Account Number _____
Telephone # - Home _____
Business _____
Customer's Signature _____
Title _____ Date _____

- For Company Use Only -

☐ Insp. Req.

☐ Brochure Mailed

QM4809 (8/19) NYC NonRes

☐ Returned

Quality: ☐ Yes ☐ No

Please check the item(s) that apply to you:

1. _____

☐ I am a resident landlord in a two-family dwelling that is supplied gas by one meter.

-OR-

2. _____

☐ The account is in my own name (not a Business or Corporate Name); and

☐ I live at the service address; and

☐ I use more than 50% of the gas service for my own residential purposes.

Note: If you checked item #1, or all items in #2, you may qualify for residential customer protections under the Home Energy Fair Practices Act.

Mail this completed form to the address shown on the other side.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.5; NiMo Gas Tariff Leaves 80-81, 83, Section II.15.8; NiMo Electric Tariff Leaves 130-131, 134, Section II.26.9; KEDNY Tariff Leaves 46-47, 49, Section II.22.B; KEDLI Tariff Leaf 58-59, Section II.4E.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

DEFERRED PAYMENT AGREEMENT (NON-RESIDENTIAL) - The Company must provide eligible customers (i.e., has been a customer for at least 6 months and arrears exceed 2 months' average billing) with written notice offering a deferred payment agreement not less than 5 calendar days (8 if mailed) before the earliest date service may be terminated or when the Company renders a backbill, by providing 2 copies of the DPA. If terms were agreed to by phone, the Company must send 2 written copies of the agreement for the customer to sign and return. In those instances where the Company believes customer does not qualify for DPA (i.e. adequate financial resources), notice must be provided to the customer. The first time a customer fails to make a timely payment in accordance with the DPA, the Company must give the customer a reasonable opportunity to keep the agreement in force by paying any amounts due under the agreement. Specific DPA requirements as are set forth in the Commission's regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

☐ Secretary's Office Date:

☐ Office of Consumer Policy Date:

☐ Other: _____ Date:

(Name of DPS contact person)

Date Reporting May Cease:

NON-RESIDENTIAL PAYMENT AGREEMENT

February 6, 2008
Bill Account Number: 88390-76101
Service Address: 158 4TH ST
TROY NY 12180

WALTER B POHLMANN
DBA TROY PORK STORE
158 4TH ST
TROY NY 12180

National Grid and the Customer named above have entered into a Payment Agreement which follows. It is understood that the Company agrees not to disconnect service as long as the Customer honors the terms of the Payment Agreement.

Terms of the Payment Agreement:

- ⇒ Timely payment of all current charges while this Agreement is in effect.
- ⇒ A downpayment of \$ 130.00, which is due by 02/19/2008, is to be mailed to:
National Grid
PO Box 4706
Syracuse, NY 13221-4706
- ⇒ The balance of \$ 3,046.07 is to be paid in installments of \$ 761.51 due on or before the due date of each monthly bill.
- ⇒ This agreement is subject to late payment charges at the rate of one and one half percent (1 1/2%) monthly, eighteen percent (18%) annually.

For this Agreement to become binding on both the Customer and National Grid, the Customer must:

- ⇒ Sign and date the Agreement.
- ⇒ Make any required downpayment by the due date.
- ⇒ Return the signed Agreement to the Company no later than 02/19/2008 to the address above or fax to 315-460-9511.

Should the Customer enter into this Agreement and later fail to comply with the terms stated, National Grid may issue a Disconnect Notice at once.

Rules pertaining to the Payment Agreements for Non-Residential Utility Customers are contained in Title 16 of the New York Code of Rules and Regulations. The Customer may contact the New York State Public Service Commission to determine if this Agreement conforms to those rules.

X _____	_____
Customer's signature (required to indicate acceptance of Agreement)	Date
X _____	_____
National Grid's signature (Representative accepting Agreement)	Date

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.7; NiMo Gas Tariff Leaf 23, Section II.2.4.2; NiMo Electric Tariff Leaf 47, Section II.2.3.2.1.4; KEDLI Tariff Leaf 38, Section 3C.2.3; KEDNY Tariff Leaves 132 & 133, Section II.44.I.1.b

Date the Order was Issued and Effective:

Summary of O&E requirements:

SECURITY DEPOSITS NOTICES (NON-RESIDENTIAL) - A Company request for a deposit or deposit increase must be in writing and must advise the customer: (i) why the deposit is being requested; (ii) how the amount of the deposit was calculated; (iii) that the deposit is subject to later upward or downward revision based on the customer's subsequent billing history; (iv) that the customer may request that the Company review the account in order to assure that the deposit is not excessive; (v) the circumstances under which the deposit will be refunded; (vi) that the customer will receive annual notice of the interest credited to the account; (vii) about the available deposit alternatives; and (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments. The Company must issue, to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and must contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

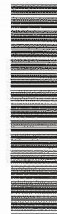
Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

February 22, 2013

Bill Account Number: 09200-95110
Service Address: 7643 EDGECOMB DR, ELEC
LIVERPOOL NY 13088

KLOECKNER METALS CORP
500 \$\$\$\$\$\$ \$\$\$\$\$\$ \$\$\$\$\$\$
ROS\$\$\$\$ \$ 99999



SUBJECT: DEPOSIT REQUEST

Dear Customer:

We wanted you to know that we are assessing a security deposit on your account in the amount of \$ 4,460.00 because your account is delinquent.

The deposit will be billed to you in consecutive installments along with your next three regular monthly bills. The first installment will be billed at 50% of the total deposit amount. The remaining deposit balance will be billed in two equal installments of 25% of the total deposit amount. Failure to pay the deposit amount required by the date specified on your bill may result in the issuance of a Disconnect Notice.

A deposit alternative (Irrevocable Letter of Credit or Surety Bond) that provides National Grid with a level of protection that is equivalent to cash can be provided in place of cash. To secure your account using a deposit alternative, please notify us and we will provide the necessary forms.

Guidelines for calculating the amount of security deposits are set forth in Title 16 of the New York Code of Rules and Regulations. These guidelines specify that a deposit shall not exceed the cost of twice the customer's average monthly usage, except in the case of customers with wide fluctuation in usage. In those situations, the deposit shall not exceed the cost of twice the average monthly usage for the peak season. Your cash deposit will be held at a rate of interest established by the New York State Public Service Commission and you will be advised annually of the interest credited to your account.

Your deposit will be held for a three year period after which your account will be reviewed for timely payments and a possible deposit return. If late payment history is noted on your account, or if financial risk exists as reported by a credible third party source such as a credit rating agency, your deposit will continue to be held. Your account will be reviewed periodically for possible deposit refund in the future. In the event your account is terminated for any reason, your cash deposit will be refunded or credited against charges owing on your account(s).

If you have any questions, please contact our Commercial and Industrial Business Team at 300 Erie Blvd. West, Syracuse, NY 13202 or call 1-800-664-6729, available Monday - Friday, 7:00am-9:00pm and Saturday, 7:00am-5:00pm.

Sincerely,

National Grid

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un'informazione importante,
si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

300 Erie Blvd. West, Syracuse, NY 13202-4250
1-800-664-6729 • www.nationalgrid.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR §§ 13.3, 143.1, 143.2, 275.1; KEDNY Tariff Leaf 119, Section II.44.C.1.A, Leaf 121, Section II.44.C.2; NiMo Gas Tariff Leaf 50, Section II.9.1.1; NiMo Electric Leaf 81, Section 14.1.1; KEDNY Tariff Leaf 121, Section II.44.C.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (NON-RESIDENTIAL) - The Company must provide advance final notice of the termination at least 5 calendar days (8 calendar days if mailed) prior to termination of service when the customer: (i) fails to pay any tariff charge due on the customer's account for which a written bill itemizing the charge has been sent, except for charges that reflect service used more than six years prior to the time the bill first containing these charges was rendered, which charges must be pursued by other methods of collection; (ii) fails to pay amounts due under a deferred payment agreement; (iii) fails to pay a security deposit; (iv) fails to provide reasonable access to the premises for necessary or proper purposes in connection with rendering of service, including meter installation, reading or testing, or the maintenance, or removal, or securing, of the Company's property, so long as the Commission's regulations have been met, and the customer has not advised the Company that the customer does not and who does have control over access; or (v) fails to comply with a provision of the Company's tariff which permits the Company to refuse to supply or to terminate service. A final notice of termination must state: (i) the reason(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided; (ii) the earliest date on which termination may occur; (iii) the address and phone number of the Company office that the customer may contact in reference to his account; (iv) that Company procedures are available for considering customer complaints prior to discontinuance; (v) that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office; (vi) that it is a termination notice which should be brought to the attention of the Company when the bill is paid; (vii) that payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and (viii) that at the time the Company goes to the premises to terminate service, it may require any payment to be made with cash, certified check or money order if the customer has, within the last 24 months, paid with a check that was dishonored. If the Company wished to terminate service more than 60 calendar days after the issuance of a final termination notice, it must issue a reminder notice that states the current arrears due, if applicable. If the Company wishes to terminate service more than 90 calendar days after issuance of the final termination notice, it must, during that time, issue a termination reminder notice that contains all the information required above

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

☐ Secretary's Office

Date:

Date Reporting May Cease:



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 31; 16 NYCRR §§ 11.3; 13.2; NiMo Gas Tariff Leaves 19, 39, 40, Sections II.4.1.1.2 & II.2.2.10; NiMo Electric Tariff Leaf 44, Section II.2.2.10, Leaves 55-56, Section 3.1.1.2 & 3.1.2.2-4; KEDLI Tariff Leaf 21, Section II.2A.1.10.1; KEDNY Tariff Leaf 127, Section 44.G.I, Leaf 130, Section 44. G.4

Date the Order was Issued and Effective:

Summary of O&E requirements:

DENIAL OF APPLICATION FOR SERVICE NOTICE - The Company must provide written notice to applicants within 3 business days (10 business days for non-residential applicants) of receipt of an application for service that service denied. The Company must also make an effort to provide immediate oral notice to the applicant. The Company must advise any applicant who submits an incomplete application, in writing and within 3 business days after receipt of the application of the information and/or documents that must be submitted in order for the application to be considered complete.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

April 23, 2012
Bill Account Number: 99875-38259
Date Service Requested: 2012-04-23
Date Service Denied: 2012-04-20

NY 12 CUSTOMER LETTER 1050
248 AUBURN AVE FL 1
BUFFALO NY 14213

NOTICE OF SERVICE DENIAL

Your application for service at 248 AUBURN AVE *FL 1 BUFFALO has been denied at this time because of: money owed for previous residential service provided in your name.

The total amount owed is: \$ 248.81

In order to resolve this matter, we require the full payment of the unpaid balance OR acceptable arrangements with National Grid.

Please direct payment to National Grid at the address listed below:

National Grid
PO Box 11742
Newark, NJ 07101-4742

For unpaid bill obligations or for other assistance, call 1-800-443-1837.
Please refer to the "NOTICE OF SERVICE DENIAL". We will be happy to assist you.

If you consider this denial unjustified, you may request assistance from the New York State Public Service Commission (PSC) or direct your inquiry by mail to:

New York State Public Service Commission
Office of Consumer Services
3 Empire State Plaza
Albany, NY 12223

Phone: Monday - Friday, 8:30 a.m. to 4:00 p.m.: 1-800-342-3377.

If necessary, you may call their emergency number at 1-800-342-3355 from 7:30 am to 7:30 pm.



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 32; 16 NYCRR §§11.4, 143.2, 275.1; NiMo Gas Tariff Leaf 50, Section II.9.1.2; NiMo Electric Tariff Leaf 81, Section 14.1.2; KEDLI Tariff Leaves 51-52, Sections II.4A.3.1.1 & II.4B; KEDNY Tariff Leaf 51, Section 26.A

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (RESIDENTIAL) - The Company must provide a final notice of termination or disconnection of service by mail or delivered personally at least 15 days prior to the termination or disconnection date stated on the notice and must contain the following information: (1) the earliest date on which termination or disconnection may occur, (2) the reasons for termination or disconnection, (3) the total amount required to be paid, (4) how the customer can avoid termination or disconnection, (5) the address and phone number of the office of the Company, (6) the availability of Company procedures for handling complaints, and (7) a summary of the protections available under the HEFPA, noting that customers eligible for these protections should contact the Company. The notice must have printed on its face, in a size type capable of attracting immediate attention, language conveying the following: THIS IS A FINAL TERMINATION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL, or THIS IS A FINAL DISCONNECTION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

April 19, 2012

Bill Account Number: 95287-75116
Service Address: 204 GLENVIEW PKWY
SYRACUSE NY 13219

NY 12 CUSTOMER LETTER 0075
204 GLENVIEW PKWY
SYRACUSE NY 13219



**THIS IS A FINAL DISCONNECTION NOTICE.
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

Your electric and/or gas service may be shut off anytime after 05/04/2012 for non-payment of past due bills of \$ 60.22. (See itemized listing below.) Failure to pay this amount will also result in termination of your commodity service contract.

National Grid	\$ 0.00
Other Supplier Services	\$ 60.22
Suspended Charges / Credits / EScO Suspend	\$ 0.00
Amount to Avoid Disconnect	\$ 60.22

Please be aware that it may take up to 24 hours to turn it back on after you have paid the bill.

A summary of your rights and responsibilities are listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

If you are unable to pay the "Amount to Avoid Disconnect" of \$ 60.22 on or before 05/04/2012, contact Collection Services at 1-800-443-1837 to discuss the possibility of payment arrangements. Payment arrangements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of April 19, 2012 is \$ 60.22.

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
95287-75116	05/04/2012	\$ 60.22	\$ 341.06

NY 12 CUSTOMER LETTER 0075
204 GLENVIEW PKWY
SYRACUSE, NY 13219

\$

ENTER AMOUNT ENCLOSED

Write account number on check and make payable to
National Grid

NATIONAL GRID
P.O. BOX 11742
NEWARK, NJ 07101-4742

000006022 95287751167000034106110

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 37; 16 NYCRR § 11.10; NiMo Gas Tariff Leaves 86-88, Section II.15.10.1; NiMo Electric Tariff Leaves 142-145, Section II.26.12; KEDNY Tariff Leaves 43-46, Section II.22.A; KEDLI Tariff Leaves 55-57, Section II.4E.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

DEFERRED PAYMENT AGREEMENT (RESIDENTIAL) - The Company must contact customers or applicants by phone, mail or in person to advise of availability of a deferred payment agreement and must follow-up with written offer not less than 7 calendar days (10 if mailed) before the earliest date that service may be terminated by providing 2 copies of the DPA. In those instances where the Company believes customer does not qualify for DPA (i.e. adequate financial resources), notice must be provided to the customer. Reminder notices must be sent to customers who fail to timely pay DPAs at least 8 calendar days prior to the day when a final notice of termination will be sent. New DPA offers must accompany certain final termination notices. Specific DPA requirements as are set forth in the Commission's regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

RESIDENTIAL DEFERRED PAYMENT AGREEMENT
Customer Inquiries Telephone Number 1-800-443-1837
(IF FULL PAYMENT HAS ALREADY BEEN MADE, PLEASE DISREGARD THIS OFFER)

Name: KENNETH J GAGNE

Account Number: 02013-10107

Service Address: 35 WALL ST FL 2, APT 12

Date: February 6, 2008

PAYMENT AGREEMENT RULES AND INFORMATION

PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU SIGN THIS AGREEMENT:

1. National Grid is required to offer you a payment agreement that you are able to pay.
2. Normally, payment agreements require that you make a downpayment, pay your current bills on time and make an installment payment each month toward your arrears balance. If you can show that your present financial circumstances will not allow you to make such payments, we are prepared (where appropriate) to offer agreements that do not require a downpayment with monthly installments as low as \$10.00 above the amount of your current bill.
3. If a telephone interview takes place, we may ask questions regarding your income, expenses, and available assets. You would be required to provide such information and, if required, reasonable substantiation that the information you provide is accurate.
4. Recipients of Public Assistance or Supplemental Security Income (SSI) may wish to consider contacting their local Social Service office as they may be eligible for utility bill payment assistance.

After reviewing the specific terms of this agreement (stated below) if you feel you are not able to make the required payments, do not sign this agreement. If you have any questions or wish to discuss the terms with a National Grid representative, call 1-800-443-1837.

HOW PAYMENTS WILL BE MADE IF YOU ACCEPT THIS AGREEMENT

As of 02/06/2008, you owe a previous balance of \$ 122.09 and a current bill amount of \$ 205.74 for a total owing of \$ 327.83. A downpayment of \$ 56.00 must be made by 02/19/2008 leaving a balance of \$ 271.83. This remaining balance is to be paid in 0005 monthly installment(s) as follows: 004 payment(s) of \$ 56.00 and a final (5th) payment of \$ 47.83. All installment payments covered by this agreement and all bills you will be receiving for current charges while the agreement is in effect must be paid by the due dates shown on the bills.

To accept this agreement, sign and date the reverse side of one copy, enclose the required down payment, and mail using the envelope enclosed. To avoid termination of service, the agreement and downpayment must reach us by 02/19/2008.

Bill Account Number	Date Due	Past Due Balance	Downpayment Amount
02013-10107	02/19/2008	\$ 122.09	\$ 56.00

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to
National Grid

KENNETH J GAGNE
35 WALL ST FL 2, APT 12
AMSTERDAM, NY 12010

NATIONAL GRID
P.O. BOX 1169
NEWARK, NJ 07101-1169

000005600 02013101070000032783037

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 39; 16 NYCRR § 11.13; NiMo Gas Tariff Leaves 62-34, Section II.13.2; NiMo Electric Tariff Leaves 122 & 123, Section II.26.2; KEDLI Tariff Leaves 41-43, Section II.3D.1; KEDNY Tariff Leaves 27, Section II.13.A, Leaves 29-31, Section II.13.C

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (RESIDENTIAL) - When estimated bills have been rendered to a residential customer for a period of 4 months or 2 billing periods, whichever is greater, the Company must take reasonable actions to obtain an actual meter reading, such as by making an appointment for a reading outside of normal business hours, offering the customer the opportunity to phone in a meter reading, or providing a meter-reading card to be filled out by the customer and mailed into the Company. After 6 months or 3 billing periods of estimated bills, the Company must send a notice to the customer and to the person who controls the meter offering a special meter appointment for meter reading both during and outside of business hours. If the Company receives no response after bills representing 8 months or 4 billing periods, it may send another letter advising the recipient that if no appointment is made, a charge not to exceed \$25 may be added to the next bill, but that no such charge will be imposed if an appointment is arranged and kept. If the Company intends to obtain a court order to gain access to the meter, it must inform the person who controls the meter by certified or registered letter. If, due to estimated readings, there is an understatement of the actual amount of money owed by more than 50% or \$100, the Company must notify the customer in writing that he/she has the right to pay the difference in regular monthly installments. If the Company gains access to a meter through a court order, but cannot fully restore service because the court order does not permit access to all areas of the premises, the Company must lock the meter and leave written notification informing the customer how service can be promptly restored. If the customer fails to contact the Company to have service restored, the Company must attempt to contact the customer on no less than a weekly basis until service is restored.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: **IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.**

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

February 7, 2008
Next Reading/Estimate: 02/15/2008
Bill Account Number: 98324-91101
Service Address: 1854 HERTEL AVE
BUFFALO NY 14216

HASSETT JORDAN INCORPORATED
/CHECKERS
1854 HERTEL AVE
BUFFALO NY 14216

Dear Customer:

Our previous letters to you regarding our need to gain access to your premises to obtain a meter reading have gone unanswered.

Therefore, in compliance with a New York State Public Service Commission ruling, we are advising you that your service will be terminated if we are unable to gain access to our meter(s), and that we will seek a court order to gain access. (We will continue to charge your account \$100 per month no-access fee each month that we are able to read our meter for this account.)

This action may be avoided by providing us with permanent access or arranging a special appointment. To do so, phone our Customer Service Contact Center at 1-800-642-4272 to schedule an appointment for a meter reading and to discuss other options for avoiding estimated reads on a regular basis.

Sincerely,

National Grid



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 39; 16 NYCRR § 13.8; NiMo Gas Tariff Leaves 64-66, Section II.13.4; NiMo Electric Tariff Leaves 135-137, Section II.26.10; KEDNY Tariff Leaf 29, Section II.13.B; KEDLI Tariff Leaf 43, Section II.3D.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (NON-RESIDENTIAL) - After 6 consecutive months of estimated meter readings, and failure to obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company must, within 7 calendar days, make another reading attempt or an appointment with the customer to read the meter. At the time of the unsuccessful attempt, the Company must leave at the premises or mail to the customer a meter-reading card. The Company must begin providing no-access notices to the access controller and, if different, to the customer (i) with the 2nd consecutive estimated bill for accounts billed for demand; (ii) with the 4th consecutive estimated bill for accounts not billed for demand; or (iii) with the 10th estimated bill for usage based on a remote registration device or a customer reading. Specific no-access notice requirements are set forth in the accompanying appendix. If estimated bills are rendered due to circumstances beyond the control of the Company which made obtaining an actual reading extremely difficult covering more than a 24-month period, a statement advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

February 7, 2008
Next Reading/Estimate: 02/15/2008
Bill Account Number: 98324-91101
Service Address: 1854 HERTEL AVE
BUFFALO NY 14216

HASSETT JORDAN INCORPORATED
/CHECKERS
1854 HERTEL AVE
BUFFALO NY 14216

Dear Customer:

Our previous letters to you regarding our need to gain access to your premises to obtain a meter reading have gone unanswered.

Therefore, in compliance with a New York State Public Service Commission ruling, we are advising you that your service will be terminated if we are unable to gain access to our meter(s), and that we will seek a court order to gain access. (We will continue to charge your account \$100 per month no-access fee each month that we are able to read our meter for this account.)

This action may be avoided by providing us with permanent access or arranging a special appointment. To do so, phone our Customer Service Contact Center at 1-800-642-4272 to schedule an appointment for a meter reading and to discuss other options for avoiding estimated reads on a regular basis.

Sincerely,

National Grid



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 44; 16 NYCRR § 11.17

Date the Order was Issued and Effective:

Summary of O&E requirements:

WELCOME MATERIALS/RIGHTS & OBLIGATIONS (RESIDENTIAL) – The Company must, at the time service is initiated to a residential customer, by a notice accompanying a regular bill or in a separate mailing, provide residential customers with a summary of their rights and obligations under the Home Energy Fair Practices Act, the Energy Consumer Protection Act of 2002 and the Commission's regulations. At a minimum, the summary must include the following: (1) a description of the complaint-handling procedures available at the Company and the Commission; (2) customers' rights and obligations relating to payment of bills, termination, disconnection and suspension of service and reconnection of service; (3) a description of special protections afforded the elderly, blind and disabled; persons with medical emergencies; persons receiving public assistance, supplemental security income benefits or additional State payments; and persons in two-family dwellings; (4) a request that customers who qualify for the protections granted to residential customers in the Commission's regulations voluntarily so inform the Company; (5) the right of a customer to designate a third party to receive copies of all notices relating to termination, disconnection and suspension of service or other credit notices; (6) appropriate forms that customers claiming the protections listed above may fill out and return; (7) a description of the customers' rights in regard to deferred payment plans and the holding and demanding of security deposits by the Company; and (8) a description of the Company's budget or levelized payment plans. If service is provided to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than English, the Company must, at the request of a customer residing in such county, send its messages on bills and notices in both English and such other language to such customer.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

April 23, 2012
Bill Account Number: 99851-02117
Primary Phone Number: -
Next Meter Reading Date - Week of: 05/07/2012
Service Address: 17 WOLFERT AVE
MENANDS NY 12204

NY 12 CUSTOMER LETTER 1003
17 WOLFERT AVE
MENANDS NY 12204

Dear Valued Customer:

We're very pleased to welcome you as a National Grid customer and look forward to serving you. We are committed to delivering unparalleled safe, reliable and efficient service. Your account has been established in the name above. A Rights and Responsibilities brochure is also included for your reference. The customer of record is responsible for payment of bills. If any information in this letter is not correct or for more information, please contact our Customer Assistance Center at 1-800-642-4272.

Your safety is our highest priority. Our emergency service is available free of charge to all customers, 24 hours a day, every day of the year. Call us at 1-800-892-2345 anytime.

National Grid offers a variety of convenient, easy billing and payment options. You have 24/7 online access to your account so you can manage it on your schedule. Just visit www.nationalgridus.com for more information or to sign up for any of the following:

- **Paperless Billing:** Sign up for this free service and you'll be making an important step in protecting our environment by reducing paper use. You'll receive e-mail alerts when your bills are ready to be viewed online. And, up to 24 months of past bills are available online for review.
- **Budget Plan:** Another free billing option is our Budget Plan that allows you to spread out your annual energy costs in manageable monthly payments to alleviate those seasonal bill spikes, making it easier to manage your household expenses.
- **Direct Pay:** The choice is yours when it comes to bill payment. Our free DirectPay service pays your bills directly and automatically from your bank 15 days after you are billed for safe, hassle-free payments! No need to write checks or worry about due dates. Or pay as you go on our secure Web site or with our automated telephone services.
- **Credit and Debit Card Payments:** For a nominal fee, you may pay by your credit or debit card by telephone or online.

In addition to billing and payment options, you also have choices about the energy we deliver to you. With our GreenUp program you can support renewable energy sources such as solar, wind and biomass. And our Energy Choice program allows you to choose from a selection of independent energy suppliers who sell energy supply at competitive prices. No matter your choices, National Grid will continue to deliver the energy to you and provide all of our customer services to you, including emergency service. For information about GreenUp, a list of Energy Choice suppliers and our energy efficiency programs and rebate offers, please go to www.nationalgridus.com.

If there's anything we can do to assist you or if you have any questions, please call us or send e-mail to customerservice@us.ngrid.com.

Sincerely,
Susan M. Mais
Vice President - Customer Contact and Support

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 immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un'informazione importante.
Si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 44; 16 NYCRR §§ 11.17, 143.9, 275.9

Date the Order was Issued and Effective:

Summary of O&E requirements:

ANNUAL NOTICES/RIGHTS & OBLIGATIONS (RESIDENTIAL) - The Company must, at least annually, by a notice accompanying a regular bill or in a separate mailing, provide residential customers with a summary of their rights and obligations under the Home Energy Fair Practices Act, the Energy Consumer Protection Act of 2002 and the Commission's regulations. At a minimum, the summary must include the following: (1) a description of the complaint-handling procedures available at the Company and the Commission; (2) customers' rights and obligations relating to payment of bills, termination, disconnection and suspension of service and reconnection of service; (3) a description of special protections afforded the elderly, blind and disabled; persons with medical emergencies; persons receiving public assistance, supplemental security income benefits or additional State payments; and persons in two-family dwellings; (4) a request that customers who qualify for the protections granted to residential customers in the Commission's regulations voluntarily so inform the Company; (5) the right of a customer to designate a third party to receive copies of all notices relating to termination, disconnection and suspension of service or other credit notices; (6) appropriate forms that customers claiming the protections listed above may fill out and return; (7) a description of the customers' rights in regard to deferred payment plans and the holding and demanding of security deposits by the Company; and (8) a description of the Company's budget or levelized payment plans. If service is provided to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than English, the Company must, at the request of a customer residing in such county, send its messages on bills and notices in both English and such other language to such customer. At least once a year, the Company must provide, to all residential customers in such county, a notice in such other language spoken regularly by at least 20 percent of the population in such county of the right to request messages on bills and notices in such other language.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

<input type="checkbox"/> Secretary's Office	Date:
<input type="checkbox"/> Office of Consumer Policy	Date:
<input type="checkbox"/> Other: _____	Date:

Your Rights as a National Grid Residential Customer

nationalgrid

New York City

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 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.

Obtained in Spanish

Service or Billing Questions

To ask about your National Grid service or your bill, call 1-718-643-4050, weekdays 7 a.m. – 5 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays. You may also visit www.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 www.nationalgridus.com.

To report a natural gas safety emergency, please call 1-718-643-4050, 24 hours a day, 7 days a week. Hearing or speech-impaired customers can contact National Grid by using our special TTY communication system at 1-718-231-2657.

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. However, if after speaking with a supervisor you are still not satisfied you may call the Public Service Commission's (PSC) New York office at 800-342-3577. They are open from 9:30 a.m. to 4:00 p.m., Monday through Friday.

Our bills, which you'll receive monthly, show the amount of gas you have used. Bills can be paid online at www.nationalgridus.com, by phone using our auto-billed payment service, by mail using the postage-paid return envelope enclosed with your bill, or in person at our Customer Service Centers. Our free DirectPay program can transfer your bill payments automatically from your bank account.

Balanced Billing

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.

Meter Reading & Access

It's important that we access our meter for readings, inspections and maintenance. In accessing service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unoccupied 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 cut 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 supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

Payment Agreements

If you are having difficulty paying your bill, please contact us in order to make a Payment Agreement. We will determine your eligibility for a payment agreement that considers your financial circumstances. You may not have to make a down payment if you can show financial need. Installment payments may be as low as \$10 per month. We will make every effort to help you find a way to pay your bill. Our Consumer Advocates may be able to help you get assistance from other sources. 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.

Special Protections

National Grid provides special protections for elderly, blind and disabled persons, persons with medical emergencies, and customers needing public assistance, Supplemental Security Income benefits, or additional state payments. We will work with customers to make a satisfactory payment arrangement and notify local social

services if appropriate. We will not disconnect service during a health or safety emergency; however, you are still responsible for paying your National Grid bill. We will notify and work with persons in two-family dwellings where service is not retained separately.

Medical Hardship

If you or a member of your household are faced with a medical emergency, you will need to contact us to provide pertinent information. To review the medical certificate after 30 days, you will be required to provide financial information to determine if you are eligible for a renewal. It eligible your doctor or the Board of Health are required to explain in writing why you still need the emergency service. We will NOT shut off your service during your health emergency as long as you have provided National Grid with the proper documentation; however, you are still responsible for paying your National Grid bill.

While we are working with you to develop a payment agreement, or to obtain financial assistance for you, we will not shut off service. Special protections may be available if you and all those living with you are age 62 or over, age 18 or younger, blind or disabled. To ensure that you receive all the protections for which you are eligible, please contact a company representative and identify yourself. Other services include the Star Customer Program and Quarterly Billing to those 82 and over, and the Friendly Follow-Up program that can help prevent a gas shut-off by designating a "Caregiver" as an additional contact to receive duplicate copies of past due notices. For more information regarding these services, please complete and return the form below or visit www.nationalgridus.com.

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. – 5 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 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 has 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

1-718-643-4050

Tenants in Multiple Dwellings

If you live in a building with three 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. Similar protections apply to tenants in two-family dwellings.

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 "NOD" (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

Balanced Billing Plan
To obtain your Balanced Billing amount and/or to end it in the plan, please call 1-718-643-4050

SPECIAL PROTECTIONS REGISTRATION FORM

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

Return this form to:
National Grid, Collections,
One MetroTech Center, 13th floor,
Brooklyn, NY 11201-3650

ACCOUNT INFORMATION

(Be sure to complete before mailing)

Name		
Address	Apt.	
Town/City	Zip	
Telephone (Daytime)	(Evening)	

Customer's Signature

Account Number (as shown on bill)

I would like to be considered for Special Protections.

☐ In my household (Check):
☐ All members are 62 years of age or over, and/or age 18 or under
☐ All members are Blind (legally or Medically)
☐ All members have a permanent disability
☐ All members qualify for at least one of the above
☐ I have or a resident of my house has a Medical Hardship (type):

I receive government assistance.

☐ I receive Public Assistance (PA). My case number which appears on my HRA identification card is:

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

Please send: ☐ Large Print Bills ☐ Braille Bills

☐ Please enroll me in the Friendly Follow-Up Program.

To Be Completed by "Caregiver"
Please let me know if this customer's bill is overdue or if the service might be turned off. As "Caregiver" I understand that I am not responsible for payment of the bill.

Caregiver/Agency

Address Apt.

Town/City Zip

Telephone (Daytime) (Evening)

Caregiver Signature

Sus derechos como cliente residencial de National Grid

La Comisión de Servicios Públicos (Public Service Commission, PSC) del estado de Nueva York y la Ley de Prácticas Justas sobre el Consumo de Energía en el Hogar (Home Energy Fair Practices Act, HEFPA) proporcionan protección completa para los clientes residenciales de servicios de suministro de gas y electricidad. La HEFPA exige que las protecciones al consumidor sean proporcionales por National Grid y por los proveedores de empresas de servicios energéticos (Energy Service Companies, ESCO) que no brindan servicios públicos. Todos los años, National Grid proporciona este folleto que incluye información básica sobre los derechos y los procedimientos de la empresa, así como sus derechos como cliente a quien se factura de acuerdo con las tarifas residenciales.

nationalgrid

New York City

FORMULARIO DE INSCRIPCIÓN AL PROGRAMA

Nombre _____
Dirección _____ Departamento _____
Pueblo/Ciudad _____ Código Postal _____
Teléfono _____ (Durante el día) _____ (Durante la noche) _____
Número de cuenta _____ - _____

Programa DirectPay
☐ Deseo inscribirme en el programa DirectPay. Doy mi autorización para que se realicen deducciones electrónicas de mi cuenta bancaria para el pago de mis facturas 15 días después de mi fecha de facturación. He adjuntado un cheque marcado claramente como "SH VALDIZ". (Complete la siguiente información si se inscribe en el programa DirectPay.)

Nombre tal como aparece en el extracto bancario _____

Nombre del banco _____

Número de cuenta bancaria _____

Número de ruta bancaria (el número de 9 dígitos que aparece en la parte inferior del cheque) _____

☐ Cuanta corriente ☐ Caja de ahorros

Su firma _____ Fecha _____

Plan de facturación balanceada
Para obtener la cantidad de la facturación balanceada y/o inscribirse en el plan, llame al **1-718-643-4050**.

FORMULARIO DE INSCRIPCIÓN A LAS PROTECCIONES ESPECIALES

Complete este formulario si recibe los requisitos para cualquier protección especial descrita anteriormente. Envíe este formulario a: National Grid, Collections (One MetLife Center, 13th Floor | Brooklyn, NY 11201-3850)

INFORMACIÓN DE LA CUENTA

(Regístrese al completar antes de hacer el envío por correo)

Nombre _____ Departamento _____
Dirección _____
Pueblo/Ciudad _____ Código Postal _____
Teléfono _____ (Durante el día) _____ (Durante la noche) _____

Firma del cliente _____

Número de cuenta (como aparece en la factura)

Me gustaría que me consideren para las protecciones especiales.

En mi familia (marque lo que corresponde):

- ☐ Todos los miembros tienen 62 años o más y/o 18 años o menos.
- ☐ Todos los miembros son ciegos (legal o médicamente).
- ☐ Todos los miembros tienen una discapacidad permanente.
- ☐ Todos los miembros reúnen los requisitos para al menos una de las opciones anteriores.
- ☐ Tengo un residente de mi casa que tiene un problema médico/psíquico.

Recibo asistencia del gobierno

☐ Recibo asistencia pública (PA). Mi número de caso que aparece en la tarjeta de identificación de la Cuente de reembolso para la salud (Health Reimbursement Account, HRA) es: _____

☐ Recibo de Ingreso de seguro complementario (SSI). Nota: Los beneficios de SSI no son los mismos que los beneficios de jubilación del Seguro Social. Mi número del Seguro Social es: _____

Enviar: ☐ Facturas con letra de imprenta grande ☐ Facturas en Braille

☐ Deseo inscribirme en el programa Friendly Follow-Up.

Para ser completado por el "custodio"

Deseo que me informen si la factura de este cliente está vencida o si el servicio podría ser desconectado. Como "custodio" entiendo que no soy responsable del pago de la factura.

Custodio/Agenzia _____

Dirección _____ Departamento _____
Pueblo/Ciudad _____ Código Postal _____

Teléfono _____ (Durante el día) _____ (Durante la noche) _____

Firma del custodio _____

Otto lado en inglés

Propuestas sobre el servicio o la facturación

Para preguntar acerca del servicio de National Grid o su factura, llame al **1-718-643-4050**, de lunes a viernes de 7:00 a. m. a 8:00 p. m., y de 9:00 a. m. a 5:00 p. m. los sábados. También puede visitar www.nationalgridus.com para conocer una serie de opciones convenientes de autoservicio en línea. Elja enlaces para acceder a los detalles de su cuenta de National Grid, hacer o seguimiento del consumo y obtener información sobre las opciones de pago. También puede comunicarse con nosotros por correo electrónico: custody@nationalgridus.com o visitarnos en nuestro sitio web en www.nationalgridus.com.

Para informar una emergencia de seguridad de gas natural, llame al **1-718-643-4020**, las 24 horas del día, los 7 días de la semana. Los clientes con problemas de habla o audición pueden comunicarse con National Grid mediante el sistema de comunicación especial de TTY al **1-718-237-2857**. Su satisfacción es importante para nosotros, por lo tanto, si después de hablar con uno de nuestros representantes, cree que su pregunta no ha sido resuelta, pida hablar con un supervisor. Sin embargo, si después de hablar con un supervisor aún no está satisfecho, puede llamar a la oficina de la Comisión de Servicios Públicos (PSC) de Nueva York al **800-342-3377**. El horario de atención es de lunes a viernes de 9:30 a. m. a 4:00 p. m.

Nuestras facturas, que usted recibirá mensualmente, muestran la cantidad de gas que consumió. Las facturas se pueden pagar en línea en www.nationalgridus.com, por teléfono a través de nuestro servicio de pago automatizado, por correo mediante el sistema de pago en papel o personalmente en nuestros centros de Atención al Cliente. A través de nuestro programa gratuito DirectPay es posible transferir sus pagos de facturas automáticamente desde su cuenta bancaria.

Facturación balanceada

Este programa divide sus costos anuales de consumo de gas en pagos mensuales iguales. Según este programa, distribuiremos su costo de consumo de gas anual proyectado en 12 pagos mensuales convenientes. Es particularmente útil si usa calefacción a gas.

Acceso y lectura del medidor

Es importante que accedamos a nuestro medidor para tomar las lecturas, y realizar inspecciones y mantenimiento. Al aceptar el servicio, otorga a nuestra empresa el derecho a acceder a sus instalaciones en horarios razonables. Por los nuevos lectores de medidores están autorizados a entrar en propiedades privadas sin llave en horarios razonables, para acceder a nuestro equipo y medidores. Si no podemos leer el medidor durante tres días de facturación consecutivos, enviaremos un mensaje en su factura para solicitar una lectura o conectar una otra especial para que lo hagamos. Sin embargo, si no se ha tomado la lectura del medidor durante un ciclo de cinco facturas consecutivas, usted o el propietario del edificio pueden entrar sujetos a un cargo de \$25 (más impuestos). Para su protección, todos los empleados de National Grid llevan una tarjeta de identificación con fotografía. Siempre pida ver esta tarjeta antes de autorizar el ingreso a su casa. Además, antes de entrar, se requiere que los empleados de National Grid lleven a su puerta y le anuncien su presencia.

Medidores de gas inactivos

Todos los instalaciones con medidores de gas inactivos deben tener un cliente activo en la cuenta de gas. Los medidores inactivos en las instalaciones donde no haya un cliente responsable se cerrarán con llave y se retirarán, o la línea del servicio de suministro de gas hacia las instalaciones se cortará. Los clientes que interrumpen el servicio deben contribuir una cifra para bloquear el medidor.

Acuerdos de pago

Si usted tiene dificultades para pagar su factura, póngase en contacto con nosotros para hacer un acuerdo de pago. Determinaremos su elegibilidad para un acuerdo de pago que tenga en cuenta sus circunstancias financieras. Puede que no tenga que hacer un pago inicial si es que puede demostrar la necesidad financiera. Los pagos a plazo pueden ser tan bajos como \$10 por mes. Haremos todo lo posible para ayudarlo a encontrar una manera de pagar su factura. Nuestras relaciones de los consumidores pueden ayudarlo a obtener asistencia de otras fuentes. Si usa el suministro de gas para calefacción en su casa, no desconectaremos su servicio de gas entre el 1° de noviembre y 15 de abril sin antes tratar de ponerse en contacto con usted u otro adulto de su familia. Si la petición de servicio plantea un serio problema de salud o seguridad, continuaremos con el servicio durante al menos 15 días y trataremos de establecer un acuerdo de pago.

OMBO 6/16/10 NYC R4

Protecciones especiales

National Grid ofrece protecciones especiales para las personas de edad avanzada, las personas ciegas y con discapacidades, las personas con emergencias médicas y los clientes que reciben asistencia pública, beneficios de ingreso de seguro complementario (Supplemental Security Income, SSI) o pagos adicionales del estado. Trabajamos con los clientes para establecer un acuerdo de pago satisfactorio, y notificaremos a los servicios sociales locales si corresponde. No desconectaremos el servicio durante una emergencia médica o seguridad, sin embargo, usted sigue siendo responsable del pago de la factura de National Grid. Notificaremos y trabajaremos con personas de viviendas de dos familias, donde el servicio no se mide por separado.

Problemas médicos

Si usted o un miembro de su familia se enfrentan a una emergencia médica, lea qué ponerse en contacto con nosotros para proporcionar la información pertinente. Para renovar el certificado médico después de 30 días, se le pedirá que proporcione información financiera para determinar si es elegible para su renovación. Si es elegible, se elegirá que su médico o la Junta de Salud establezca por escrito el motivo por el cual aún necesita el servicio de emergencia. NO desconectaremos el servicio durante su emergencia médica, siempre y cuando usted haya proporcionado a National Grid la documentación correspondiente; no obstante, usted seguirá siendo responsable del pago de su factura de National Grid.

Durante el tiempo que trabajamos con usted para desarrollar un acuerdo de pago u obtener ayuda financiera para usted, no desconectaremos el servicio. Puede haber protecciones especiales si usted y todos los que viven con usted tienen 62 años o más, 18 años o menos, son ciegos o discapacitados. Para asegurarse de recibir todas las protecciones para las cuales es elegible, póngase en contacto con un representante de la empresa o identifíquese. Otros servicios incluyen el programa Star Customer y facturación trimestral, para aquellos de 62 años o más, y el programa Friendly Follow-Up, que puede ayudar a prevenir un corte de gas mediante la designación de un "custodio" como un contacto adicional para recibir copias duplicadas de los avisos verbales. Para obtener más información sobre este servicio, complete y devuelva al formulario continuación o visite www.nationalgridus.com.

Reconexión de los servicios

Reconectaremos el servicio en el plazo de 24 horas cuando: usted pague la cantidad total adeudada; Usted sea elegible, firme un acuerdo de pago; haga los pagos iniciales necesarios en su factura; O se refiera a una emergencia grave para la salud o la seguridad. Si recibe asistencia pública en forma de pago directo o grante por escrito, reconectaremos el servicio en el término de 24 horas posteriores a la recepción de un aviso de pago de la agencia de servicios sociales que le brinda ayuda.

Tarifa de reconexión

Se cobrará una tarifa para reconectar el servicio. Este cargo es mayor si restauramos el servicio fuera del horario normal de trabajo que es de 9:00 a. m. a 4:00 p. m., de lunes a viernes, excepto los días festivos. En el caso de que haya que trabajar en la calle y no en la ubicación del medidor, la tarifa también será mayor. Si no reconectamos el servicio en el plazo de 24 horas después de cumplir con las condiciones mencionadas, excepto cuando está fuera de nuestro control, le pagaremos una tarifa por cada día adicional que este en servicio.

Depósitos

Si se un cliente a corto plazo o temporario, es posible que le solicitemos un depósito. A los clientes actuales se les puede pedir que hagan un depósito si su cuenta está en mora o si ha realizado la desconexión por falta de pago durante los últimos seis meses. Los depósitos devengarán intereses a una tasa que establezca la PSC. El depósito será retenido hasta que se hayan recibido 12 pagos puntuales y consecutivos. En ese momento, le reembolsaremos su depósito más los intereses. Si los pagos no son actuales, prosigamos a retener el depósito y acrecentaremos los intereses en su cuenta en su momento.

Medidores compartidos

Si usted se incluye en un edificio residencial, no está obligado a pagar el servicio de suministro de gas para cualquier área fuera de su propia unidad de vivienda. Para obtener más información sobre las condiciones de medidor compartido, llame al **1-718-643-4050**.

Inquilinos en viviendas múltiples

Si vive en un edificio con tres o más departamentos, donde su propietario no paga la factura de gas por el cual es responsable, es posible que pueda mantener el servicio si se pone de acuerdo con los otros inquilinos para pagar la factura. Los inquilinos solo deben pagar la factura actual y, por ley, usted puede deducir su parte de la renta. Protecciones similares se aplican a los inquilinos de viviendas de dos familias.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 66; 16 NYCRR § 11.17

Date the Order was Issued and Effective:

Summary of O&E requirements:

TIME-OF-USE RATES NOTICES - Where the company offers time-of-use rates, it must provide the following information, at least twice per year, by a notice accompanying a regular bill or in a separate mailing to its customers billed on such rates: (1) a description of the hours for which these rates are available for both standard and daylight standard time; (2) if resetting the electric time-of-use meter is necessary to restore the effective hours of the time-of-use rates following an interruption of service, a description of procedures such customers must follow in order to have their time-of-use electric meter reset; and (3) if resetting the electric time-of-use meter is necessary, when the Company has knowledge of an outage, a statement within 60 days of such outage that the time-of-use rate may not be applied at the previously stated times until the time-of-use electric meter is reset.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

<input type="checkbox"/> Secretary's Office	Date:
<input type="checkbox"/> Office of Consumer Policy	Date:
<input type="checkbox"/> Other: _____	Date:



High energy user? Consider Time-of-Use.

Depending on your electricity usage patterns, your electricity bills may be lower on Time-of-Use (TOU) Service Classification 1C (SC-1C) rate than on standard residential service (SC-1).

SC-1C customers pay a higher basic service charge—currently \$30 per billing period—and a lower delivery charge than on standard residential service. However, these customers will pay more per kilowatt-hour for electricity supply used during on-peak periods. In return, they pay lower rates for electricity supply during off-peak periods, when the demand for electricity is lower.

If your usage is greater than 980 kWh and you have the ability to shift at least 12 percent of your usage to shoulder-peak hours and 80 percent of your usage to the off-season/off-peak hours, you may benefit from this rate. Once enrolling on the rate, there is a one-year commitment.

For more information, visit
www.nationalgridus.com/sc1c

On-peak hours are:

- ▶ December, January, February:
5 p.m. to 8 p.m. on weekdays
- ▶ June, July, August: 11 a.m. to
5 p.m. on weekdays

Shoulder-peak hours are:

- ▶ December, January, February:
9 a.m. to 5 p.m. on weekdays
- ▶ June, July, August: 8 a.m. to
11 a.m. and 5 p.m. to 8 p.m.
on weekdays

Off-season/off-peak hours are:

- ▶ December, January, February:
8 p.m. to 9 a.m. weekdays; all
hours weekends
- ▶ June, July, August: 8 p.m. to
8 a.m. weekdays; all hours
weekends
- ▶ All hours in the fall months
(September, October and November)
and spring months (March, April
and May)
- ▶ All hours on Dec. 25, Jan. 1,
and July 4

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

Uniform Business Practices approved in Case 98-M-1343

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESCO LISTS – The Company is required to provide a customer who requests initiation of delivery service with an up-to-date list of ESCOs and provide the list at any time, upon request of any customer.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

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| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Energy Service Companies (ESCOs) Serving Residential and Commercial Customers - As of February 2009

nationalgrid

Energy Service Companies (ESCOs) Serving Residential and Commercial Customers - As of February 2009

nationalgrid

Intelligent Energy, Inc. CONTACT: Customer Service PHONE: (888) 321-4CAGS 2030 Center Ave. Fort Lee, NJ 07024 FAX: (866) 733-1115	Amstar Energy LLC CONTACT: Customer Service PHONE: (888) 321-4CAGS 6 B Union Ave. Rutherford, NJ 07070 FAX: (888) 321-4427	Major Energy Services LLC CONTACT: Daniel Major PHONE: (718) 224-1262, 8601 1801 68th Street 2nd Fl. Brooklyn, NY 11214 FAX: (718) 224-2552	Metro Energy Group CONTACT: Robert Leavy PHONE: (718) 335-1400 500 Kingsland Ave. Brooklyn, NY 11222 FAX: (718) 335-2468	Metromedia Energy CONTACT: Laurence Morris PHONE: (732) 542-7575 6 Industrial Way Eatontown, NJ 07724 FAX: (732) 542-8655	MXEnergy CONTACT: Customer Service PHONE: (800) 375-1277 P.O. Box 177 Annapolis, MD 20701-0177	NATGASCO CONTACT: Ted Ballison PHONE: (800) 945-0825 532 Freeman St. Orange, NJ 07050 FAX: (873) 875-0146	New Horizons Energy LLC CONTACT: Abe Dweck PHONE: (917) 844-5916 41 Madison Ave., 28th Fl. New York, NY 10010	North Energy CONTACT: Jack Klein PHONE: (877) 522-1122 1425 37th Street Brooklyn, NY 11218 FAX: (877) 962-2806	Phonoth Rock Energy, LLC CONTACT: Adam Solal PHONE: (718) 855-2987 163 Remsen St. Brooklyn, NY 11201 FAX: (718) 852-8628	Scatran Energy Services CONTACT: Thomas Scarangello PHONE: (718) 994-0905 6787 Amboy Road Staten Island, NY 10309 FAX: (718) 995-5586	S.J. Fuel Co. CONTACT: Peter D'Arco PHONE: (718) 625-6060 801 Union St. Brooklyn, NY 11215 FAX: (718) 625-5966	Spark Energy LP CONTACT: Customer Service PHONE: (713) 877-5824 3010 Briarpark Dr. Houston, Texas 77042 FAX: (713) 877-5801	Suavesant Energy LLC CONTACT: Bob Reicher PHONE: (718) 304-1102 642 Southern Blvd. Bronx, NY 10455FAX: (718) 742-2253	U.S. Energy Savings PHONE: (888) 548-7890 One Liberty Plaza, 23rd Fl. New York, New York 10008	US Gas & Electric CONTACT: Customer Service PHONE: (888) 942-7889 577 1st Ave., Suite 350 Suffern, NY 11791 FAX: (888) 635-5797	Wholesale Energy New York CONTACT: Nino Silveri PHONE: (416) 673-1161 25 Sheppard Ave. West Toronto, ON MTE2P6 FAX: (416) 981-3085
Approved Energy, LLC CONTACT: Larry Collins PHONE: (718) 238-1050 6741 5th Avenue Brooklyn, New York 11220 FAX: (718) 238-1053	Buco Energy CONTACT: Dino T. Jardin PHONE: (718) 965-0000 149 34th St. Brooklyn, NY 11222 FAX: (718) 965-4250	Brown's Fuel Service LLC CONTACT: Michael Palinese PHONE: (718) 442-4034 9 Sommers La Staten Island, NY 10314 FAX: (718) 442-1445	Chief Energy Inc. CONTACT: Tanya Borghese PHONE: (718) 438-6876 918 McDonald Ave. Brooklyn, NY 11218 FAX: (718) 972-0896	Columbia Utilities CONTACT: Robert Palinese PHONE: (718) 851-2427 532 60th St. Brooklyn, NY 11219 FAX: (718) 851-2427	Direct Energy Services CONTACT: Luis Davila PHONE: (713) 877-3538 12 Greenway Plaza, Ste. 800 Houston, TX 77046 FAX: (713) 877-3559	East Coast Power LLC CONTACT: Anthony Mianese PHONE: (718) 402-5107 340 Jackson Ave. Bronx, NY 10454	Falcon CONTACT: David Sokol PHONE: (718) 855-2987 163 Remsen St. Brooklyn, NY 11201 FAX: (718) 852-8628	FFC Energy, LLC CONTACT: Rodger Loughlin PHONE: (718) 932-6700 180 8th St. Brooklyn, New York 11215 FAX: (718) 932-6277	GASMARK CONTACT: Michael Gibbs PHONE: (610) 373-7999 One Meridian Blvd Wyomissing, PA 19610 FAX: (610) 374-4288	Schwartz Energy Services CONTACT: Customer Service PHONE: (800) 905-8586 400 Teila Blvd., Suite 300 Montebello, NY 10801 FAX: (877) 326-8810	Great Eastern Energy Co. CONTACT: Susan Persaud PHONE: (718) 948-0900 3044 Corey Island Ave. Brooklyn, NY 11235-5295 FAX: (718) 948-5111	High Rise Energy Group, LLC CONTACT: Tom Willets PHONE: (877) 348-0009 2150 Joshua's Path Hauppauge, NY 11788 FAX: (831) 348-0878	Hudson Energy Services, LLC CONTACT: David Rosenber PHONE: (877) 410-0509 577 1st Ave., Suite 350 Suffern, NY 10801 FAX: (845) 226-3422	LDI Energy, Inc. CONTACT: Customer Service PHONE: (877) 887-6866 520 Broad St. Newark, NJ 07102 FAX: (873) 438-1482		

- See other side for Commercial-only suppliers -

- See other side for Commercial-only suppliers -

- See other side for Commercial-only suppliers -

- See other side for Commercial-only suppliers -

Case No.

Required by Order, Joint Petition, Settlement, Other:

Uniform Business Practices approved in Case 98-M-1343

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESCO ENROLLMENT REQUEST – The Company must send no later than one calendar day after acceptance an enrollment request a verification letter to the customers notifying the customer of the acceptance.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

Uniform Business Practices approved in Case 98-M-1343

Date the Order was Issued and Effective:

Summary of O&E requirements:

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Please indicate to which office your O&E Reports were submitted and specify the date/s:

- | | |
|--|-------|
| <input type="checkbox"/> Secretary's Office | Date: |
| <input type="checkbox"/> Office of Consumer Policy | Date: |
| <input type="checkbox"/> Other: _____ | Date: |

-*- Demonstration Powered by HP Exstream 03/12/2013, Version 7.0.604 -*-

February 6, 2008

Bill Account Number: 00071-12030
Service Address: 451 ALEXANDER ST
SCHENECTADY NY 12308

CARLOS CARABALLO
451 ALEXANDER ST
SCHENECTADY NY 12308

Dear Customer:

National Grid has received notification from ACCENT ENERGY MIDWEST II LLC that you have chosen it as your electric supply Service Company. **If you did not authorize this switch or wish to remain with your current supplier, please call our Customer Service Contact Center immediately at 1-800-642-4272.**

The date of your next meter reading will be the effective date for the switch to ACCENT ENERGY MIDWEST II LLC. Your next meter reading will be on or about 02/28/2008. If an actual reading is not available, we will estimate your usage based on your usage history and the date above will be the effective date for the switch. However, if we have not obtained an actual reading in the previous six (6) months, the switch to ACCENT ENERGY MIDWEST II LLC will not occur.

If you wish to report your meter reading, please call our automated Account Services line at 1-888-932-0301. To enter your reading, you will need to reference the account number listed above.

Sincerely,

National Grid



**National Grid
OUTREACH AND EDUCATION PLAN
2018**

Global Outreach and Education Tools

2018 Outreach & Education Plan with 2017 Results

WEBSITE, SOCIAL MEDIA & MOBILE APPLICATIONS

Please describe how the utility uses its Website, Social Media, and Mobile Applications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should be described in more detail on the page for that program.

New/Continuing Program:

Desktop Website / Mobile Website / Mobile App **

All Regions:

In FY18, the National Grid team continued to maintain the desktop and mobile site, as well as the mobile app, to keep content up-to-date, removing out-of-date information, and keeping things streamlined and simple for our customers.

Our sites also featured energy efficiency information and rebates, as well as customer education around technology (Market Place – providing deals and information on thermostats, AC, boilers, water heaters, etc.). During blue sky days, we continue to promote communication through our contact us page, safety information (call 811 before you dig, call 911 if you smell gas or see electrical sparks) and scam alerts as we've seen many instances of people going door-to-door posing as utility workers or calling customers pretending they work for the company and demand immediate payment (via green card, pre-paid card, wire transfer, etc.) When necessary, we convert our site from blue sky to storm mode, providing storm related banners, quick links, storm messaging and outage information (ETR, dry ice and water locations, etc.)

The team also incorporated new tools such as: live chat on the web, which allows us to help our customers digitally; a news media site, which gives us the ability to engage with the public and give them insight into what we're working on in the community via press releases; minor accessibility tweaks (updated font size, easier for dual fuel customers to navigate from gas to electric, updated feedback tab – (blue sky and storm); and we now have a designated voice of the customer when feedback comes in from our website.

The National Grid mobile site was used in FY18 to enable customers with a continuous way to pay bills (through western union speedpay), and to access safety/contact information during periods where the National Grid website was down for maintenance. During periods of maintenance, the National Grid website directed customers to our mobile website in order to make bill payments. The site, as well as the mobile app, also experienced an update to the outage map, which is utilized during major storms and scattered outages.

All systems are treated the same. Mobile Web and mobile app may have some limitations compared to the desktop site, but all content and information is the same

Social Media

National Grid provides outreach and education information to customers during blue skies and critical storm and emergency periods. We increased visual content sharing to include video clips, multi-image slideshows, photo albums and infographics to drive customer engagement during blue skies and emergencies. We utilized Sprinklr, a social listening and measuring tool, to improve engagement tracking and reduce customer service response times via social media. We grew all channels to more than 200K followers by January 2018. We continue to acquire new followers through zip code, special interest, demographic and custom audience targeting within Facebook and Twitter. Approximately 75% of our Facebook content was targeted in 2017 and we plan to target 90% in 2018.

NIMO ELECTRIC/GAS:

Throughout the year, we used social media to promote seasonal safety tips, energy efficiency products and services, scam alerts, daylight savings, hurricane preparedness, NY State Fair partnership, Earth Day, storm and outage updates, local events and community partnerships, employee spotlights, FAQs, billing assistance programs, digital self-service tools and emergency contact information. We utilize Facebook and Twitter's targeting capabilities to target information to active customer profiles within the NIMO electric service territory.

We support all major and minor storm events throughout the year across all social media channels. We provide safety tips, crew status, outage and restoration updates, emergency contact information, dry ice and fresh water locations and estimated restoration times in real-time.

Throughout the year, we used social media to promote seasonal safety tips, natural gas and carbon monoxide safety, clear vent and snow removal tips, energy efficiency products and services, scam alerts, daylight savings, hurricane preparedness, NY State Fairs, breast cancer awareness, Earth Day, storm and outage updates, local events and community partnerships, employee spotlights, FAQs, billing assistance programs, digital self-service tools and emergency contact information. We utilize Facebook and Twitter's targeting capabilities to target information to customer profiles within the NIMO gas service territory.

KEDNY/KEDLI:

Throughout the year, we used social media to promote seasonal safety tips, natural gas and carbon monoxide safety, clear vent and snow removal tips, energy efficiency products and services, scam alerts, daylight savings, hurricane and flood preparedness, breast cancer awareness, Earth Day, local events and community partnerships, employee spotlights, FAQs, billing assistance programs, digital self-service tools and emergency contact information. We utilize Facebook and Twitter's targeting capabilities to target information to customer profiles within the KEDNY and KEDLI service territory.

2017 Results, Evaluation and Feedback:

All Regions Included:

Our self –service metrics for web and mobile increased significantly in FY18. We saw a 13% increase in web/mobile transactions in FY18.

We had 605K outages reported via web/mobile in FY18. Average per month, 25.5% of outages were reported digitally in FY18.

In total, for FY18 the National Grid UNY website had over 8.4M unique views (this is for both electric and gas as these sites are combined)

- Over 104K views to safety related pages in electric site (including stay connected, generators, safety during a storm)

We also saw an increase in website satisfaction in FY18, increasing from 59.8% (FY17) to 62%..

NIMO GAS:

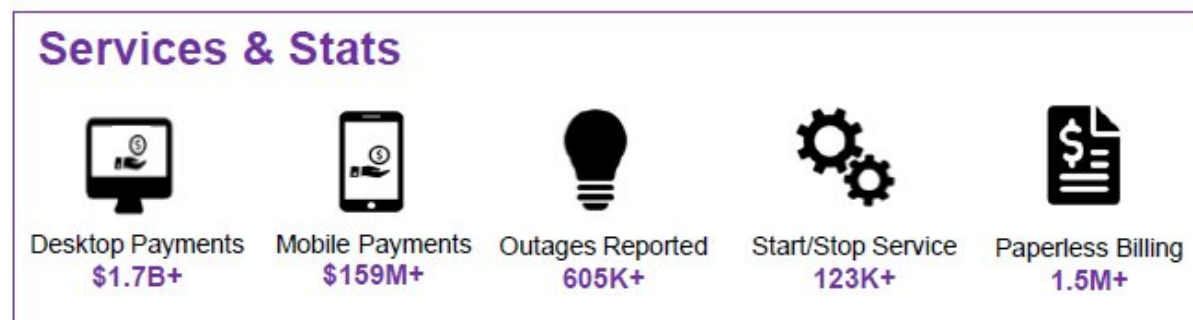
In total, for FY18 the National Grid UNY content website had over 8.5M unique views (this is for both electric and gas, as these sites are combined). National Grid Gas safety pages received over 13K unique page views to content including call before you dig, carbon monoxide, meter safety, pipeline safety and more. Gas safety information was linked to from the banner space of the National Grid UNY homepage. This banner received over 449 unique clicks, and paperless billing banners received over 219 clicks

KEDNY:

In total, for FY18 the National Grid NYC content website had over 3.3M unique views. National Grid Gas safety pages received over 16K unique page views to content including appliance safety, carbon monoxide, pipeline safety, flooded equipment, report a gas emergency page and more. The newly implemented gas leak maps had over 1K unique views as well.

KEDLI

In total, for FY18 the National Grid Long Island content website had over 2.2M unique views. National Grid Gas safety pages received over 15.8K unique page views to content including appliance safety, carbon monoxide, pipeline safety, flooded equipment, report a gas emergency pages and more.



Social Media

Overall, the average monthly Facebook impressions increased exponentially from 340K in 2016 to 725K in 2017. Our average monthly Twitter impressions increased from 54K in 2016 to 220K. Our customer thank you rate consistently exceeded our 30% target with a 43% average customer thank you rate in 2017. Customer thank you rate is the percentage of customers who return to our social channels to thank us for resolving customer service issues. This is a critical metric to measure customer satisfaction and social media responsiveness.

We grew all channels to more than 200K followers by January 2018. We continue to acquire new followers through zip code, special interest, demographic and custom audience targeting within Facebook and Twitter. Approximately 75% of our Facebook content was targeted in 2017 and we plan to target 90% in 2018.

NIMO ELECTRIC/GAS:

We utilize Facebook and Twitter's targeting capabilities to target information to customer profiles within the NIMO electric service territory.

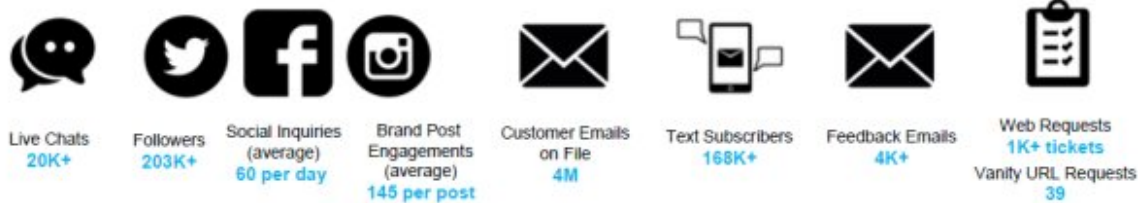
We supported all major and minor storm events throughout the year across all social media channels. We provide real-time safety tips, crew status, outage updates, emergency contact information and estimated restoration times.

We utilize Facebook and Twitter's targeting capabilities to target information to customer profiles within the NIMO gas service territory. Gas safety messages consistently perform well. We share seasonal gas safety messages, 811, carbon monoxide, clear vents and heating system tips.

KEDNY/KEDLI:

We utilize Facebook and Twitter's targeting capabilities to target information to customer profiles within the KEDNY/KEDLI service territory. We share seasonal gas safety messages, 811, carbon monoxide, clear vents and heating system tips.

Support



Goals for 2018:

Web/Mobile/Email (All regions)

- Redesign website that will be responsive and provide other streamlined functionalities
- Bring any additional content pages that are not CMS managed into a content management system in order to allow for easy search and for updates to be made to the website in a timely manner
- Promote seasonal safety tips
- Promote digital self-service
 - Paperless Billing
- Increase our Net Satisfaction Score to 59.8%
- Enhance our customer experience through e-mail
- Looking to create an omni-channel experience for customers with IVR and Live Chat

Social Media (All regions)

- Expand social media channels to include Instagram Stories for blue skies and storm
- Increase customer enrollments and participation in digital self-service options like paperless billing, automatic payments, start/stop service promotions
- Create target audiences using customer email data to more accurately target billing, energy efficiency, safety and outage communications
- Leverage contact center tools to reduce social response times and increase customer thank you rate
- Utilize Sprinklr for improved social listening, conversation monitoring and customer service tracking

How Priority Was Set:

The development of this program is based on the following:

- Customer research intelligence, both industry and National Grid research, indicates the increase in preference towards digital channels for information
- Outreach and education through digital enables self-service (e.g., web site), efficiency and a relevant channel to deliver the message, especially among millennials
- Blue sky content messages will focus on core programs that the customer wants, aka, key customer messages while storm messaging focuses on safety, restoration updates and key contact information.

Description of 2018 Program:

All digital channels will be weaved into every component of our customer education & outreach marketing and communications plan. It's already a critical component of our customer experience (e.g., bill payment, reporting outage or other service interruption). For example, an overall customer education & outreach marketing and communications plan has been created with focus on:

- Gas and Electric safety
- Storm preparedness
- Bill Education & Solutions
- Web Site Self-Service Options
- Energy Efficiency
- New Energy Solutions

Various channels within the digital ecosystem will be applied to the key customer messages in the plan.

Measures to Evaluate the 2018 Program:

Web Site

- Traffic to key pages on the National Grid website including, but not limited to safety, storm and self service functions.

Email

- Growth of email channel registrations and retention
- Quality of email addresses on file
- Open rates by segment for key O&E communications
- Engagement- click thru rates by segment

Social

- Sentiment on Facebook and Twitter
- Customer engagement rate for all channels
- Twitter customer thank you rate
- Instagram Stories impressions and engagements

*All are measured monthly

2018 Outreach & Education Plan with 2017 Results

Mass/Blast Notifications

Please describe how and when the utility uses e-mail, text alerts and robo-calls for mass notifications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should also be described in more detail on the page for that program.

New/Continuing Program:

E-mail & Text

All Regions:

In FY18 we sent 39,221,026 outreach and education emails (these do not include billing/transactional emails. Of these, 38,980,661 were delivered – giving us a delivery rate of 99.4%. Our open rate for FY18 was 28.7%. We had 3.8M emails on file, compared to 3.7M for FY17.

We worked closely with our Outage Management System team to better segment customers who do not have power or have an assigned ETR. During the storm, we send targeted emails to these customers with updates and information specific to their location. We will refine this segmentation and automate these customer email communications in 2018.

October of 2017, National Grid sent More than 2M emails during the course of the high wind storm that moved through MA and RI. In addition to safety information, this email included important ways that customers could stay connected with us during the storm and included a video about how National Grid restores power. Information was also provided on how to download the National Grid mobile apps which contain important power outage reporting as well as the easy click-to-call gas emergency button. The average open rate for these emails was 42.56%, which is higher than industry average.

Text Message alerts are available to Electric National Grid customers to receive storm warnings and to ETRs in their area by texting the word SUM plus their area and sending the text message to 64743 (NGRID). For example, customers in Buffalo would text the words SUM BUFFALO to 64743 in order to get a text message back that shows them the amount of customers without power in Buffalo, the start time of the outage and an estimated time of power restoration.

2017 Results, Evaluation and Feedback:

NIMO ELECTRIC & GAS:

- Email
 - Top performing email for July 2017 – “24 Hours Left to Save \$150 on a Nest Learning Thermostat” – sent to over 583K customers in MA and had an open rate of 28%
 - Top performing email for Oct. 2017– “Storm Restoration Update” with an open rate of 42.98%
- Broadcast Text Messaging

- During the October storm, a text message was sent to over **200K** customers in MA and RI about power restoration efforts, and to report an outage at ngrid.com/out
- We had 50K new registrants for broadcast text
- 125K uses of the SUM text functionality, which customers use to get an ETR for their city/town/area

Goals for 2018:

- Use e-mail to encourage customers to take advantage of digital self-service options
- Use e-mail to provide customers with seasonal safety awareness tips
- When appropriate, use e-mails to proactively inform customers of important updates and critical issues
- When appropriate, use e-mail to provide customers with storm alerts and updates on restoration efforts during major storms

How Priority Was Set:

What prompted the development of this program are based on the following:

- Customer research intelligence, both industry and National Grid research, indicates the increase in preference towards digital channels for information
- Outreach and education through digital enables self-service (e.g., web site), efficiency and a relevant channel to deliver the message, especially among millennial

Blue sky content messages will focus on core programs that the customer wants, aka, key customer messages.

Description of 2018 Program:

All digital channels will be weaved into every component of the customer education & outreach marketing and communications plan. It's already a critical ingredient of our customer experience (e.g., bill payment, reporting outage or other service interruption). A customer education & outreach marketing and communications plan will be launched this year focusing on the following key customer messages:

- Safety
- Storm preparedness/updates
- Digital Self-service enrollment

Various elements of the digital ecosystem will be applied to the key customer messages in the plan.

Measures to Evaluate the 2018 Program:

Email

- Growth of email channel registrations and retention
- Quality of email addresses on file
- Open rates on by segment for O&E and storm communications
- Active email addresses on file by segment

Text

- Enrollment of broadcast text
- Uses of SUM Text Functionality
- Channel activation during state-wide emergency events

Provide a List of Tools and Samples of Webpages/Social Media Pages/E-Mail Blasts



National Grid US @nationalgridus · 19 Jun 2017

We're here to help in the case of any outages. Check our site for the latest restoration info: ngrid.com/2agBpW4

[View Tweet activity](#)



National Grid US @nationalgridus · 19 Jun 2017

We are currently responding to scattered, weather-related outages. For the latest information, check outage central: ngrid.com/2agBpW4

[View Tweet activity](#)



National Grid US @nationalgridus · 19 Jun 2017

Heavy rains, high winds & lightning can result in outages. Be prepared, and report outages when they happen: ngrid.com/reportorchecko...

[View Tweet activity](#)



National Grid US @nationalgridus · 18h

Remember: Never operate a generator indoors. Check here for the latest outage info: ngrid.com/2xuAOrb



10



13



National Grid US @nationalgridus · 3h

Consider all downed wires to be live and dangerous. Report them at 800-867-5222 (NY), 800-465-1212 (MA/RI).



3



33



20



National Grid US @nationalgridus · 1d

We remind customers that the symptoms of carbon monoxide poisoning are similar to those of the flu. If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911. If symptoms are severe, get medical attention right away.





National Grid US @nationalgridus · 24h

We will be distributing dry ice and bottled water to areas of Northeastern New York State still impacted by the weekend's weather. Find a location near you:



Dry Ice
National Grid is offering customers dry ice and bottled water at the following locations today from 10 a.m. to 5 p.m.

Broadalbin Fire Dept.
14 Pine Street
Broadalbin, NY

Corinth Fire Department
16 Saratoga Ave
Corinth, NY 12822

Speculator Fire Department
2834 State Route 30
Speculator, NY

Warren County Department of Public Works
4028 Main Street
Warrensburg, NY

The dry ice will be cut and packaged for safe handling and transport. Company personnel will be at the sites to assure safe distribution.

 **nationalgrid**
HERE WITH YOU. HERE FOR YOU.



We weathered these storms together

Over the past two weeks, our region was hit with three consecutive weather events—each causing significant damage to our electricity network and leaving thousands of you, our customers, without power.

The work required to repair the network and restore power was labor-intensive and time consuming. And we realize how disruptive these outages were for you.

It tested our patience. And we know it tested yours.

As we reflect on this challenging time, we also feel incredibly grateful for the outstanding efforts of so many in our communities, including:

- The emergency responders and municipal officials who worked tirelessly to ensure the safety of the communities they serve and who were also so instrumental in the coordination and prioritization of our response efforts; and
- The many volunteers who helped provide a warm place to go or food, water, and supplies to those who most needed assistance.

It would be impossible to thank all of these emergency responders individually. So, in their honor, National Grid has donated \$100,000 to the American Red Cross to support disaster relief efforts in Massachusetts and Rhode Island.

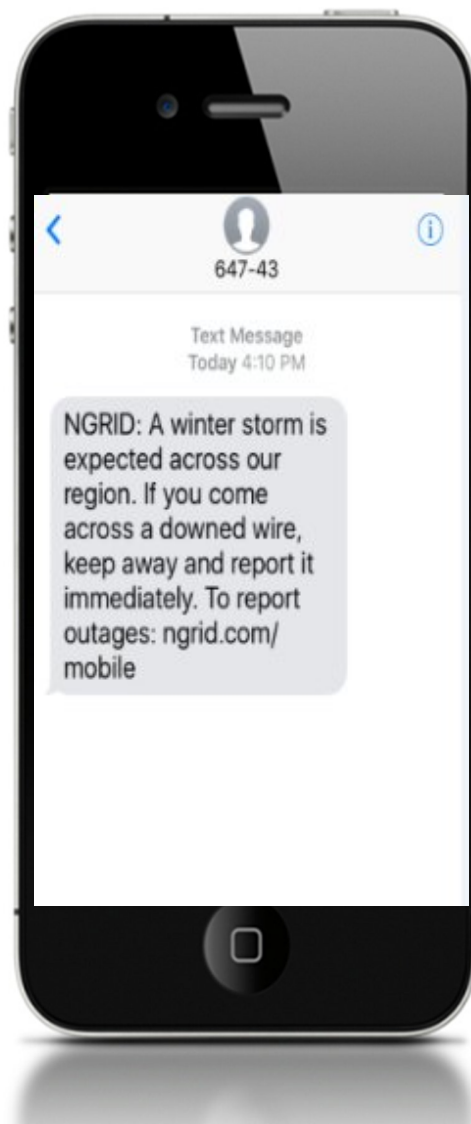
Finally, we are proud of the efforts of our crews and the hundreds of contractors who traveled from near and far to assist in our restoration efforts. These men and women are incredibly motivated to serve you. And the countless expressions of thanks they received from so many of our customers—who took the time to display homemade signs, offer them coffee or just share a wave and a smile—gave them the boost they needed to get the job done. Thank you for that.

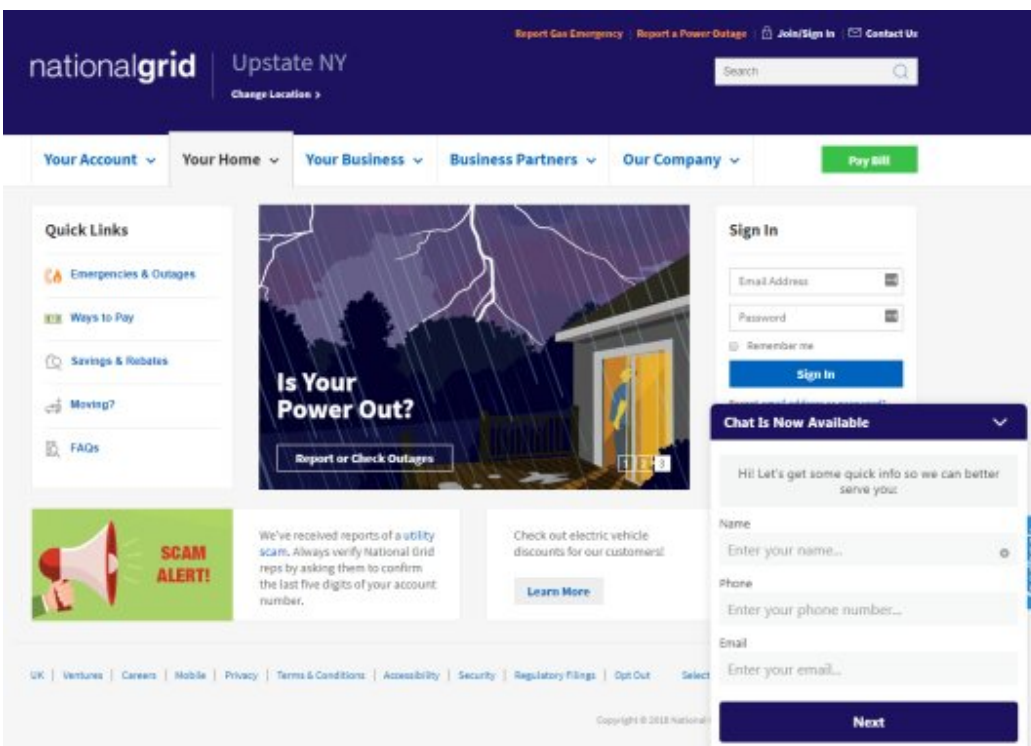
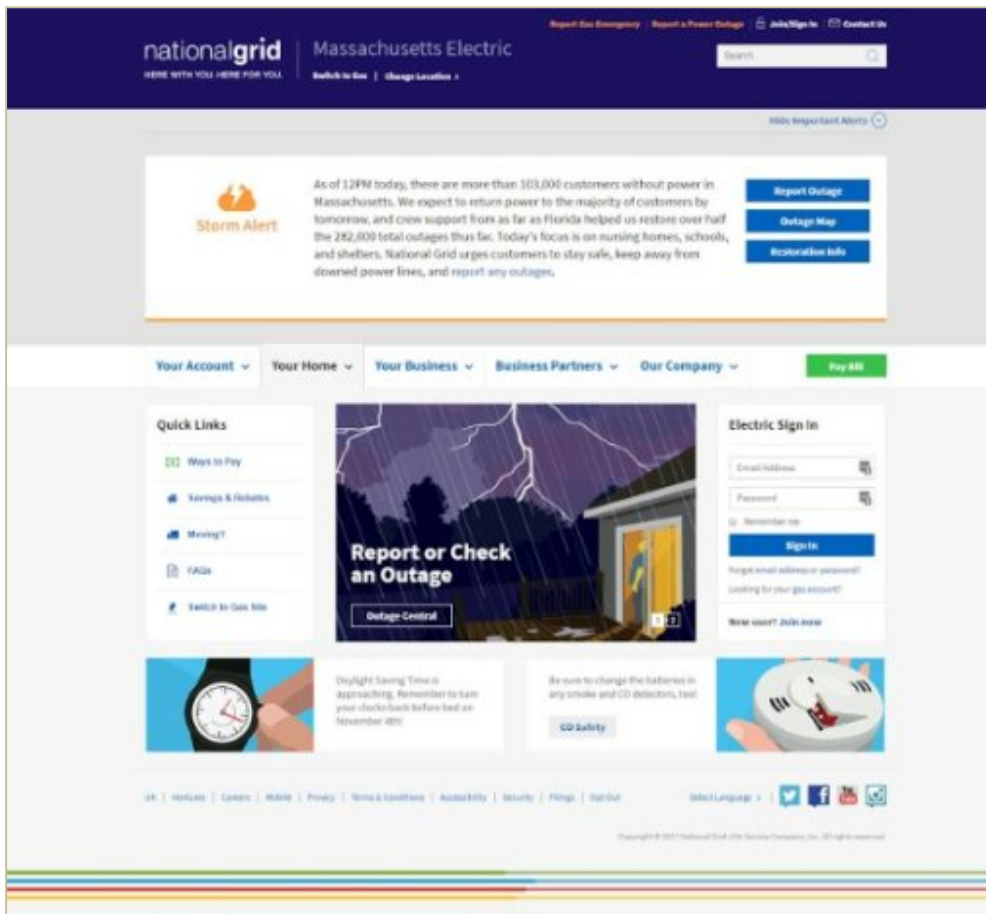
Rest assured, our work doesn't end here. We'll continue to refine our planning and response as we remain ready for whatever else Mother Nature throws our way. In the meantime, we thank you for weathering these storms with us.

Connect Now

Visit us at nationalgridus.com
and **15 %**

2171213 %





feedback

X

We want to hear from you!

Customer Service

(Billing questions and general support)

Website Feedback

(Website issues, suggestions or compliments)

nationalgrid

We want to hear from you!

We love getting your input, but please note we are unable to respond to all feedback. For any customer service or billing related inquiries which require a response, please [click here](#).

Important: To protect your privacy, please do not enter any account or personal information.

To share your website feedback, please select a category below.

Issue	Suggestion	Compliment
-------	------------	------------

Powered by Feedbackify™

Submit Website Feedback or cancel

2018 Outreach & Education Plan with 2017 Results

Mass/Blast Notifications

Please describe how and when the utility uses e-mail, text alerts and robo-calls for mass notifications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should also be described in more detail on the page for that program.

New/Continuing Program:

NMPC Electric & Gas:

Robo Calls

NMPC (NIMO) –Outbound Calling Programs

- To Life Support and Elderly, Blind, & Disabled (EBD) customers – Outbound calls for all outages (blue sky or storm):
- Automated outbound calling to Life Support and Special needs (Elderly, Blind, & Disabled) customers for pre-storm outreach. This type of outreach is done in accordance with our Electric Emergency Plan as well as for other significant events such as flooding.
- Life support customers are contacted when we receive notification that they have lost power.

2017 Results, Evaluation and Feedback:

NIMO ELECTRIC & GAS:

- Robo Calls
 - Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

Goals for 2018:

Robo Calls – Continue to support initiatives from 2017 and meet requirements for the PSC in our Emergency Response Procedures and educating customer on programs across entire service territory Use e-mail to encourage customers to take advantage of digital self-service options

How Priority Was Set:

Robo calls - Priorities were set based on mandated programs, Emergency Response Procedures and Customer Satisfaction studies.

Description of 2018 Program:

Robo Calls

Automated outbound calling to Life Support customers is implemented to make certain that those with Life Support Equipment and Elderly, Blind, & Disabled (EBD) customers affected by an electrical emergency are identified by the Company in a timely manner, given notice to make preparations and to ensure that a regular channel of communication is established in order to monitor their well-being until their electrical service is restored.

Life Support Customers: Storm / weather update when inclement weather will be in or near by an area of a life support customer.

Measures to Evaluate the 2018 Program:

Robo Calls

- Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

Provide a List of Tools and Samples of Webpages/Social Media Pages/E-Mail Blasts

Robo calls

Life Support Call Blast -- East Wed 08/01/2018 4:03 PM Target Audience: Syracuse Contact Center, Account Maintenance & Operations, NCI, iQor System: CSS

The call blast was recorded as follows: "Hello. This is Mark calling from National Grid with an important message. High winds capable of damaging the region's electric system are expected in your area today. Our records show that an individual who requires medical care or life sustaining equipment is at this address. I am contacting you to make sure you and your household are prepared in the event of a power outage. For the health and safety of you and your family we urge you to consult your local media for more detailed weather information, and to determine if you should consider moving to an alternate location during the anticipated event. Please contact 911 if you require emergency assistance or your local public safety officials. If you lose power please contact National Grid at 1-800-460-0316, that's 1-800-460-0316. Please be sure to provide a contact number where you can be reached during the outage. Thank you for being a National Grid customer."

Elderly, Blind & Disabled Call Blast Storm Update, 5/7/18 Mon 05/07/2018 2:59 PM Target Audience: Syracuse Contact Center, Account Maintenance & Operations, NCI, iQor System: CSS

The script was recorded as follows: This is a courtesy call from National Grid with an important message. We are contacting you to make sure your household is prepared if you are still experiencing power outages as our crews continue to work to restore power to everyone in your area. National Grid has restored power to 97% of the 210,000 customers impacted by Friday's storm. A field force of 2,200 workers continues to work hour by hour, focusing on the hardest hit areas of northeastern New York and the North Country. Estimated restoration times for customers who remain without service after the wind storm are updated on the company's Outage Central page on Nationalgrid.us.com, where customers can check on the power restoration estimate for their specific address by logging into our Report or Check an Outage page. If you would like to report a power outage, please contact National Grid at 1-800-867-5222 , that's 1-800- 867-5222, Or online at NationalGrid.com If you require emergency assistance please contact 911 or your local public safety officials. Thank you for being a National Grid customer.

2018 Outreach & Education Plan with 2017 Results

OUTREACH EVENTS

Describe how the utility identifies and participates in public events. Distinguish between utility-sponsored and community sponsored events. Use the tracking sheet in Appendix A to list events conducted in 2017 and those planned for 2018.

New/Continuing Program:

Event Marketing is a continuing program that provides support for community outreach and education for our customers across the State of New York.

2017 Results, Evaluation and Feedback:

In 2017, National Grid participated in over 50 events across New York that had a combined estimated attendance of over 3,000,000 people. National Grid's participation in each event is evaluated to determine if it was worth the investment. Based on learnings, the Company may continue to maintain this level of community event participation in 2018 or scale back support to the events which create the most value for our customers and stakeholders. Some examples of our event program this year include:

(KEDNY): On October 12, 2017, National Grid sponsored and exhibited at the Northeast Sustainable Energy Association's (NESEA) Building Energy NYC Conference + Trade Show. This event is one of NYC's premier events for professionals and practitioners working to build a more sustainable world. It brings more than 600 industry leaders and emerging professionals together to learn from and network with each other. More information can be found at the website: <http://nesea.org/conference/buildingenergy-nyc>

On March 26-28, 2018, National Grid sponsored at exhibited at the Advanced Energy Research & Technology Center's Annual Advanced Energy Conference in New York City. **The Future of Energy is Here - the theme for AEC 2018, demonstrated how the decades of research and development** in renewables, batteries and other technologies are realizing their potential as vibrant sectors of our economy. More information can be found at the website: <http://www.aertc.org/aec2018/>

(KEDLI): In Melville, Long Island, National Grid partnered with the Long Island Builder's Institute on their Annual Home, Trade and Remodeling Expo on March 22, 2018. Over 200 people were in attendance. More details about this event can be viewed online at

On March 14, 2018, National Grid partnered with PSEG Long Island on the Energize Long Island Exploring the Future of Energy Conference at the Hilton Long Island in Melville. Through presentations, workshops and collaboration, customers learned about the technologies and programs available to reduce energy consumption, improve efficiency and save money. The conference agenda can be viewed online at: <http://www.energizelongisland.com/workshops.html>

(NIMO): Other examples of successes include our presence at the 2017 Saratoga County (Ballston Spa) and New York State Fairs, which made a positive impact with our customers. At the NYS Fair in Syracuse, we achieved the following results:

- Nearly **90 employees** volunteered from various parts of the company.
- More than **2,700 families** received souvenir photos to take home or post on social media from our photo booth bucket truck.
- Brochures about storm safety, gas safety, energy efficiency and staying connected were distributed
- In addition to our interactive and educational displays, we gave away more than **14,000** prizes that promoted safety and energy efficiency.
- The Community Assistance Van housed support from our Central New York Jurisdiction, Corporate Communications and Regional Account Services who fielded questions related to the Rate Case.
- An estimated **9,000 people** viewed the daily Electric Live Line Demonstrations
- Nearly **400 people** viewed the Gas Safety Demonstration, which was a one-day pilot display.
- This was certainly one of our best summers at the New York State Fair, which had record attendance of **1,161,912**.

Photo of Promo Items Table:



Sample of Tote Bags:



Sample of Important Contact Handouts:



Guess the # of Ice Cream Pints – Showcasing Energy Efficiency with Agri-Business:

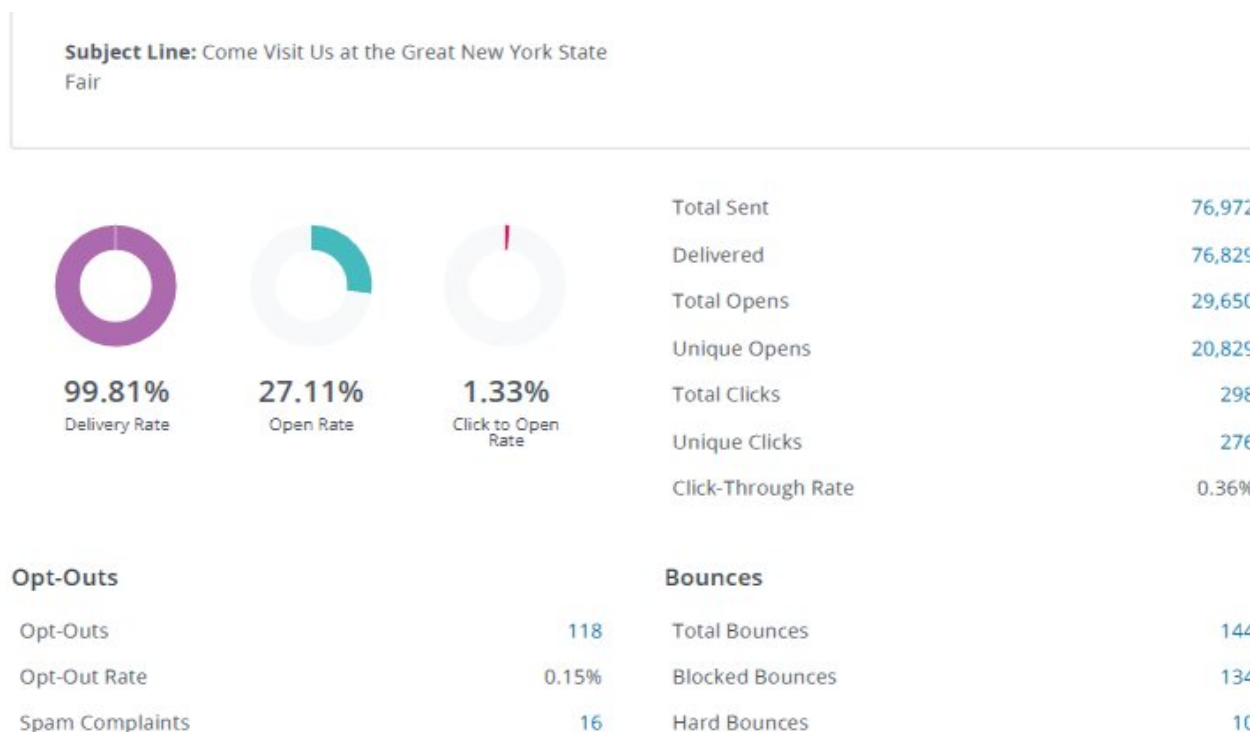


Photo of Electric Live Line Safety Demonstrations:



A new initiative we tried was to email all of our Upstate New York customers and invite them to visit our exhibit at the New York State Fair. The email delivery rate of 99.81% exceeded the industry benchmark of

98.51%, the open rate of 27.11% exceeded the industry benchmark of 20.40%.



Goals for 2018:

Event marketing helped support the following initiatives:

- Promote awareness of energy efficiency programs and participation (ALL)
- Engage employees through community outreach and volunteer efforts (ALL)
- Promote REV Demonstration area initiatives (NIMO)
- Educate customers about electric and gas safety (ALL)
- Educate customers on distributed generation (DG) (NIMO)
- Recognize successful economic development projects (ALL)
- Support youth STEM education programs (ALL)
- Continue to utilize social media to reinforce our messaging and education (ALL)
- Local community outreach for Clifton Park REV Pilot (NIMO)
- Support Fruit Belt Neighborhood Solar Project in Buffalo (NIMO)

How Priority Was Set:

Each year we research event opportunities and determine the best venues to effectively reach our customers to address their local energy questions and concerns. Priorities are established based on annual corporate business goals and budgets, along with input from the New York Jurisdiction Team, Strategic Communications, Energy Efficiency, Sales, Marketing, Media Relations, Operations, National Grid Leadership and other interested stakeholders.

Description of 2018 Program:

The 2018 program will be further refined to provide targeted community engagement support across the company to continue to help meet our business goals within the allowed budget and resources.

Measures to Evaluate the 2018 Program:

The event team utilizes customized metrics for each event. We track attendance and customer interactions to the best of our ability. We study J.D. Power and Cogent surveys to understand customer awareness of energy efficiency programs and community service efforts. CVENT Surveys for National Grid hosted events provide feedback from stakeholders to measure program effectiveness.

KEDLI (Keyspan Energy Delivery Long Island):

Start Date	Event Title	Event City	Hosting Organization Name	Audience Type
4/5/2017	Customer Assistance EXPO	Hicksville	National Grid	Residential
5/16/2017	New York Plumbing-Heating-Cooling Contractors Association of Long Island Trade Show	Hicksville	New York PHCC Association of Long Island	Trade
6/8/2017	PSEG Long Island Energy Efficiency Programs Contractor Mid-Year Update	Melville	PSEG	Energy Industry Professionals
6/17/2017	40th Annual Kings Park Day Town Fair	Kings Park	Kings Park Chamber of Commerce	Residential
10/1/2017	Long Island Nets Host Inaugural Tip-Off Event at NYCB Live	Long Island	Long Island Nets	All Customers
11/16/2017	National Grid Energy Efficiency Evening	Melville	National Grid	Residential & Business
3/14/2018	2018 PSEG Energy Efficiency Conference	Melville	PSEG	All Customers
3/14/2018	Commercial Water Heating Energy Efficiency Evening	Melville	National Grid	Residential & Business
3/22/2018	National Grid Customer Advocacy Grand Opening	Brentwood	National Grid	All Customers
3/22/2018	Long Island Builders Institute 28th Annual Home, Trade & Remodeling Expo	Melville	Long Island Builders Institute	All Customers
3/27/2018	Long Island Westchester Educational Expo & Summit	Melville	HNE Equipment and ESG	C&I Large Business

KEDNY (Keyspan Energy Delivery New York):

5/18/2017	Northfield Community Local Development Corp. Golf Outing	Staten Island	Northfield Community Local Development Corp.	Business
5/31/2017	JP Morgan Chase Corporate Challenge	New York	J.P. Morgan	Other
7/19/2017	Chris Carrino Foundation Event	Brooklyn	The Chris Carrino Foundation	All Customers
10/12/2017	BuildingEnergy NYC	New York	NESEA	Business
11/16/2017	Better Steam Heat – Upgrades & Incentives Forum	Brooklyn	NYC Retrofit Accelerator	Business
2/15/2018	2018 Food Bank Conference NYC	New York	Food Bank for New York City	All Customers
3/26/2018	Advanced Energy Conference	New York	Advanced Energy Research and Technology Center	All Customers

NIMO (Niagara Mohawk Power Company):

4/7/2017	The Capital Region Spring Home Show	Clifton Park	American Consumer Shows	Residential & Business
4/8/2017	Western New York Kidaballoo	Hamburg	The Fairgrounds	Residential & Business
4/18/2017	Western New York Sustainable Business Expo	Buffalo	WNY Sustainable Business Roundtable	Residential & Business
4/27/2017	Clifton Park - Smart Energy Solutions Customer Event	Hicksville	National Grid	Residential
4/27/2017	National Grid's Smart Energy Solutions for Clifton Park	Clifton Park	National Grid	All Customers
4/28/2017	2017 Shenendehow a High School East Science & Health Discovery Night	Clifton Park	Shenendehow a High School	Residential
5/1/2017	Underground Residential Developers Footage Allowance – Case # 16-E-0637 – Single and 3 Phase Distribution	WEBINAR	National Grid	Other
6/2/2017	Social Media Night at Buffalo Bisons Baseball game	Buffalo	Buffalo Bisons	All Customers
6/9/2017	2017 Syracuse Jazz Fest	Syracuse	Syracuse Jazz Fest	Residential
6/11/2017	Central New York, Tour de Cure	Verona	American Diabetes Association	All Customers
6/14/2017	Go Green Night with the Buffalo Bisons!	Buffalo	Buffalo Bisons	All Customers
6/24/2017	Saratoga Jazz Fest	Saratoga	Freihofer's Saratoga Jazz Festival	All Customers
7/18/2017	National Grid Exhibit at the Saratoga County	Ballston Spa	The Saratoga County Fairgrounds & Expo Center	Residential & Business
7/18/2017	Fruit Belt Neighborhood Solar Partnership Milestone Media Event	Buffalo	National Grid	All Customers
7/26/2017	Project Connect Niagara	Niagara Falls	Leverque Institute	Residential
8/9/2017	Buffalo Niagara Medical Campus Summer Block Party	Buffalo	Buffalo Niagara Medical Campus	Residential
8/10/2017	National Grid Exhibit at the Erie County Fair	Hamburg	The Erie County Agricultural Society	Residential & Business
8/18/2017	Tri-City ValleyCats Safety Night	Troy	Tri-City Valley Cats	Residential
8/23/2017	National Grid Exhibit at the New York State Fair	Syracuse	The Great New York State Fair	Residential & Business
8/26/2017	Tops 5K Race for Roswell Park	Williamsville	Roswell Park Comprehensive Cancer Center	All Customers
9/16/2017	Back to School Expo	Albany	Capital Affairs	Residential
9/20/2017	King Brothers Dairy: Media Event	Schuylerville	National Grid	Media
9/27/2017	Professional Staff Senate Sustainable Living Fair	Buffalo	University at Buffalo	Students
9/27/2017	Buffalo Nite	Washington DC	New York State Society of Washington, D.C.	Residential
10/1/2017	2017 School Facilities Managers Conference & Expo	Saratoga Springs	School Facilities Management Institute, Inc.	Municipal
10/21/2017	EPIC (Every Person Influences Children) South Park Community School Event	Buffalo	EPIC	All Customers
11/13/2017	14th Annual Central New York Engineering Expo	Syracuse	Technology Alliance of Central New York	All Customers
11/28/2017	5th Annual LED Holiday Lighting at the Kevin Guest House	Buffalo	National Grid	All Customers
1/7/2018	Siena College Men's Basketball 'Go Green Game'	Albany	Siena College	All Customers
1/16/2018	Clifton Park Smart Energy Solutions Community Outreach	Clifton Park	National Grid	Residential
1/24/2018	Syracuse University Men's Basketball Game- Backcourt Display	Syracuse	Syracuse University	All Customers
2/3/2018	Syracuse University Men's & Women's Basketball Games-Backcourt Displays	Syracuse	Syracuse University	All Customers
2/21/2018	Onsite activation at the Aquarium of Niagara	Niagara Falls	Aquarium of Niagara	Residential & Business
3/15/2018	First Annual Agricultural Solutions Fair	Cobleskill	SUNY Cobleskill's Institute of Rural Vitality	Business
3/21/2018	Upstate New York Energy Efficiency Summit in Syracuse	Syracuse	National Grid	Business
3/27/2018	Upstate New York Energy Efficiency Summit in Albany	Albany	National Grid	Business

2018 Outreach & Education Plan with 2017 Results

CUSTOMER ASSISTANCE LINES/CALL CENTER

New/Continuing Program:

Continuing Program:

NMPC (NIMO) –Outbound Calling Programs

To Life Support and Elderly, Blind, & Disabled (EBD) customers – Outbound calls for all outages (blue sky or storm):

Automated outbound calling to Life Support and Special needs (Elderly, Blind, & Disabled) customers for pre-storm outreach. This type of outreach is done in accordance with our Electric Emergency Plan as well as for other significant events such as flooding.

Life support customers are contacted when we receive notification that they have lost power.

Upfront IVR Messaging for updates and information on special circumstances and programs such as:

- Budget Billing
- Home Energy Assistance Program (HEAP)
- Care & Share
- Home Energy Assistance
- Outage status updates

2017 Results (evaluation and feedback):

NMPC:

Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

Goals for 2018:

NMPC:

Continue to support initiatives from 2016 and meet requirements for the PSC in our Emergency Response Procedures and educating customer on programs across entire service territory.

How Priority Was Set:

NMPC:

Priorities were set based on mandated programs, Emergency Response Procedures and Customer Satisfaction studies

Description of 2018 Program:

NMPC:

Automated outbound calling to Life Support customers is implemented to make certain that those with Life Support Equipment and Elderly, Blind, & Disabled (EBD) customers affected by an electrical emergency are identified by the Company in a timely manner, given notice to make preparations and to ensure that a regular channel of communication is established in order to monitor their well-being until their electrical service is restored.

Upfront IVR messaging is when messages are recorded and placed on the front of announcements to make customers aware of important information. These messages are updated and changed based on current topics that are driving customer questions and concerns or to educate customers on programs they may be eligible for that would improve their service, provide savings or allow them to better manage payments and bills. (for example)

Life Support Customers: Storm / weather update when inclement weather will be in or near by an area of a life support customer.

Example of a Life Support Call for Customers in the Western, Central and Eastern Regions (Friday, January 12, 2018):

The following outbound call message was placed to 3,593 life support customers in the Western, Central and Eastern Regions at 4:30 p.m. today:

Hello. This is Mark calling from National Grid with an important message.

Snow and ice capable of damaging the region's electric system is expected in your area over the next couple of days. I am reaching out to you because our records show that an individual who requires medical care or life support equipment is at this address (phone number). I am contacting you to make sure you and your household are able to take necessary precautions and preparations to ensure your well-being in the event of a power outage.

For the health and safety of you and your family, we urge you to consult your local media for more detailed weather information. Please contact 911 if you require emergency assistance or your local public safety officials.

If you have any questions about this phone call, please contact National Grid at 1-800-460-0316 that's 1-800-460-0316.

Thank you for being a National Grid customer.

Example of an upfront IVR message used to educate customers about the Home Energy Assistance Program (HEAP) during the Heating Season:

Do you or someone you know need help paying your winter energy bills? The Home Energy Assistance Program also known as HEAP opens November 14th. HEAP is a federally funded assistance program administered by the Department of Social Services that does not have to be paid back.

Because assistance is provided on a first come, first serve basis, please apply early.

For more details or to find out if you qualify, you may contact your local Department of Social Services, call the HEAP Hotline at 1-800-342-3009, or visit the New York State Office of Temporary and Disability Assistance website at

www.otda.ny.gov/programs/heap

Measures to Evaluate the 2018 Program:

Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

**National Grid
OUTREACH AND EDUCATION PLAN
2018**

Outreach and Education Topics

2018 Outreach & Education Plan with 2017 Results

CUSTOMER RIGHTS AND RESPONSIBILITIES

New/Continuing Program:

Continuing Program

Notification Sent (Y/N): Yes. With all new connections and once a year to all customers

Bill inserts Sent: October 2017

Format of Notification (i.e. bill insert, email): Insert (paper Bills) PDF (electronic bills)

2017 Results, Evaluation and Feedback:

N/A

Goals for 2017:

(Include the target audience, the vehicle to be used and why this audience/s was/were chosen.)

It is National Grid's goal to make sure all customers are fully aware of their rights and responsibilities. In addition, when terminations are unfortunately necessary, customers receive a 72 hour notice in the mail and outbound calls are made per regulations prior to termination. In the event we are unable to reach the premise, a field visit is performed where a notice is left at the premise recommending the customer contact us to avoid termination.

How Priority Was Set:

N/A

Description of 2017 Program:

A pamphlet describing in detail the customer's rights and responsibilities is sent to all new customers in upstate New York as insert (sample attached) with a welcome letter. Material to new customers for downstate New York is sent via a brochure. In addition, all customers, Upstate and Downstate, get a copy of the initial Right's and Responsibilities (attached) pamphlet as a bill insert once per year.

Measures to Evaluate the 2017 Program:

N/A

2018 Outreach & Education Plan with 2017 Results

BILLING SERVICES AND PAYMENT ALTERNATIVES

New/Continuing Program:

National Grid has continued to grow its billing and payment services in several key ways.

Ebilling

KED-LI and Niagara Mohawk customers continue to receive and pay eBills through 1) secure “transactional” emails that include the bill and payment functions directly in the email, 2) through one of many online banking websites through a set of services enabled by third-party provider Fiserv, and 3) through web and mobile service provider doxo.

KED-NY customers receive eBill notifications through email and view and pay their bills through the company’s website. They can also opt to receive and/or pay their bills through one of many online banking websites through a set of services enabled by third-party provider Fiserv.

The company is nearing completion of the effort to image all KED-NY customer bills in the same way KED-LI and Niagara Mohawk bills are already captured. With this in place, the company can pursue moving the KED-NY business over to the secure “transactional” email.

Payments

National Grid has introduced a Recurring Payments option for automated payments on our website under Pay Bill for Niagara Mohawk and KED-LI customers. This option provides customers an option to pay their full bill amount or set a fixed amount. The customer can pay once per billing period, or setup it up to pay weekly or biweekly.

Following the company’s recent Niagara Mohawk rate case (effective May 1, 2018), Niagara Mohawk customers are not assessed a fee when making payments at Western Union authorized walk-in locations.

Through the use of National Grid’s Distribution Generation/Interconnection Portal we provided Niagara Mohawk customers the ability to make electronic payments (ACH) for application fees. This is completely self-service for the customer giving them the ability to make payments faster.

FY 2018 Results, Evaluation and Feedback:

The company again made use of many forms of communication to educate and inform customers of billing and payment services as seen in the following pages.

Customer adoption rates of eBill and ePay services continue to grow and provide significant customer satisfaction. eBill enrollments at the end of FY 2017 were 377,122 (22%) for Niagara Mohawk, 172,577 (14%) for KED-NY, and 82,773 (14%) for KED-LI. Electronic payments at the end of FY 2018 were 10,368,388 (56.62%) for Niagara Mohawk, 8,346,362 (69.71%) for KED-NY, and 3,846,907 (61.76%) for KED-LI.

Goals for FY 2019:

Completion of the KED-NY bill imaging project and roll-out of the secure “transactional” email are key goals for FY18.

Increase of paperless billing through and Opt In email campaign, and various web and social media promotions as well as defaulting customer to paperless billing at the time they connect services.

National Grid will be launching an RFP on billing and payment services to evaluate and ensure that our current procedures and suppliers are the best fit for National Grid’s future business needs. National Grid wants to ensure that we are receiving the best quality of service in the most efficient and cost effective way possible for customers.

How Priority Was Set:

Electronic service options continue to be a high priority for the company as they provide very efficient bill delivery and payment functions. The newer secure “transactional” email will provide KED-NY customers the same great service already provided in Niagara Mohawk and KED-LI. This move had been planned as part of the conversion of the CRIS system to CSS however that effort was discontinued. New Target date is December 2018.

Description of FY 2018 Program: (see guidance document regarding program elements to include)

As noted above, the company is completing work on bill imaging for the KED-NY company which will in turn allow it to pursue implementation of the transactional email service.

Measures to Evaluate the FY 2018 Program:

The company continues to track and measure its eBill and ePay enrollment metrics. It also evaluates customer feedback through its Contact Centers and customer service satisfaction surveys conducted during the year.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

The following pages provide various outreach and education materials distributed to customers regarding billing and payments.

2018 Outreach & Education Plan with 2017 Results

SPECIAL NEEDS CUSTOMERS

New/Continuing Program:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI:

Our Consumer Advocacy team serves income eligible and vulnerable New York households through a comprehensive approach that allows us to meet customers' and communities' individualized needs. We work closely with local community and social agencies.

Our main goals for 2018 are to continue to identify and assist low income and vulnerable customers who may be experiencing financial hardship and to continue to leverage our relationships and the knowledge of our agency partners to cooperatively find new and better ways to identify and serve the customers that need us the most. To ensure that our low income and special needs customers receive all internal and external programs and services they are entitled to which will assist them in meeting their financial needs.

This engagement will be accomplished by:

New initiatives which will include:

- Financial Literacy Workshops where we will teach: Basic budgeting, tips for decreasing expenses, the breakdown of the utility bill, share programs and services and discuss customer rights.
- Customer focus groups to find out what our customers need and want from us.
- A Day in the Life: Advocates are hosting internal stakeholders at one-on-one customer events to bring awareness.

Our ongoing initiatives which include:

- The promotion of the Energy Affordability Program (EAP) which may include: Incorporating the Energy AffordAbility materials into all outreach. Identifying new segments of low income customers and developing unique treatment paths correlated to their needs.
- "Advocates in Action," our grassroots initiative where National Grid consumer advocates continue to maintain their grassroots customer outreach and education where they partner with low-income senior housing facilities, human service agencies, and veteran's organizations in an effort to work one-on-one with customers in their local community agencies
- Customer Assistance Expos: Expos provide customers an opportunity to work with National Grid Consumer Advocates one-on-one and provide them with a way to learn about other available low-income programs. Expo participants include local departments of social services – SNAP (food stamps) and Temporary Assistance, health-care providers, housing assistance agencies, food banks and pantries, EmPower NY representatives, veteran

- organizations, Catholic Charities, Salvation Army, senior services organizations, etc.
- Presentations and table events: National Grid consumer advocates provide customers with basic energy education and energy saving tips to assist them in reducing their energy consumption; they also educate and provide options such as deferred payment agreements and budget billing – explaining how bill payments are levelized for ease of payment.
- Internal and external referrals and lists: Customer referrals from our Contact Centers and Collections in addition to internal customer lists of potential customers in need.
- Community agency customer referrals: Assist customers that are referred by agencies
- To continue working with internal and external partners.
- Regional Advisory Panel meetings: Advocates host meetings with their agency partners – twice annually as a way to leverage knowledge and assist the most customers possible.
- To leverage the use of demographic information and Consumer Advocacy resources to optimize the management of protected class customers.

Continuously evaluate our programs and modify and expand them ensuring they demonstrate

- Meaningful improvements in the general welfare and performance of protected class customers.

NMPC ELECTRIC:

NMPC GAS:

Held three Regional Advisory Panel Meetings in March of 2018 – Western NY, Central NY and Capital region with the goal of leveraging the knowledge of our external stakeholders to explore ways to find unidentified low income customers.

In the NMPC service territory, six Expos were held in 2014, ten in 2015, fourteen in 2016, twenty in 2017 and one planned in August of 2018.

KEDNY:

In the KEDNY service territory, four Expos were held in 2016, four in 2017.

KEDLI:

In the KEDLI service territory, one Expo was held in 2015, nine in 2016, five in 2017, and two in 2018 and one planned in August of 2018.

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

2017 Results (evaluation and feedback):

FY18 – April 2017 – March 2018 (12 months):

- 28310 - Households Assisted
- 683 – Outreach and Educational Events
- 13 – Expos
- 3 – Regional Advisory Panel meetings (Western NY, Central NY, Capital Region)

FY19 – April 2018 – July 2018 (4 months):

- 10832 – Households Assisted
- 245 – Outreach and Educational Events
- 2 - Expos

NMPC ELECTRIC:

NMPC GAS:

Twenty Expos were held in 2017:

- 01/18/17 – Schenectady – Schenectady Community Action Program
- 01/24/17 – Buffalo – Buffalo Public Schools – Adult Learning Center – English as a 2nd Language customers
- 02/01/17 – Schenectady - Schenectady Community Action Program
- 02/01/17 – Fulton – Catholic Charities
- 02/02/17 – Fulton – Catholic Charities
- 02/07/17 – Buffalo – Buffalo Public Schools Adult Learning Center
- 02/17/17 – Niagara Falls – Niagara Memorial Medical Hospital
- 03/01/17 – Warrensburg – North County Ministry
- 03/09/17 – Fulton – Catholic Charities
- 03/21/17 – Canastota – Stoneleigh Apartments – Senior Housing
- 03/23/17 – Canastota – Canastota Church of the Nazarene
- 03/27/17 – Syracuse – PEACE, Inc. – Eastside Family Resource Center
- 04/11/17 – Troy – Rensselaer County Department of Social Services
- 04/20/17 – Syracuse – Samaritan Center
- 04/24/17 – Buffalo – The University of Buffalo's EOC
- 10/19/17 – Syracuse – PEACE, Inc. – Eastside Family Resource Center
- 10/26/17 – Troy – Rensselaer County Department of Social Services
- 11/01/17 – Syracuse – Brown Memorial United Methodist
- 11/28/17 – Niagara Falls – God City Housing, Inc.
- 12/08/17 – Oneida – City of Oneida Housing Authority (The Towers)

One Expos scheduled in 2018:

- 08/25/18 – Syracuse – PEACE, Inc. – Southside

KEDNY

Four Expos were held in 2017:

- 01/26/17 – Brooklyn – Brooklyn Borough Hall
- 03/29/17 – Brooklyn - National Grid MetroTech Office
- 10/27/17 – Brooklyn - National Grid MetroTech Office
- 11/29/17 – Brooklyn - National Grid MetroTech Office

KEDLI

Five Expos have been held in 2017:

- 01/25/17 – Uniondale – Nassau County Department of Social Services
- 02/27/17 – Hempstead – Hempstead United Methodist Church
- 06/23/17 – Uniondale – Nassau County Department of Social Services
- 10/26/17 – Huntington – Huntington Opportunity Resource Center
- 11/14/17 – Uniondale – Nassau County Department of Social Services

Two Expos have been held in 2018:

- 05/25/18 – Uniondale – Nassau County Department of Social Services
- 05/30/18 – Brentwood – National Grid's Consumer Advocacy Center

One Expo scheduled for 2018

- 08/22/18 – Brentwood – National Grid's Consumer Advocacy Center

Goals for 2018:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI:

Our main goals for 2018 are to identify and assist low income and vulnerable customers who may be experiencing financial hardship. This is accomplished by a variety of ongoing initiatives.

To ensure that our low income and special needs customers receive all internal and external programs and services they are entitled to which will enable them to meet their financial needs.

- To continue working with internal and external partners.
- To leverage the use of demographic information and Consumer Advocacy resources to optimize the management of protected class customers.
- To identifying new segments of low income customers and developing unique treatment paths correlated to their needs.

Continuously evaluate our programs and modify and expand them:

- Programs and services are monitored and analyzed to ensure that they remain relevant and effective in meeting the needs of our special needs customers. Programs that are no longer yielding the expected results are modified and/or eliminated. We are continuously looking to identify new segments of low income/special needs customers and staying abreast of current trends in order to develop new and progressive ways to assist those in need.

Our Consumer Advocacy program consists of a comprehensive approach that allows us to meet customers' and communities' individualized needs – utilizing the methods below:

Continued Goals/Initiatives

- Households Assisted: Provide one-on-one specialized support to low income and special needs customers via phone counseling - the assistance is tailored to meet the customer's unique needs and to offer assistance based on their individual circumstances – specialized payment arrangements, referrals to internal and external assistance and low income programs, educational services, energy reducing tips, and weatherization referrals.
- “Advocates in Action” our grassroots effort that affords the opportunity to work with customers in their local community agencies face-to-face. Additionally, this strengthens and nurtures our partnerships with the agencies we collaborate with – working hand-in-hand to resolve customer issues.
- Available to participate in outreach and educational events such as table events, community in-service, and group presentations.
- Continue the promotion of the Energy Affordability Program (EAP) which may include: Incorporating the Energy AffordAbility materials into all outreach. Identifying new segments of low income customers and developing unique treatment paths correlated to their needs.
- Hold Customer Assistance Expos to offer customers one-on-one bill assistance and to provide customers a way to learn about other available low-income programs. Expo participants include local departments of social services – SNAP (food stamps) and Temporary Assistance, health-care providers, housing assistance agencies, food banks and pantries, EmPower NY representatives, veteran organizations, Catholic Charities, Salvation Army, senior services organizations, etc.
- Regional Advisory Panel meetings: Advocates host meetings with their agency partners – twice annually as a way to leverage knowledge and assist the most customers possible.
- Benchmarking with other utilities: The objective of the goal is to measure National Grid's performance in outreach, education, and engagement to low income customers to determine if the Company is functioning as effectively and efficiently as others in the industry.

New Initiatives/Goals:

- Financial Literacy Workshops where we will teach: Basic budgeting, tips for decreasing expenses, the breakdown of the utility bill, share programs and services and discuss customer rights.
- Customer focus groups to find out what our customers need and want from us.
- A Day in the Life: Advocates are hosting internal stakeholders at one-on-one customer events to bring awareness.

How Priority Was Set:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

“Advocates in Action,” our grassroots initiative, continues to be a key component to our success; we recognize that our continued success will require us to monitor trends, adjust current outreach plans, and develop new initiatives in order to continue to reach the audiences in most need. The Customer Assistance Expo initiative was developed in 2014 as a vehicle to reach even more vulnerable customers.

National Grid’s service territory is comprised of areas that differ demographically. Priorities and strategies differ region to region based upon these differences. Such priorities and strategies were used to develop our “Advocates in Action” and Customer Expo campaigns to proactively reach out to our most vulnerable customers by being present in local communities within each region. The organizations we partner with for both campaigns include but are not limited to food pantries, health care facilities, unemployment job training centers and veterans groups at the local, state and federal level. Our Advocates can be found in various DSS and HEAP offices across our entire service territory. The on-the-ground approach of the “Advocates in Action” program and the Customer Assistance Expo’s allows us to directly experience the challenges faced by our low income and vulnerable customers and provides an opportunity to tailor solutions based on their individual needs. Equally important, these campaigns provide us the ability to work one-on-one with some of our most challenged and isolated customers many of whom have given up trying to pay their utility bills or are living in constant fear of losing utility service and having their family’s health and safety placed at risk. Leveraging our partnerships with these agencies created a depth of knowledge and experience to assist in identifying new segments of vulnerable customers in each region and enables us to continuously improve the development of meaningful solutions and change the priority within different regions throughout the state.

The Financial Literacy Program was added as a way to bring budget awareness to customers and provide money saving tips as well as explaining the National Grid bill, reviewing and explaining programs and services available and making customers aware of their rights.

Description of 2018 Program: (see guidance document regarding program elements to include)

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

Because of the continued success of “Advocates in Action” and with the addition of Customer Assistance Expos will continue with the following initiatives: Grassroots Campaigns; “Advocates in Action”, Customer Assistance Expo’s, Veteran outreach, Home Energy Assistance Program (HEAP) outreach and Regional

Advisory Panel Meetings.

We have added new initiatives: Financial Literacy Workshops, Customer focus groups and A Day in the Life.

The “Advocates in Action” Program is currently staffed with 15 Consumer Advocates dispersed across 41 counties and three boroughs in the Company’s New York State service territory. The targeted customers may have faced a sudden illness, loss of a job, death of an immediate family member, recent divorce, been a victim of domestic violence or have family members in the military overseas. The advocates provide assistance in the form of negotiating deferred payment plans, bill extension programs, balanced billing plans and enrollment in one of our low income programs. Advocates also help customers with applications for Low Income Home Energy Assistance (LIHEAP). The timeliness of outreach is critical as National Grid low income customers compete for LIHEAP grants as the program works on a first-come, first-served basis.

The Customer Assistance Expo’s connect the company’s most vulnerable customers with programs and resources that help customers prepare for and manage energy bills the goal is to provide customers with the opportunity to learn about company-sponsored solutions and connect with community assistance groups and social service agencies – all under one roof.

Measures to Evaluate the 2018 Program:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

- Increase the number of households assisted
- Increase the outreach and educational events
- Hold Regional Advisory Panel Meetings
- Hold Customer Assistance Expos
- Hold Financial Literacy Program classes
- Hold Customer Focus Groups

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

WINTER HEATING SEASON AND ENERGY FINANCIAL ASSISTANCE

New/Continuing Program:

The Home Energy Assistance Program (HEAP) outreach program will continue and includes a series of bill inserts, outbound calling campaigns, IVR messages, and print ads.

Credit & Collections continues to follow the special procedures during cold weather periods set forth in HEFPA; and does not terminate residential customers when the temperature is below 32 degrees. National Grid also reinstates a deferred payment agreement or offers a new minimum payment agreement once all HEAP has been exhausted.

NMPC ELECTRIC:
NMPC GAS:
KEDNY:
KEDLI

2017 Results (evaluation and feedback):

N/A
NMPC ELECTRIC:
NMPC GAS:
KEDNY:
KEDLI

Goals for 2018:

Consumer Advocates will continue to be present in various HEAP offices across the state to assist customers with bill payment options including budget billing, referrals to low income programs (internal and external), payment agreements and energy saving tips.

Credit & Collections continues to ensure that specific guidelines are followed before residential accounts and commercial accounts serving residential living quarters are disconnected for non-payment which includes attempts to contact the customer at least 72 hours before any intended termination. These attempts are in the form of outbound calls and field visits. The purpose of providing this additional notice is to determine if the customer will suffer impairment as a result of their heating service being interrupted. We do not terminate residential customers when the temperature is below 32 degrees. In addition, once National Grid receives notification of a HEAP benefit, we either reinstate a deferred payment agreement or offer a new minimum payment agreement once all HEAP benefits have been exhausted.

NMPC ELECTRIC:

NMPC GAS:
KEDNY:
KEDLI

How Priority Was Set:

N/A
NMPC ELECTRIC:
NMPC GAS:
KEDNY:
KEDLI

Description of 2018 Program: see guidance document regarding program elements to include (In addition to advising customers about disconnection of service, this category should include issues such as weatherization, furnace inspection, zone heating, preventing carbon monoxide emergencies, etc.) National Grid will continue to leverage events and sponsorships, social media, and billing messaging to distribute information and educate customers on Winter related themes such as health and safety, storm preparedness, energy and money saving tips, billing and payment options, etc.

Unusual market conditions require close monitoring to determine the appropriate channel for the type of customer impacted on a case by case basis.

Since the beginning of 2014, National Grid has engaged in O&E efforts to address customers concerns regarding high winter bills. These efforts include press releases, customer emails, bill messaging, web and social media messaging among others.

NMPC ELECTRIC:
NMPC GAS:
KEDNY:
KEDLI

Measures to Evaluate the 2018 Program:

N/A
NMPC ELECTRIC:
NMPC GAS:
KEDNY:
KEDLI

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

NATURAL GAS & ELECTRIC SAFETY

New/Continuing Program:

National Grid continues to partner with Culver Company, LLC, via the *Energy Explorers* program to deliver free, safety educational materials made available to teachers for classroom use throughout National Grid's territory.

The materials include:

- Written educational materials that can be used in the classroom. These include instructional booklets and lesson plans that teachers use to supplement and enhance their classroom science, health, and language arts curriculums.
- Internet resources, which are freely available to anyone, such as:
 - (a) Educational videos that can be watched online (streaming video)
 - (b) Educational Flash games that students can play at home or at school
 - (c) Informational web pages for teachers, students, siblings, parents and guardians
 - (d) Additional online teachers' guides and student worksheets
- Electronic newsletters distributed twice during the school year to help increase awareness of the utility's free classroom curriculum materials as well as to directly promote pipeline public awareness and incident prevention and public safety among educators and their students.

2017 Results, Evaluation and Feedback:

In the 2017 program year, National Grid school outreach initiative produced the following results:

- Provided (energy efficiency/electrical safety/natural gas safety) education to 140,206 students in grades K-8.
- Realized a targeted teacher penetration rate of approximately 9% — of the 35,913 teachers invited to participate, 3,074 took part in the program.
- Produced a minimum of 576,554 brand impressions throughout the service territory, positively associating National Grid brand with energy efficiency, environmental sustainability, electrical and natural gas safety, and ethical community behavior.
- Attracted 15,600 unique visitors to the Energy Explorer website, generating 50,645 page views.
- Collected opinion and satisfaction data endorsing the program from stakeholders, including the following key points:
 - a. 94% of teachers agree that the National Grid-branded materials are valuable in helping them teach students.
 - b. 94% agree the materials are written and illustrated in a way that connects with students.
 - c. 92% encourage their students to discuss the information learned from National Grid's school outreach program with others, such as friends and family.
 - d. 92% agree that the information provided by National Grid in the outreach program benefits students for years to come.

Goals for 2018:

Culver Company will continue to target teachers and principals in grades K-8 schools located in National Grid's New York service area (NIMO Electric, NIMO Gas, NEDNY & KEDLI), as defined by the ZIP Codes provided by National Grid. Teachers are selected by name or job title using national databases that are dedicated to maintaining educator marketing information and services.

In addition, contact information of educators who participated in previous National Grid school programs will be added to this list. Names and addresses are compiled; duplicates removed, and malformed or incomplete mailing addresses are corrected using NCOA and CASS.

In order to further engage National Grid employees, Culver will develop employee presentation kits for classroom use. The kits will be available for employees to request via the "Energy Explorer" employee pages, that offer four kits that include two age levels and two booklet options. Each kit will include 25 pre-assembled student bags containing the materials. The Scratch-and-Sniff Mercaptan Cards will include National Grid's updated gas emergency phone numbers.

Description of 2018 Program: (see guidance document regarding program elements to include)

The 2018 educational safety program will deliver a comprehensive natural gas public awareness, electrical safety, sustainability (energy efficiency and renewable energy) and ethics outreach and education program to educators, students and students' families throughout the energy company's service territory via its Energy Explorer program.

The objectives of the Energy Explorer educational outreach program involve demonstrating National Grid's commitment to its customers, the community and the environment.

Measures to Evaluate the 2018 Program:

During the course of our outreach activities, Culver Company will validate the delivery of National Grid's outreach and collect educators' opinions about your messaging. Our methodology measures the link between utility outreach and customer opinion and satisfaction ratings. Our online survey questions will provide data that benchmarks the perceptions of participating educators against the perceptions of the general customer population.