



CUST_NAME
MLAD_1
MLAD_2
CITY, STATE ZIP

DATE

RE: How The Public Service Commission's ruling on ESCOs affects you

Dear Valued Customer:

National Grid will soon replace **ESCO_NAME** as your energy supplier.

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.

When will I be switched back to National Grid?

If you are under contract with your ESCO, the switch will occur at the expiration of your existing contract.

If you are on a variable rate month-to-month contract with your ESCO, you will be switched back to National Grid at the end of the current billing period. It can take up to two billing cycles to return to the utility depending on when your meter is read.

We will take care of the change – there is no need to call

Once the ESCO notifies National Grid, we will automatically make this change in supply for you. Nothing else about your account will change. You will continue to receive your benefits as part of the [Residential Reduced Rate Program] and any payment agreements you have with us will continue.

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.

Can I choose to reenroll with my ESCO?

No. The Commission's order exists to ensure that low-income customers do not overpay for energy. Your energy will therefore be supplied by National Grid for as long as you participate in our low-income program.²

Will my power and/or gas usage be interrupted during the switch?

No. The change does not require that your power and/or gas usage be interrupted.

What if I have questions?

You may contact your ESCO to discuss the switch, 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

² Unless you participate in a Community Choice Aggregation (CCA) Program authorized by the Public Service Commission.