



CUST_NAME
MLAD_1
MLAD_2
CITY, STATE ZIP

DATE

RE: Request to Switch to ESCO Service

Dear Valued Customer:

The New York Public Service Commission has determined that low-income customers “have not benefited” from purchasing electricity and/or natural gas from energy services companies -- or “ESCOs” as they are commonly known.¹ The Commission has therefore ordered that ESCOs may no longer supply energy to customers who are enrolled in their utility’s low-income program.

Our records show that you recently attempted to sign up to purchase energy (electric and/or natural gas supply) from an ESCO. As a participant in the Company’s low-income discount program, the Commission’s order does not permit you to use an ESCO – and your enrollment request has automatically been cancelled.. Your energy will continue to be supplied by National Grid for as long as you participate in our low-income program

What if I have questions?

You may contact your ESCO to discuss the cancelled enrollment, or you may contact National Grid during the hours of 9:00 a.m. to 5:00 p.m. by calling 1-xxx-xxxx.

Sincerely,

Name

Title

¹ As noted in the Public Service Commission’s, *Order Taking Actions to Improve the Residential and Small Nonresidential Retail Access Markets* issued in Case 12-M-0476 on February 24, 2014, at page 23.