

Case Number 730107

Utility	National Grid - Upstate	Complaint Type	QRS
Cust. City	Clifton Park	Complaint Code 1	Svc. Susp/Term/Block Threat
Created	8/4/2017	Complaint Code 2	Deferred Payment Agreement

Details <<08/04/17 - 12:28 - Nicanor Woodroffe - >>1.Is service on or off?

2.Did you receive a disconnection notice and do you have it on hand?

3.If service has been turned off or disconnected, when was it disconnected?

4.What is the total balance owed on the account?

5.What amount does the company say it needs to avoid turn off or restore service?

6.Have you had a deferred payment plan?

7.Is the amount requested to catch up on a deferred payment plan?

a. Is this a minimum deferred payment plan?

b. Do you remember the terms of the deferred payment plan?

c.Was the deferred payment plan agreement signed?

8.When was the last time you filled out a financial statement form? What was the result?

9.When was the last payment you made on the account?

10. Have you applied for any financial assistance programs? (HEAP, DSS/HRA/PA, Charities, etc.)

11.How much can you pay and when?

12.Are there any medical concerns in your household that require gas or electric? (Life Sustaining Equipment, Medical, Elderly, Blind, or Disabled)

a.Did you let the company know about the situation in your household?

b.If discussed with the company, did you provide the appropriate paperwork and when?

13.What resolution are you seeking at this time?

1. On

2. Yes

3. N/A

4. \$285.49

5. \$144.77

6. No

7. No (a - c) N/A

8. Customer has not filled out any financial statement forms in regards to NG

9. Customer has not made any payments, customer aid that he has only had service with National Grid for two months

10. No

11. Customer said that he can pay \$285.49 on August 25th, 2017

12. No (a - b) N/A

13. Customer said that he has just begun a new job and that he has to wait to be paid so that he can take care of the balance on the account. Customer wants to maintain service until he can take care of the balance on August 25th.













Case Number 730127

Utility National Grid - Upstate Complaint Type QRS

Cust. City North Lawrence Complaint Code 1 Responsibility

Created 8/4/2017 Complaint Code 2 Transfer Balance

Details <<08/04/17 - 13:14 - Christina Deans - >>1. What is the problem you are experiencing?
2. What resolution(s) are you seeking?

1. Customer explains that she has received a bill for a place that she has never lived at. She explains that the bill is not her bill and wants to be able to prove that she never lived at this address and the bill is not her bill. The balance for this apartment in [REDACTED] has been transfered onto her account.
2. Customer wants to have this balance of \$5926 removed from her account.

DPS
Determination



















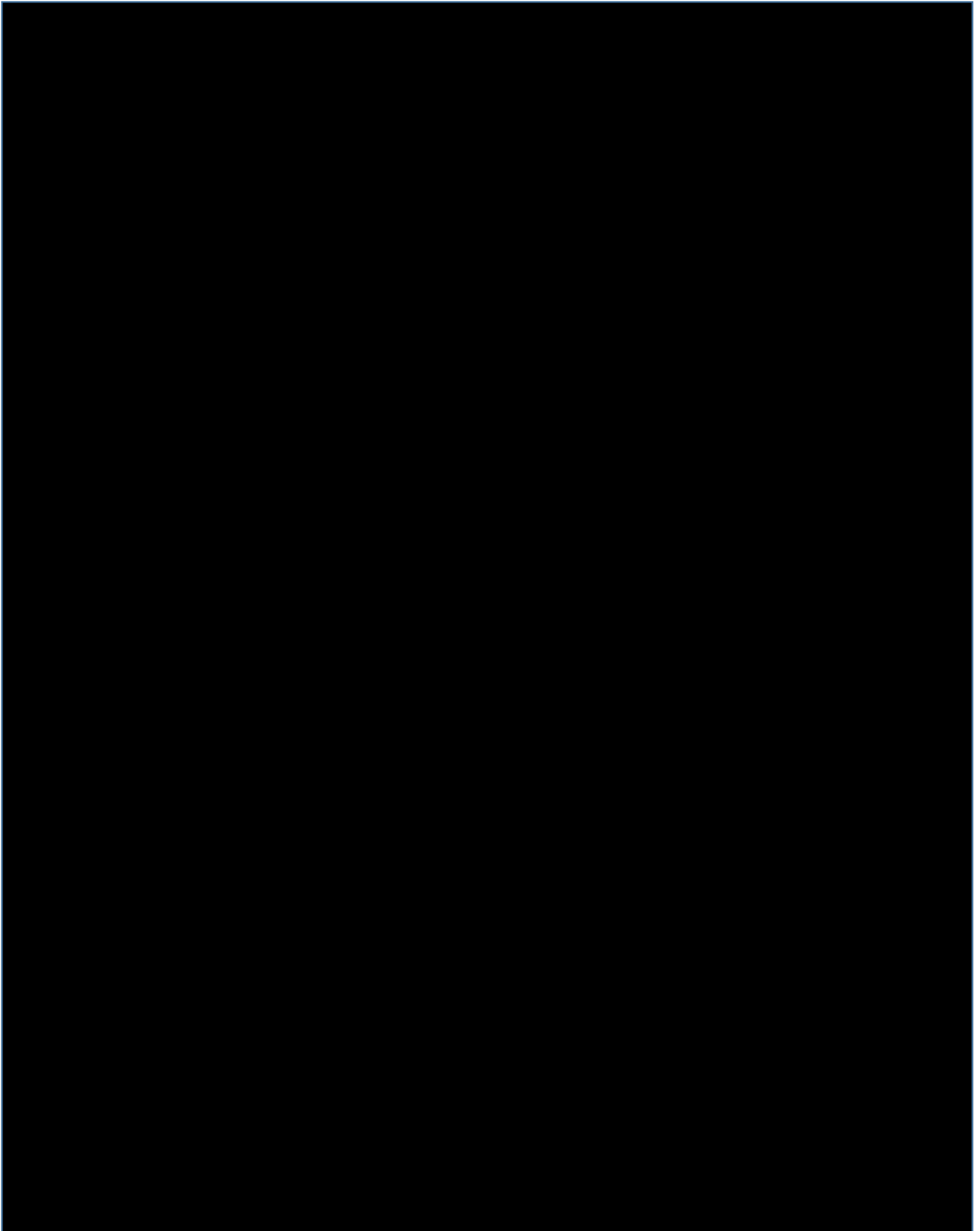












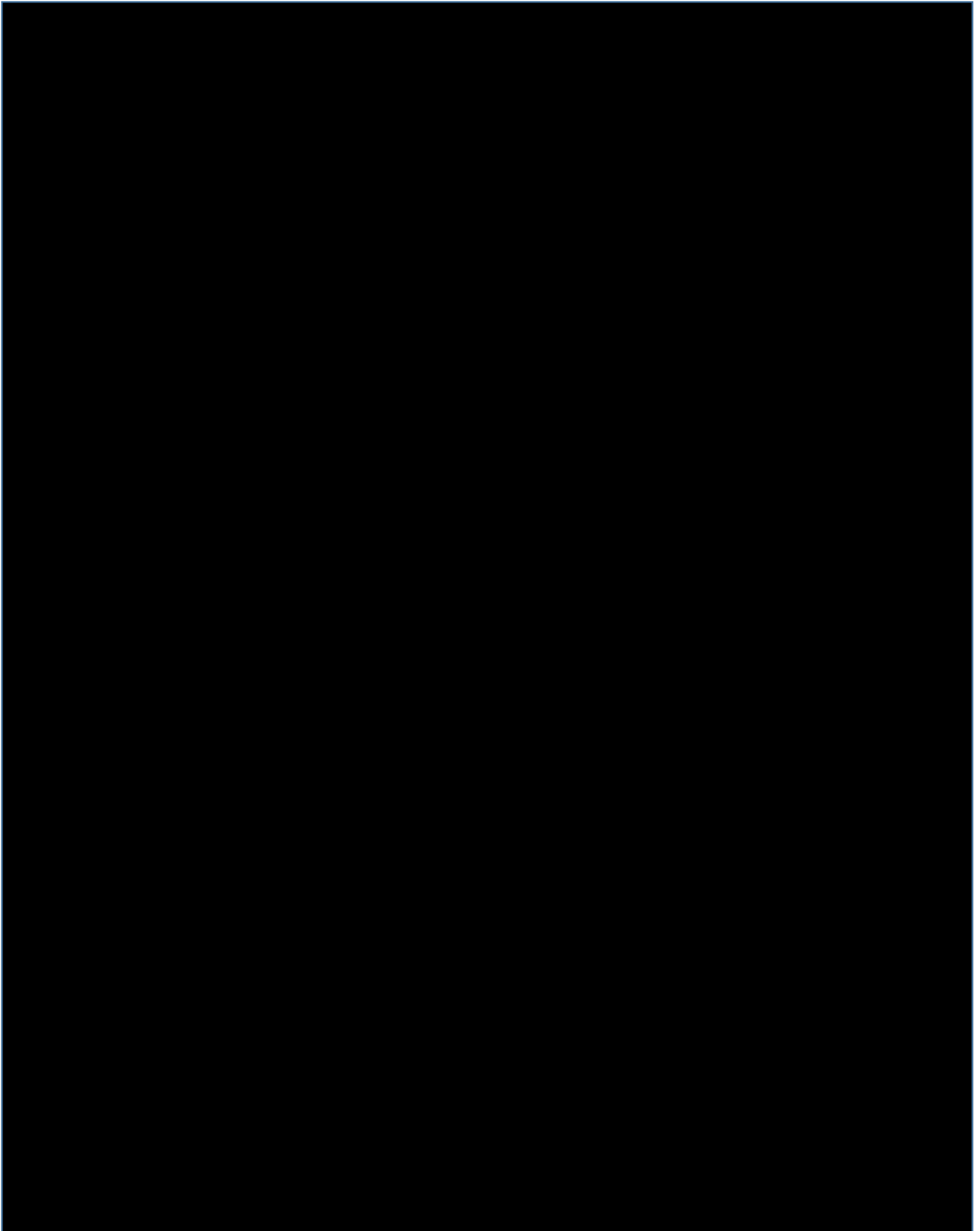




































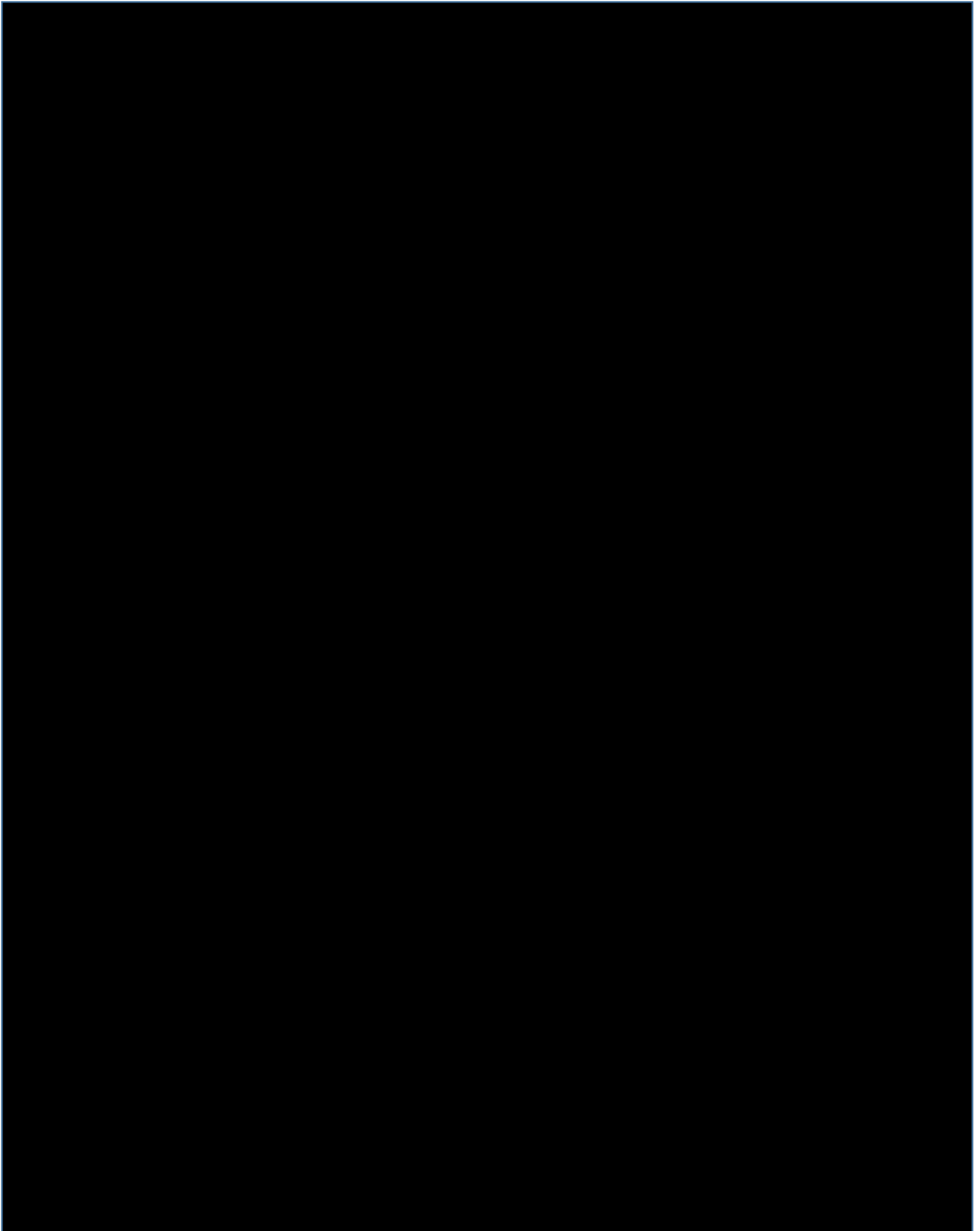
























































































Case Number 730689

Utility	National Grid - Upstate	Complaint Type	QRS
Cust. City	Rensselaer	Complaint Code 1	Svc. Susp/Term/Block Threat
Created	8/9/2017	Complaint Code 2	Deferred Payment Agreement

Details

<<08/09/17 - 12:14 - Casey O'Connor - >>
 Customer entered [REDACTED] as their account number from bill.
 Customer indicated service for Residential
 Customer has NOT contacted NYSPSC before

Problem they are experiencing :
 I had a prior payment arrangement but with my failing health I got behind on my payments they now want 800 to restore my old agreement and i do no have that amount i have begged for a new agreement with a reasonable downpayment amount but they refused saying I need to fulfill me old agreement. I am constant fear of losing my power as I am now on Home oxygen therapy and would not be able to relocated anywhere if my power is disconnected. I dont use my health issues but i am concerned because my lung function is 17 percent and this along wih other circumstances causes me to have Panic attacks. i just want a second chance and a new agreement to pay. i do not qualify for their 0 down 10 a month plan as I have been prev told. ok anyhelp I would appreciate.

Resolution Sought:
 another payment arrangement

Resolution Offered:
 nothing just to pay my past agreement and I can fax them all kinds of info on my social security and pension but I was prev told I dont qualify

Disputed Amount:
 Disputed Amount Reason:

DPS
Determination



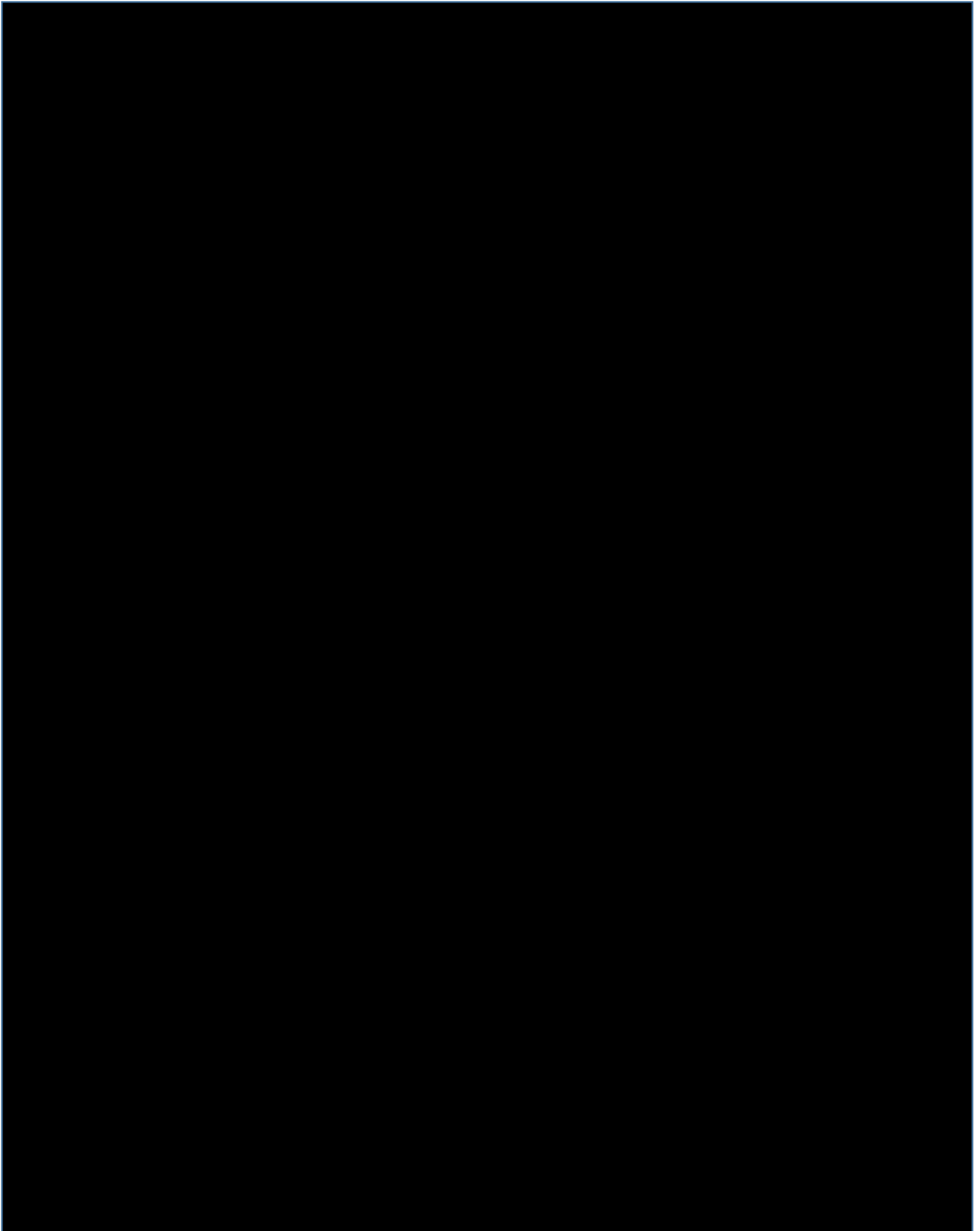


















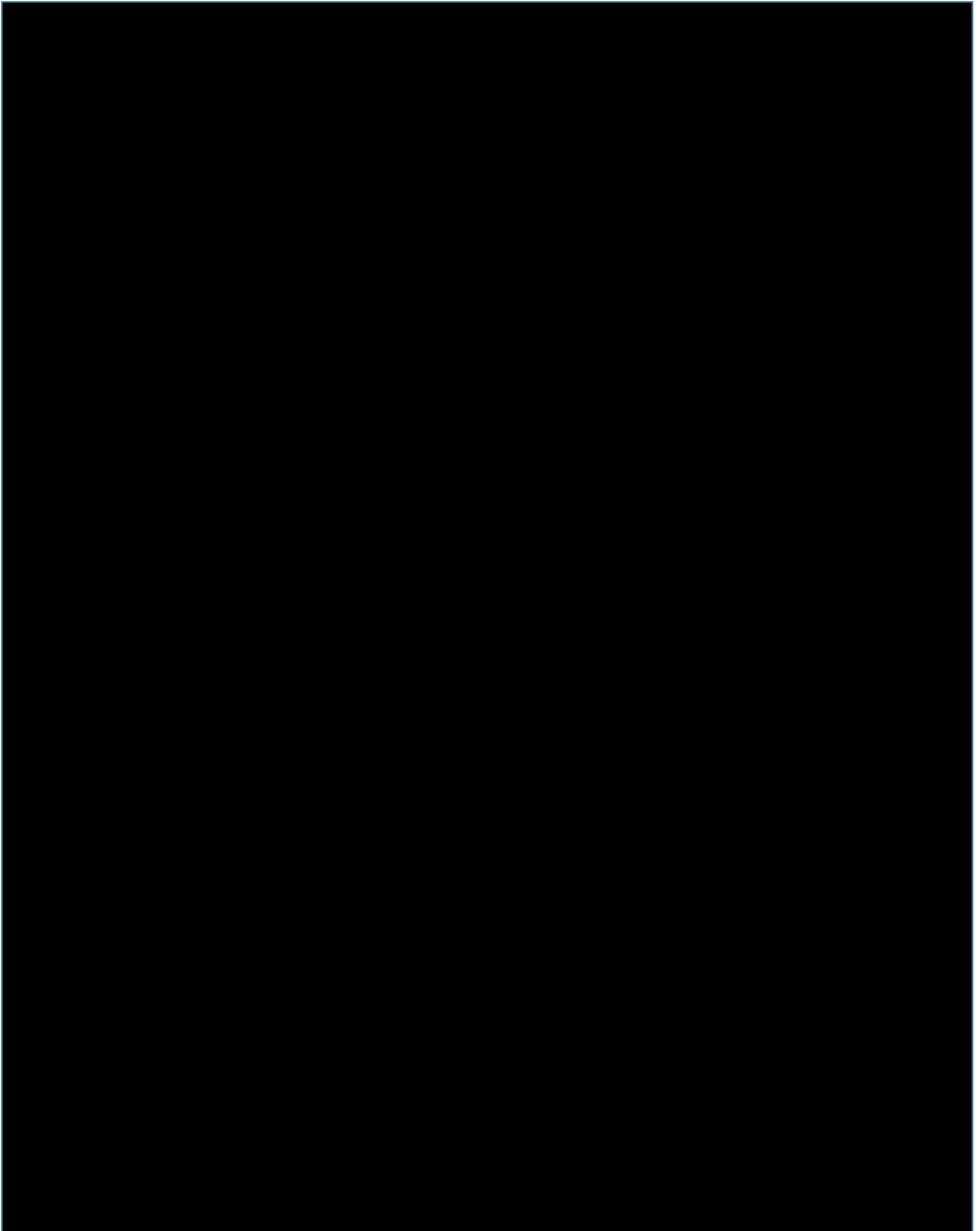










































Case Number 731052

Utility	National Grid - Upstate	Complaint Type	QRS
Cust. City	Dunkirk	Complaint Code 1	Deferred Payment Agreement
Created	9/26/2017	Complaint Code 2	Svc. Susp/Term/Block Threat

Details

<<09/27/17 - 11:21 - Donald Meyer - >> [REDACTED] calling back for a fax number to fax payments. Advised NG is still working her case and attempted to call her back and did not get through, she was unaware. Transferred to NG/Mark for assistance.

<<09/26/17 - 16:07 - Robert Burns - >> 1. Is service on or off?

2. Did you receive a disconnection notice and do you have it on hand?

3. If service has been turned off or disconnected, when was it disconnected?

4. What is the total balance owed on the account?

5. What amount does the company say it needs to avoid turn off or restore service?

6. Have you had a deferred payment plan?

7. Is the amount requested to catch up on a deferred payment plan?

a. Is this a minimum deferred payment plan?

b. Do you remember the terms of the deferred payment plan?

c. Was the deferred payment plan agreement signed?

8. When was the last time you filled out a financial statement form? What was the result?

9. When was the last payment you made on the account?

10. Have you applied for any financial assistance programs? (HEAP, DSS/HRA/PA, Charities, etc.)

11. How much can you pay and when?

12. Are there any medical concerns in your household that require gas or electric? (Life Sustaining Equipment, Medical, Elderly, Blind, or Disabled)

a. Did you let the company know about the situation in your household?

b. If discussed with the company, did you provide the appropriate paperwork and when?

13. What resolution are you seeking at this time?

1. ON

2. No only verbally

3. N/a

4. \$4,600.00

5. \$90.00 on top of new bill. Company rep called stating company wouldn't use the two payments customer made a check payment of \$42.00 on 09/05/17 then \$62.84 as the rep stated she owed to remain on DPA. A couple days after that another rep called and stated customer needed to pay 13 cents to remain on payment plan so customer paid it over phone and was told everything was good. Then another rep called customer on 09/26/17 and stated customer never paid the 90.00 and was in default and told customer they would not use the 3 payments as a 90.00 payment. Customer states rep would not tell customer what the bill would be for next billing period and refused to allow customer to speak to a supervisor.

6. Yes

7. Customer does not know what is going on with the account now as she states no one will explain what is going on.

a. Yes

b. Bill + \$10

c. Yes

8. 06/08/17

9. 09/12/17 \$62 but then 13 cents a couple days after

10. No

11. Customer will pay the bill when it comes.

12. No

a. n/a

b. n/a

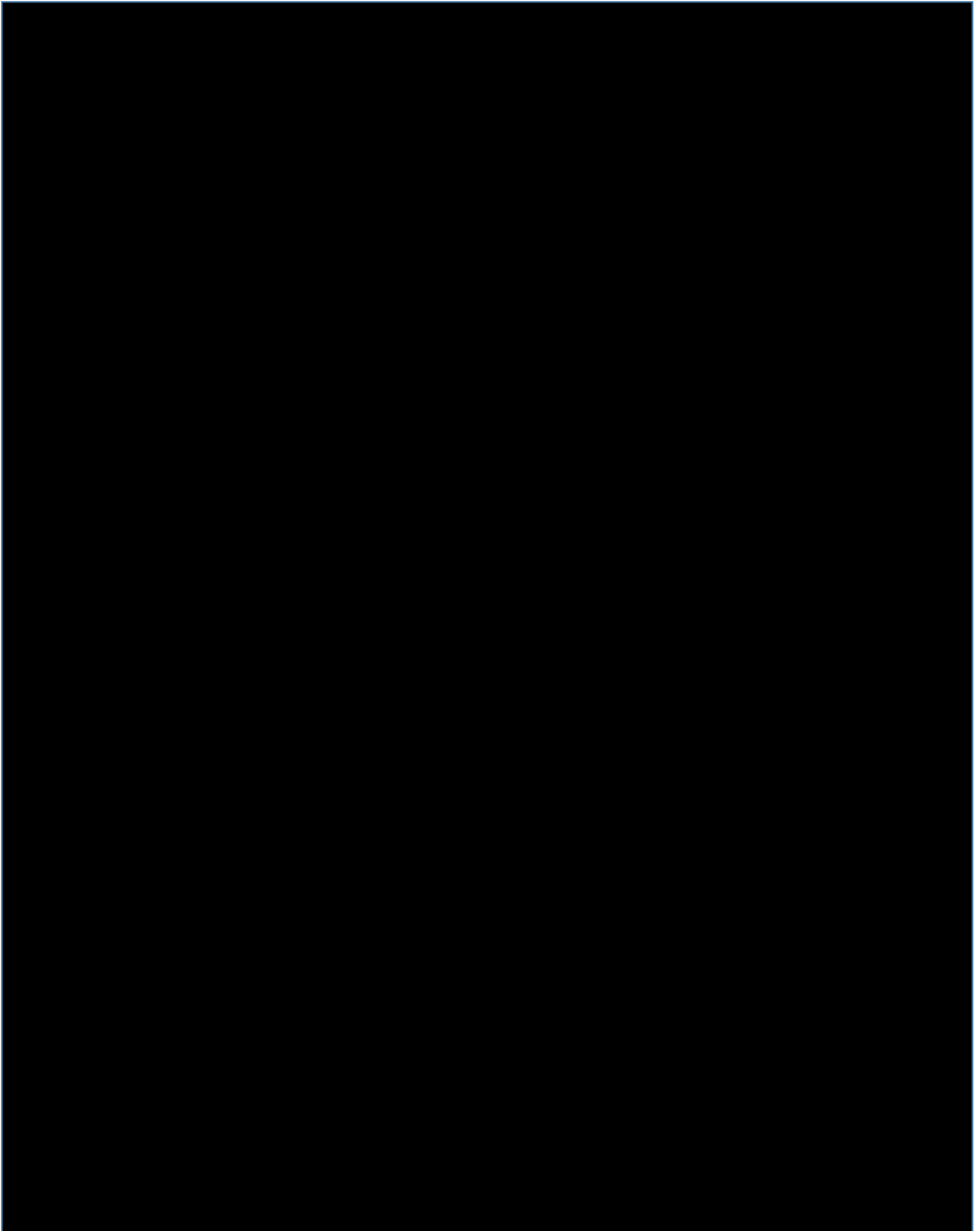
13. Customer wants the company to apply the payments to her account as payment made

Direct Testimony of William D. Yates, CPA, Case 20-E-0380, 20-G-0381 - Exhibit (WDY-03) - REDACTED
Page 120 of 806

and not refuse to apply because the payment is not an exact amount at once. Customer wants an explanation of what they are doing to her account and what is being applied and when and why payments are not being counted toward current payments due. Customer needs a precise explanation of her supposed default and why won't customer be allowed to speak to supervisor.

DPS
Determination











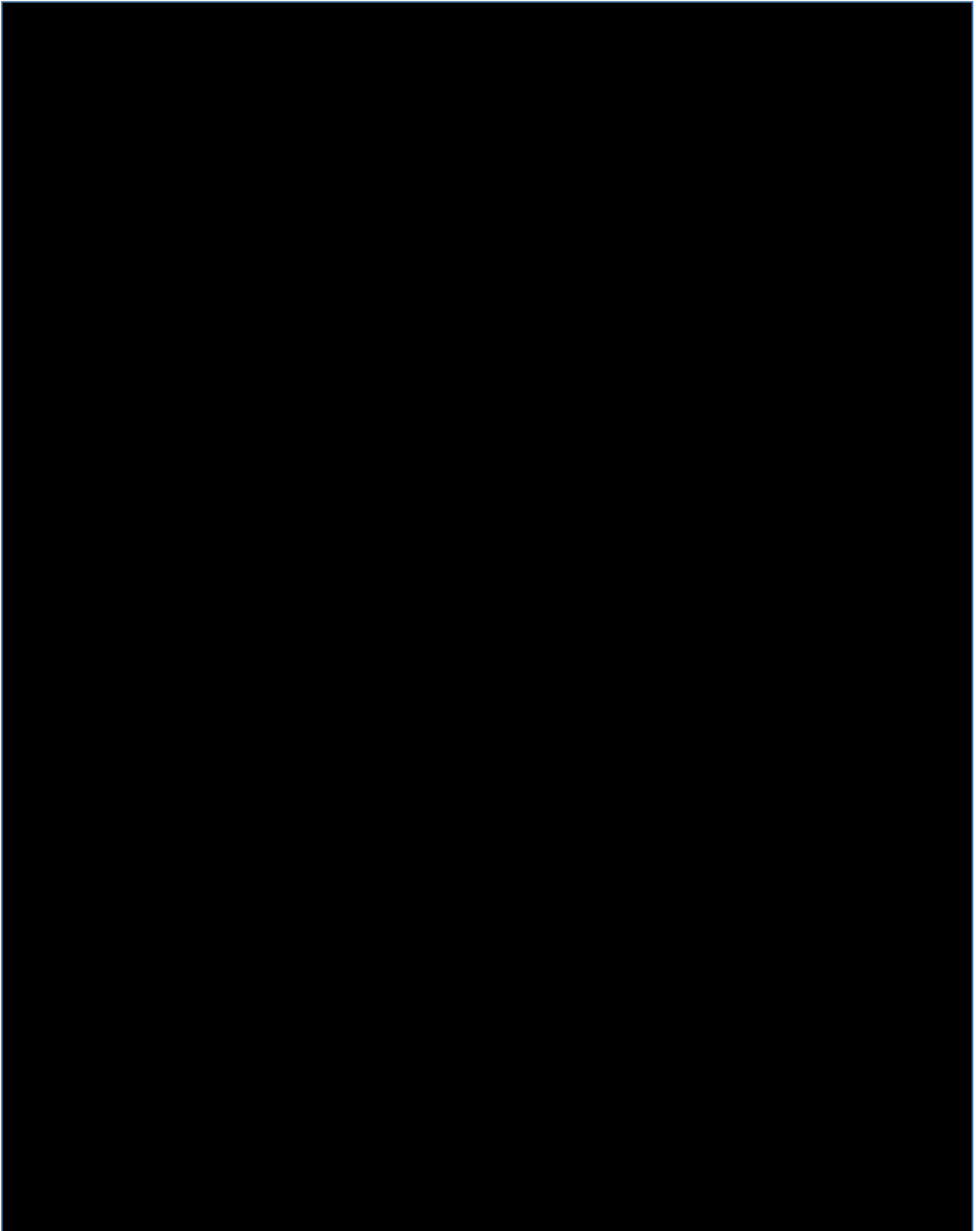






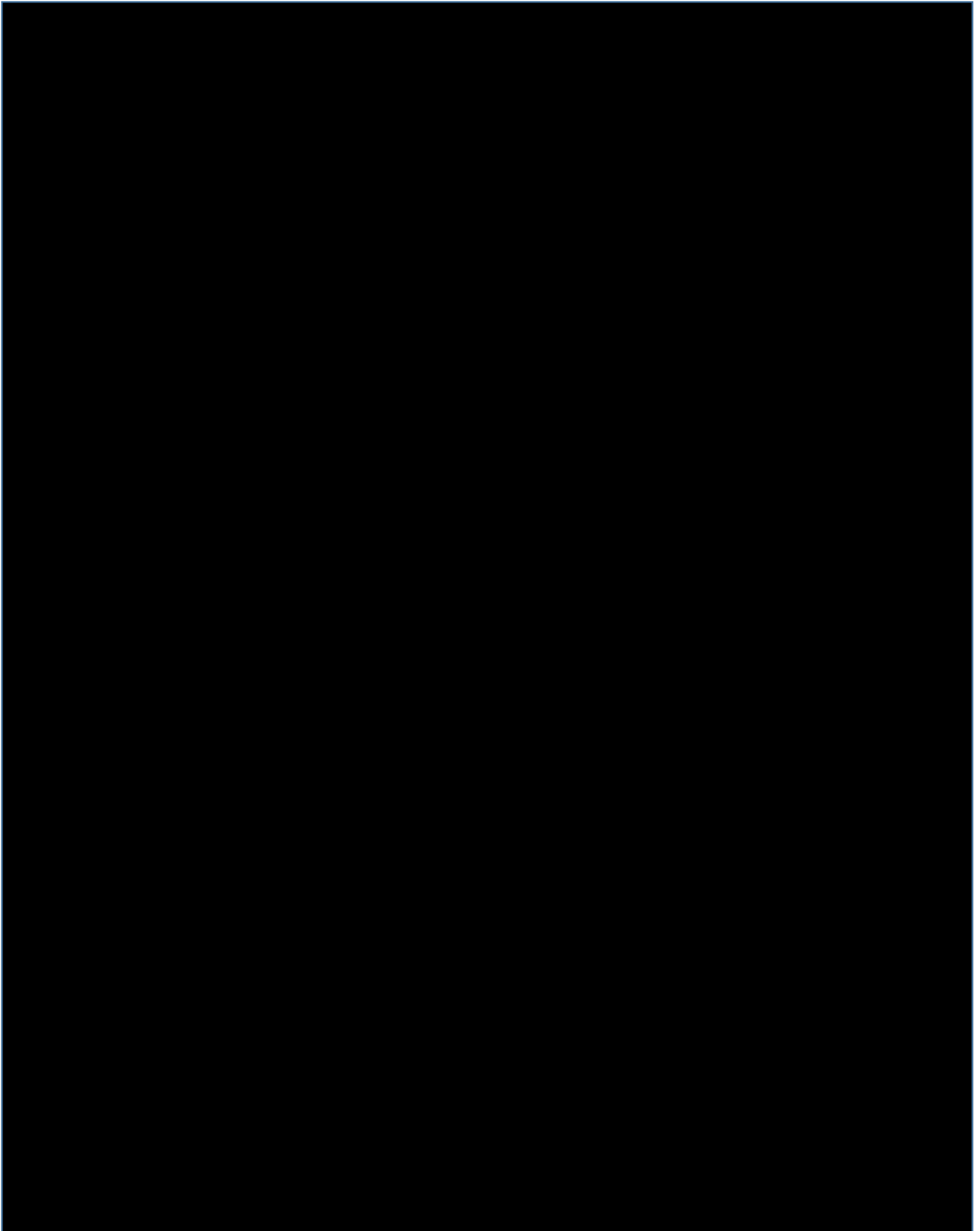


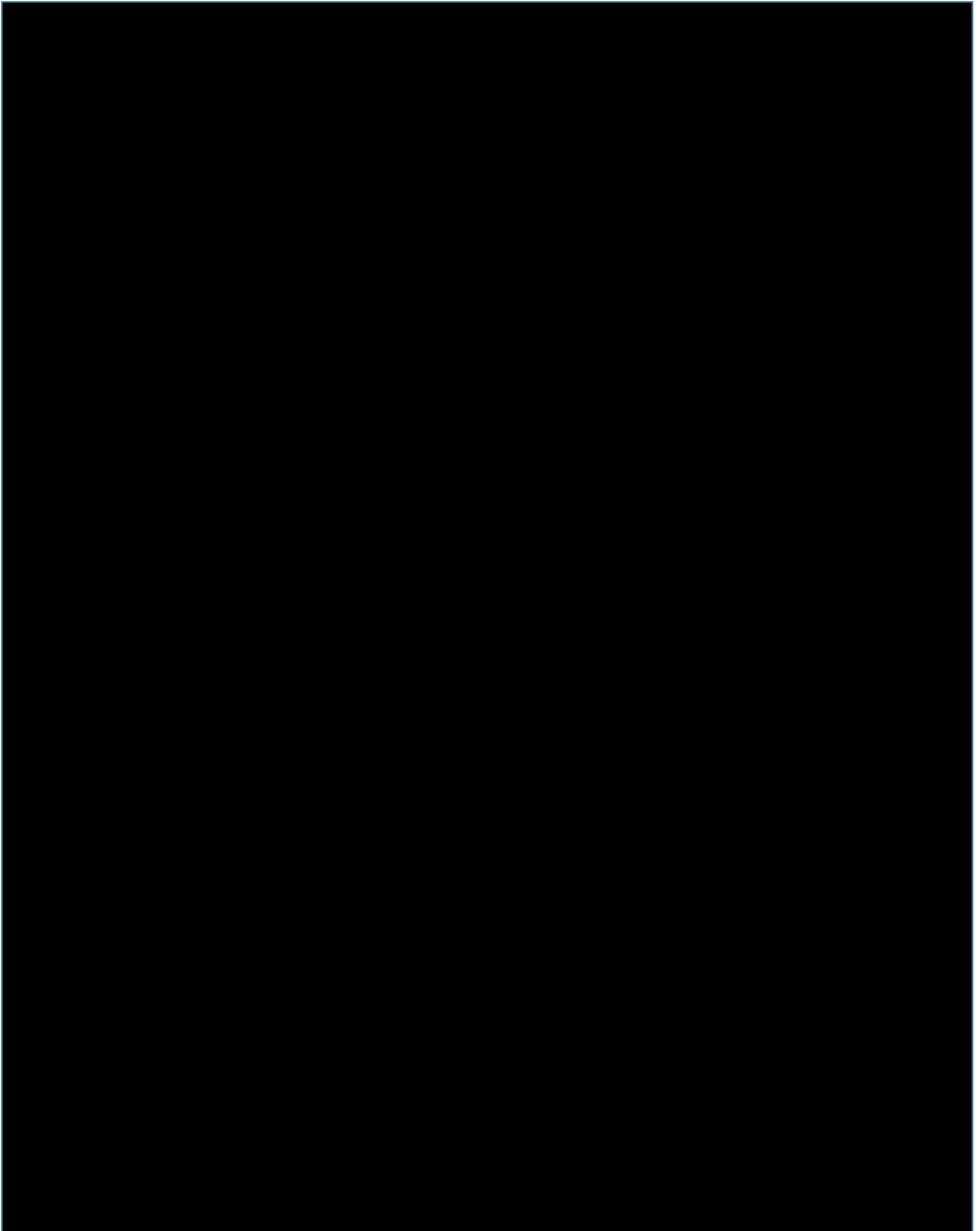




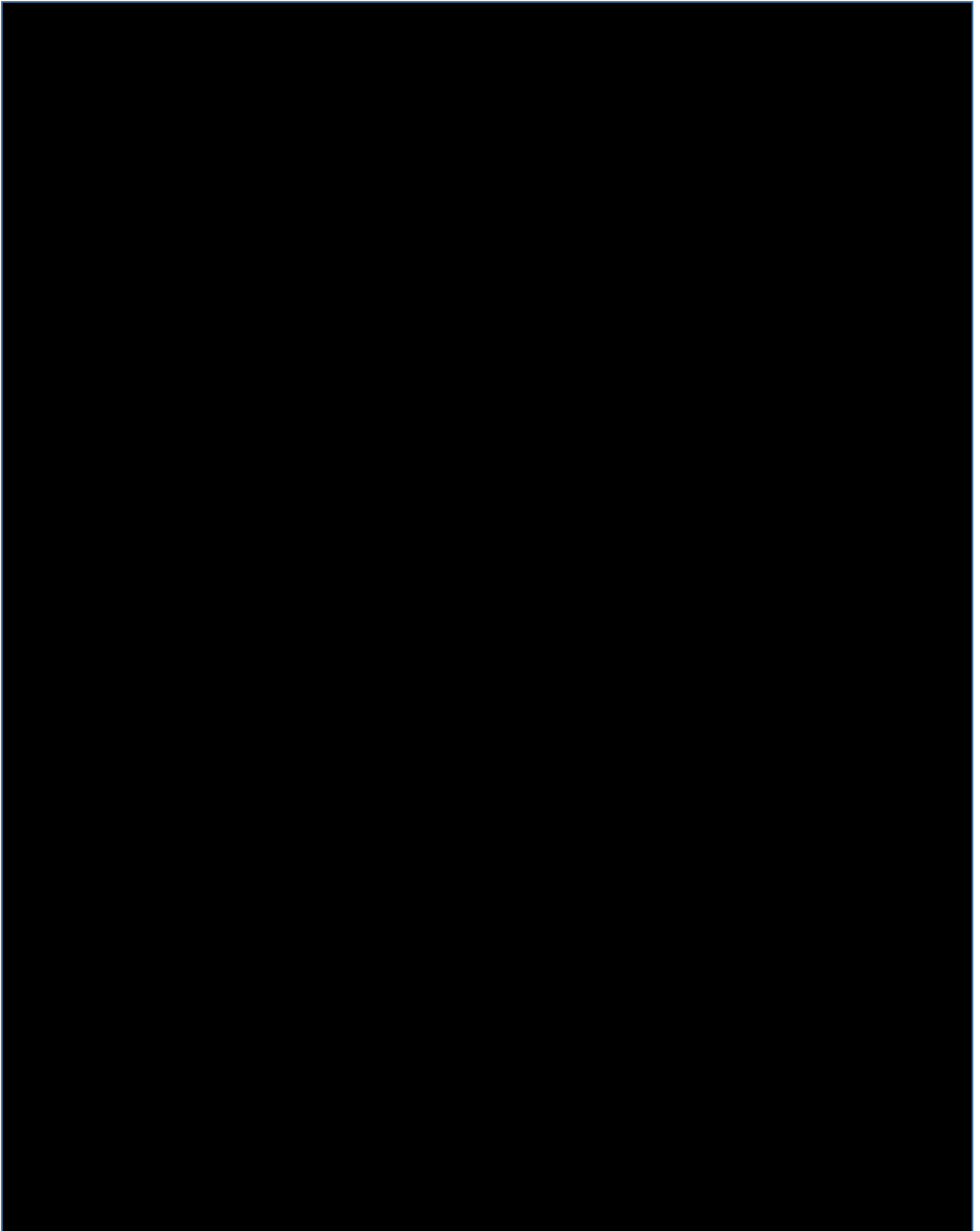


























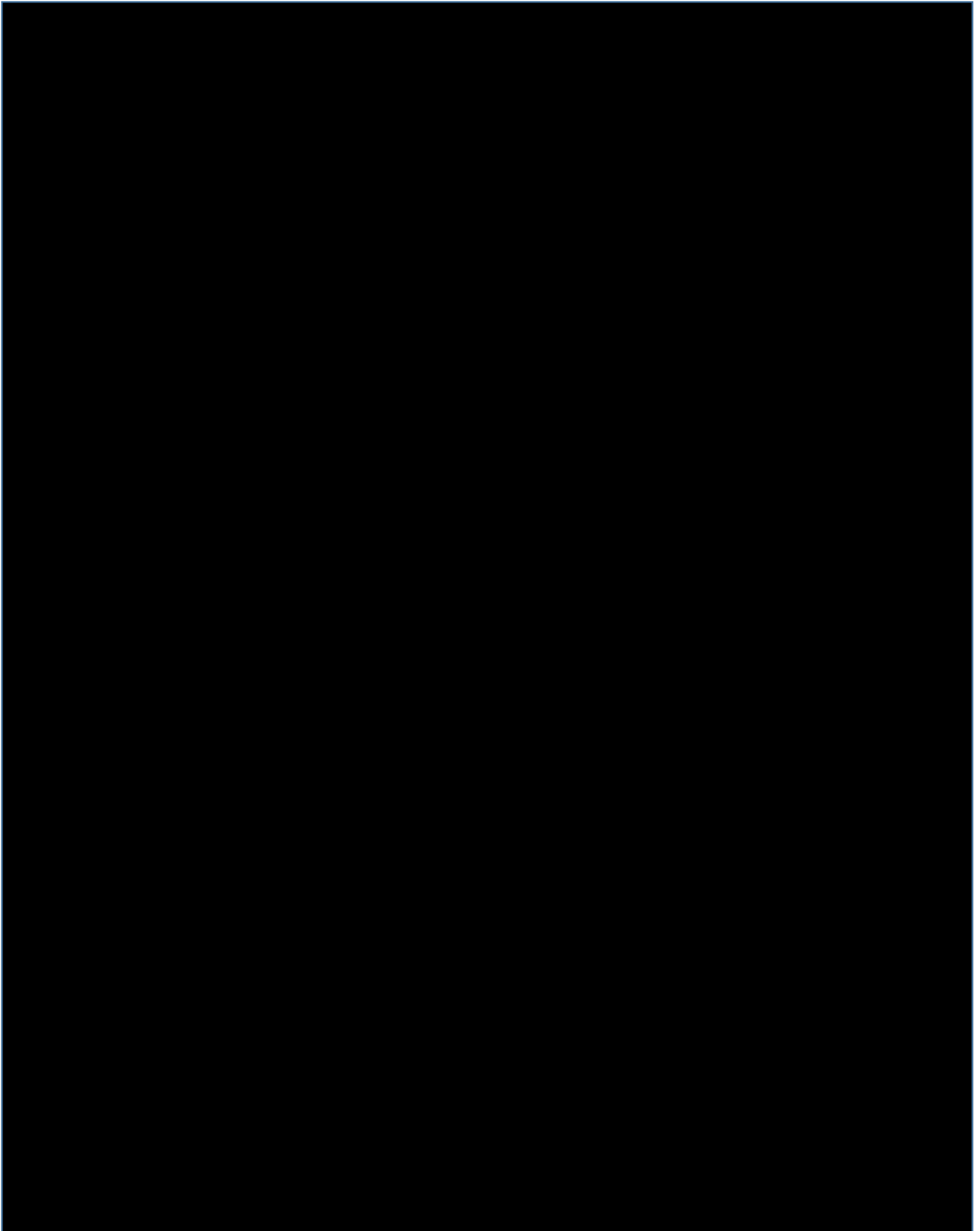
























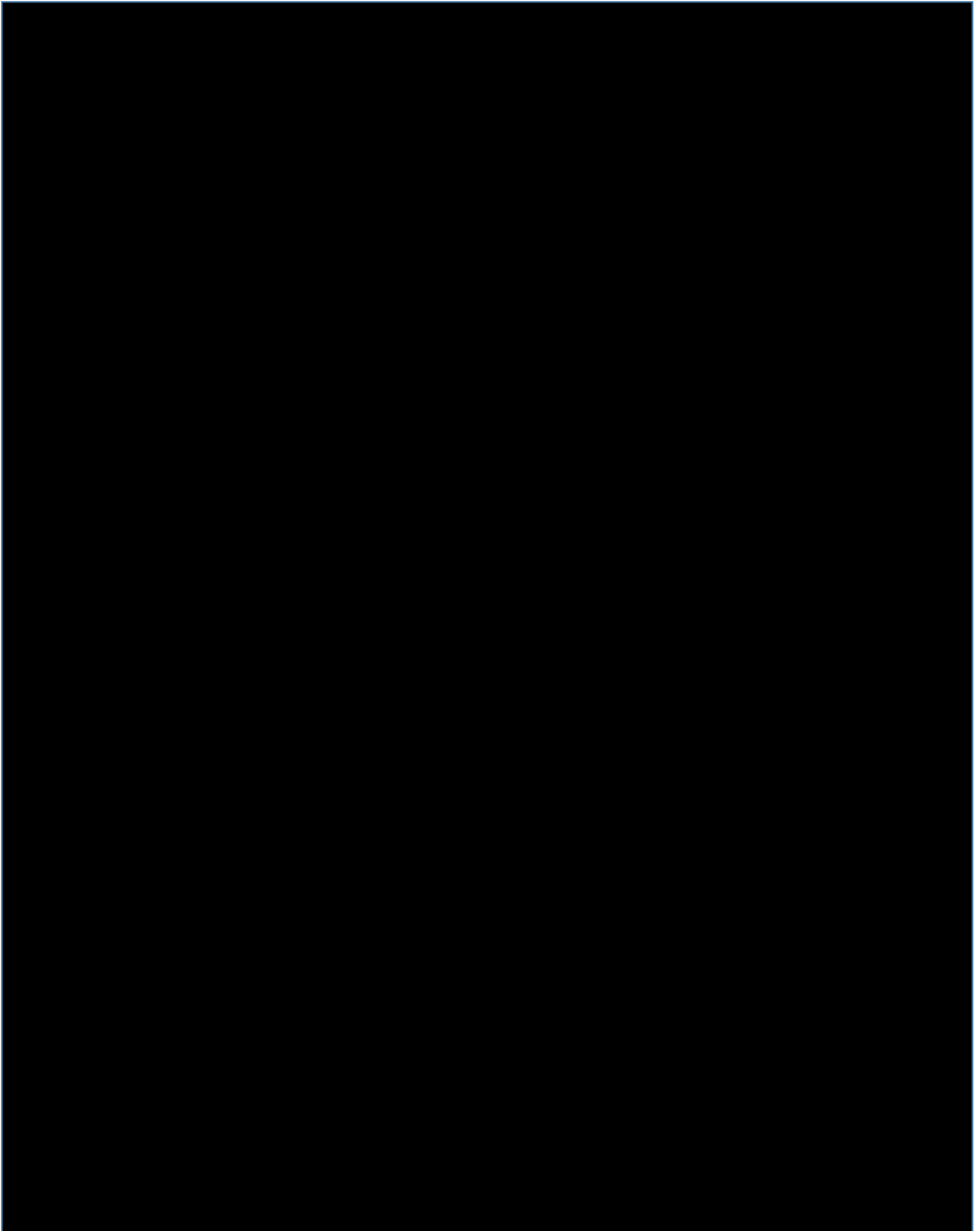




















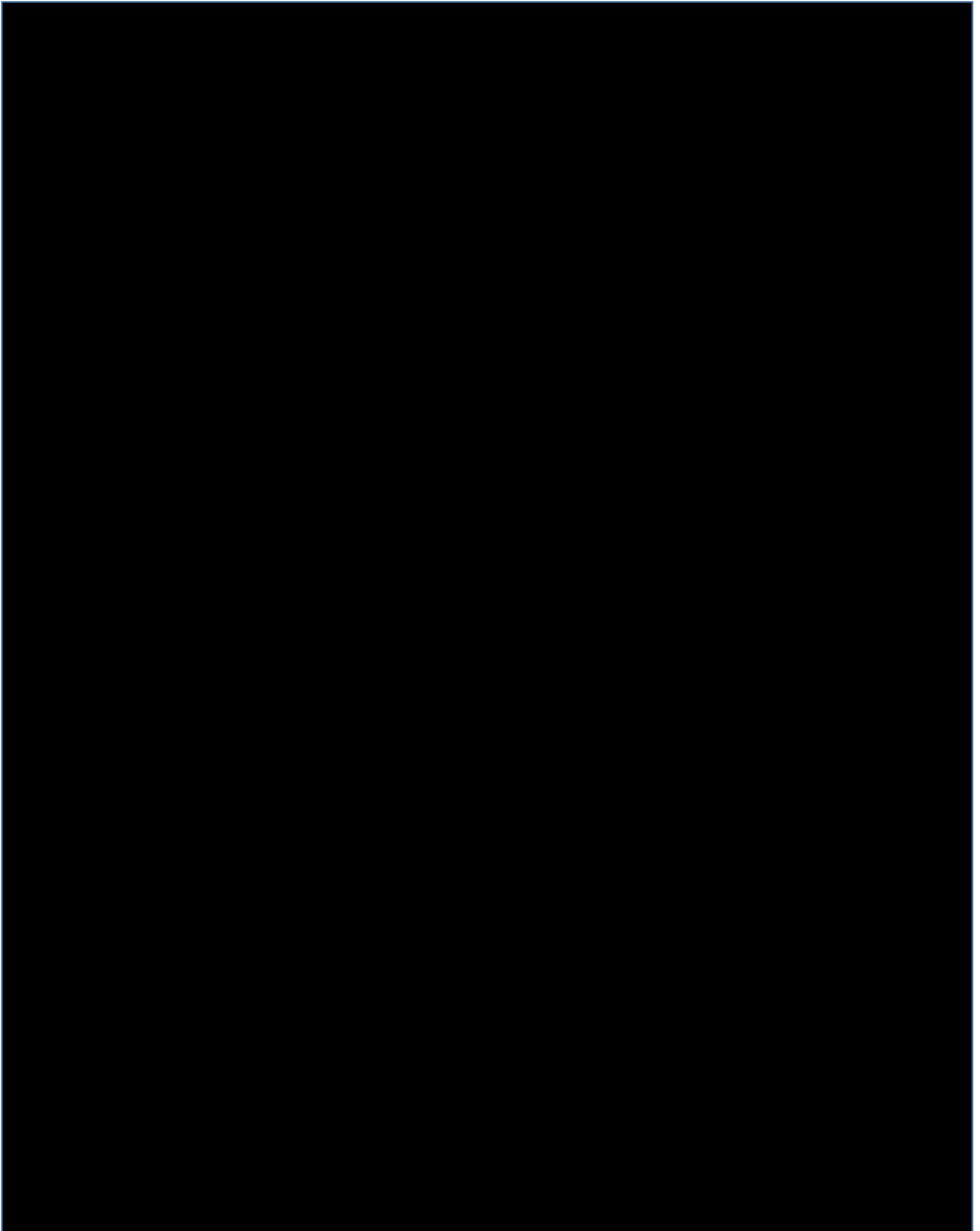


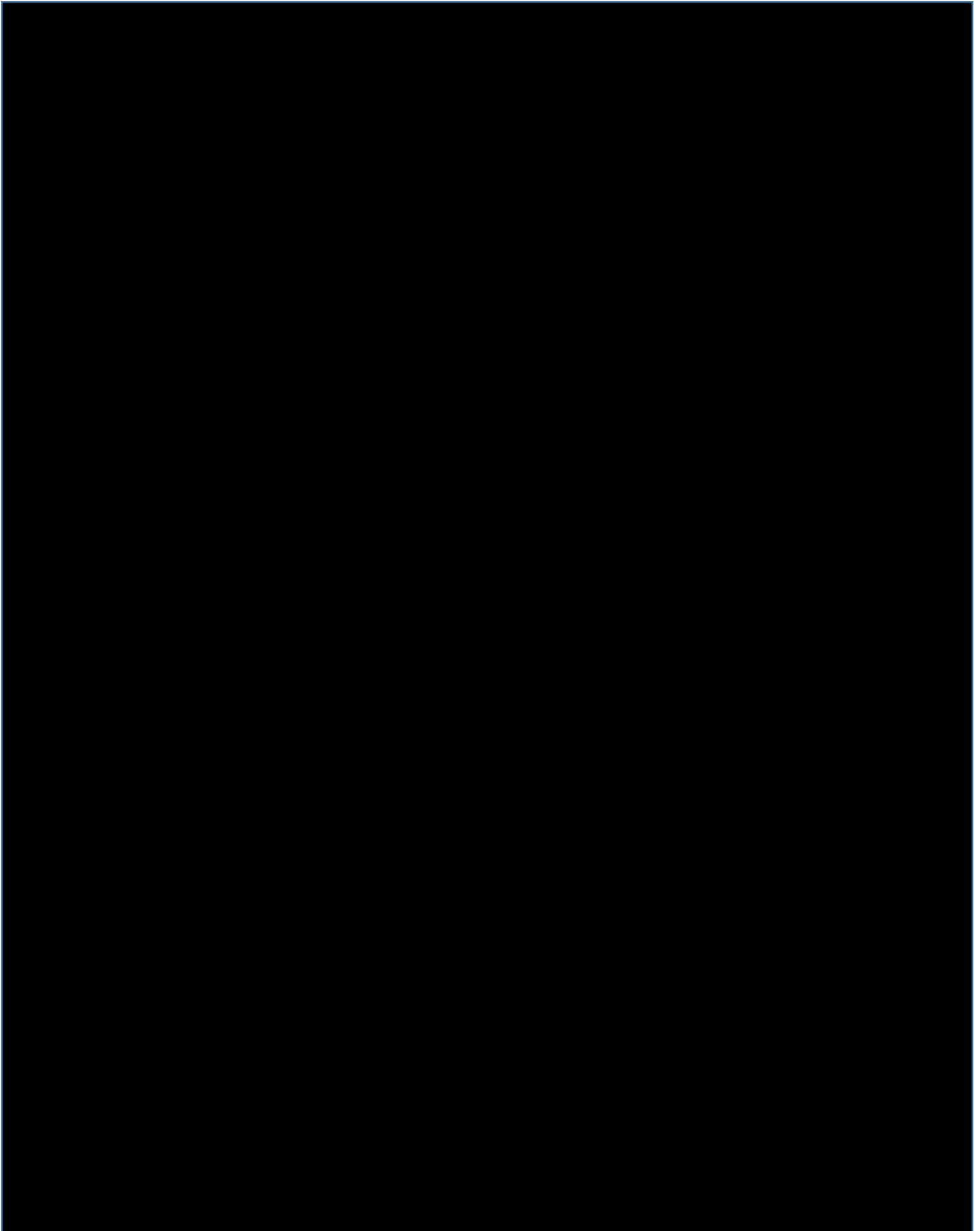




















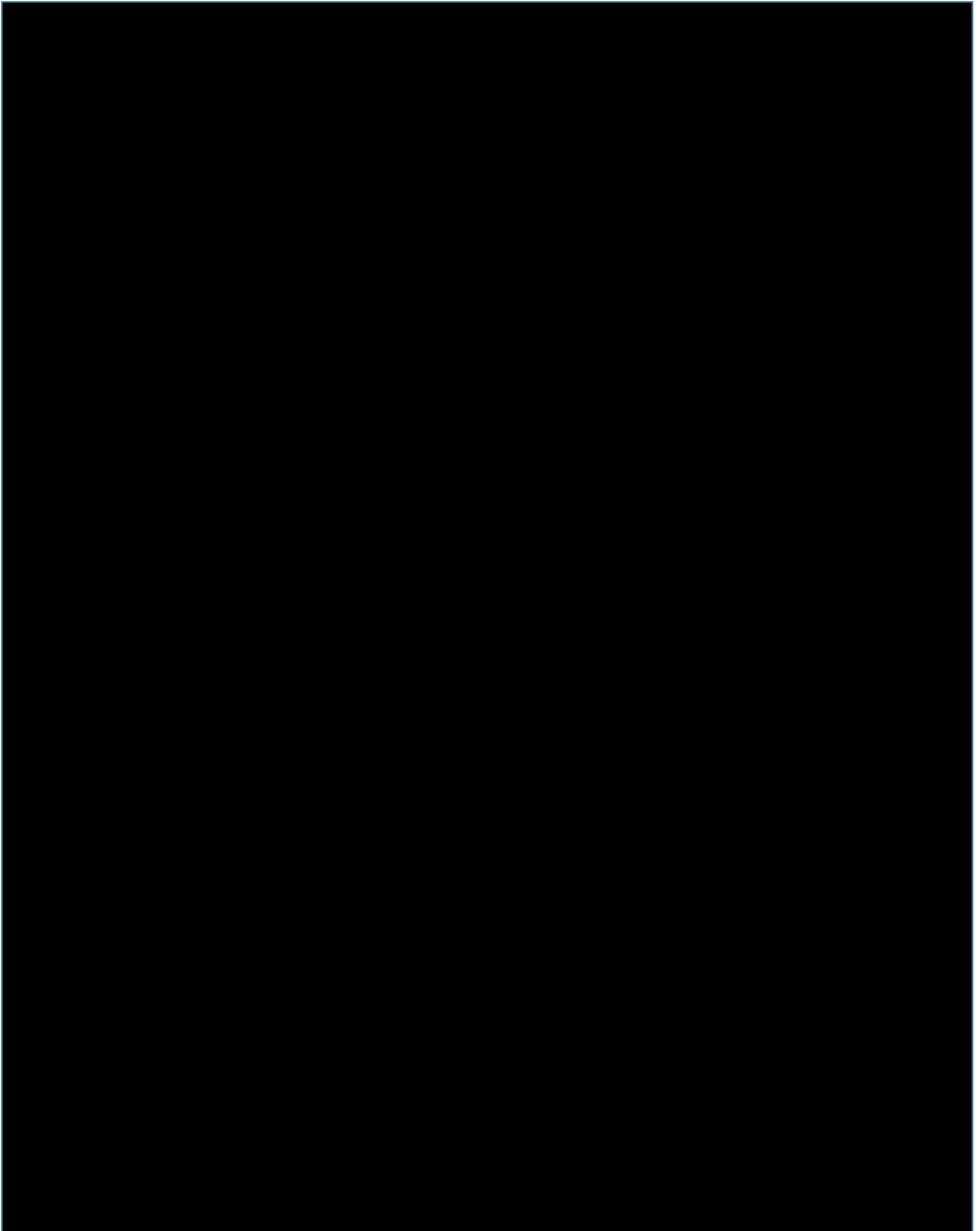


























































Case Number 731647

Utility National Grid - Upstate Complaint Type QRS

Cust. City Utica Complaint Code 1 Svc. Terminated/ Limited

Created 8/18/2017 Complaint Code 2 Deferred Payment Agreement

Details <<08/18/17 - 14:31 - Paul Porto - >>
Customer entered [REDACTED] as their account number from bill.
Customer indicated service for Residential
Customer has NOT contacted NYSPSC before

Problem they are experiencing :
National grid wrongfully cut my power off. I have a guaranteed assistance payment from DSS to national grid. DSS didn't disburse the payment to national grid in their timely manner. And national grid refused to take my payment to set back up my payment agreement. They told me to wait until they got the guaranteed payment from dss then call back to set reset up my payment agreement. When I called after they told me o needed to contact dss regarding the payment they never received from them. Which I did and then I called national grid back and thy said when they receive the payment from dss I'd still need to pay \$850 to reconnect services. They came out to disconnect my power the day I had my baby. I go home tomorrow with my newborn and other toddler children and we will have no power.

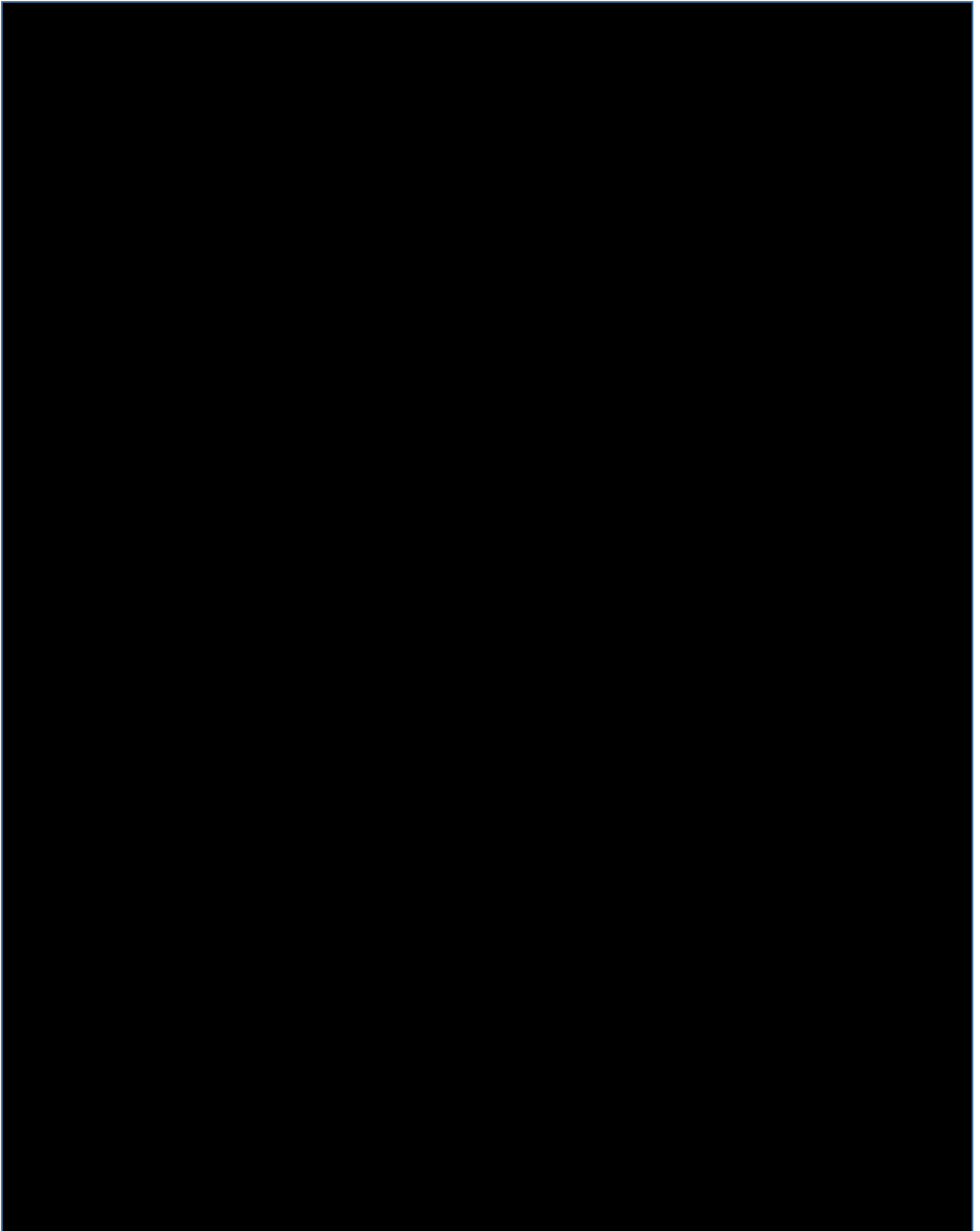
Resolution Sought:
Looking to get power reconnected ASAP.

Resolution Offered:
None. They just said to connect dss about the payment they didn't send out to them. And that is need to pay and additional \$800 to reconnect services.

Disputed Amount: 2147.93
Disputed Amount Reason: 1

DPS
Determination













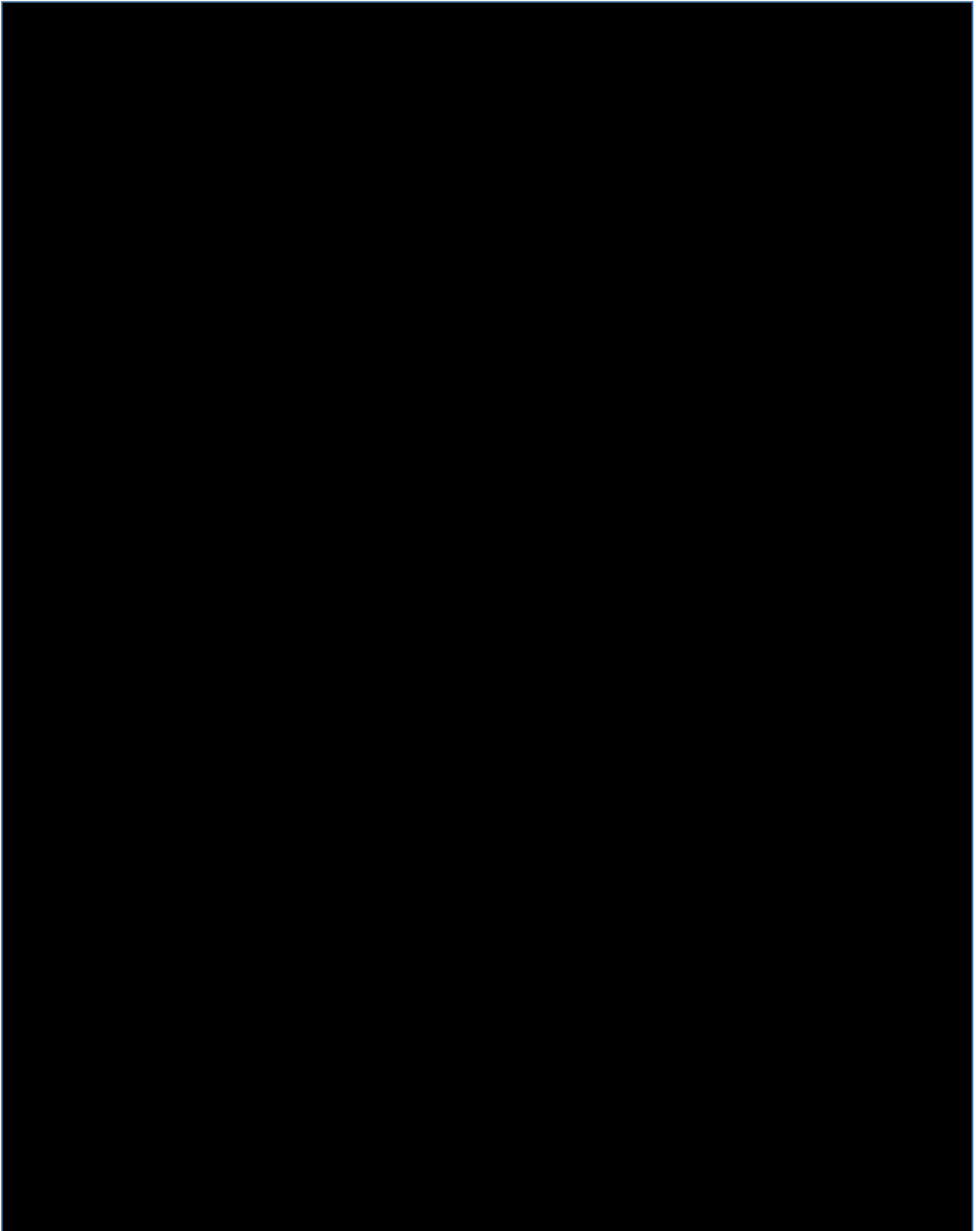


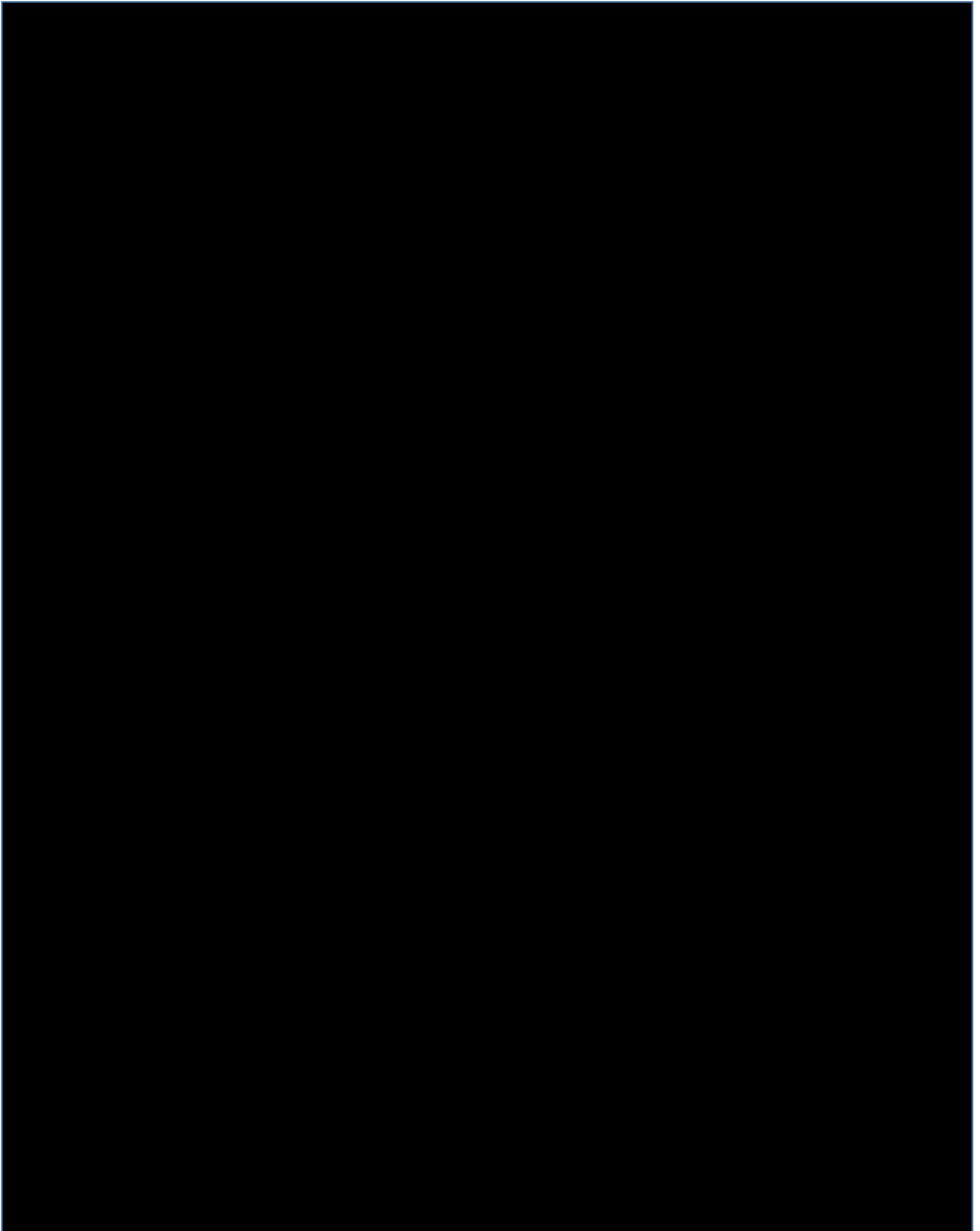




































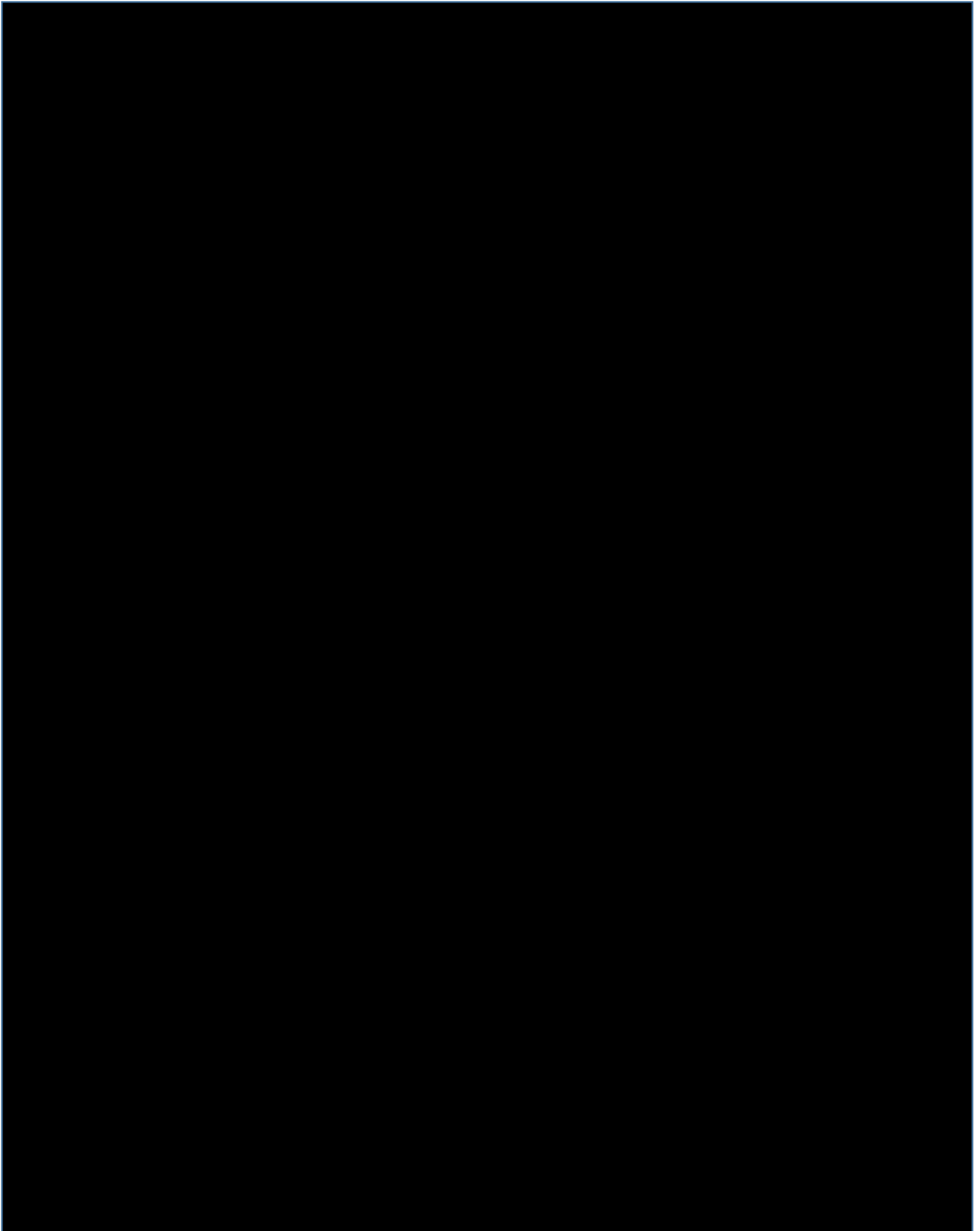


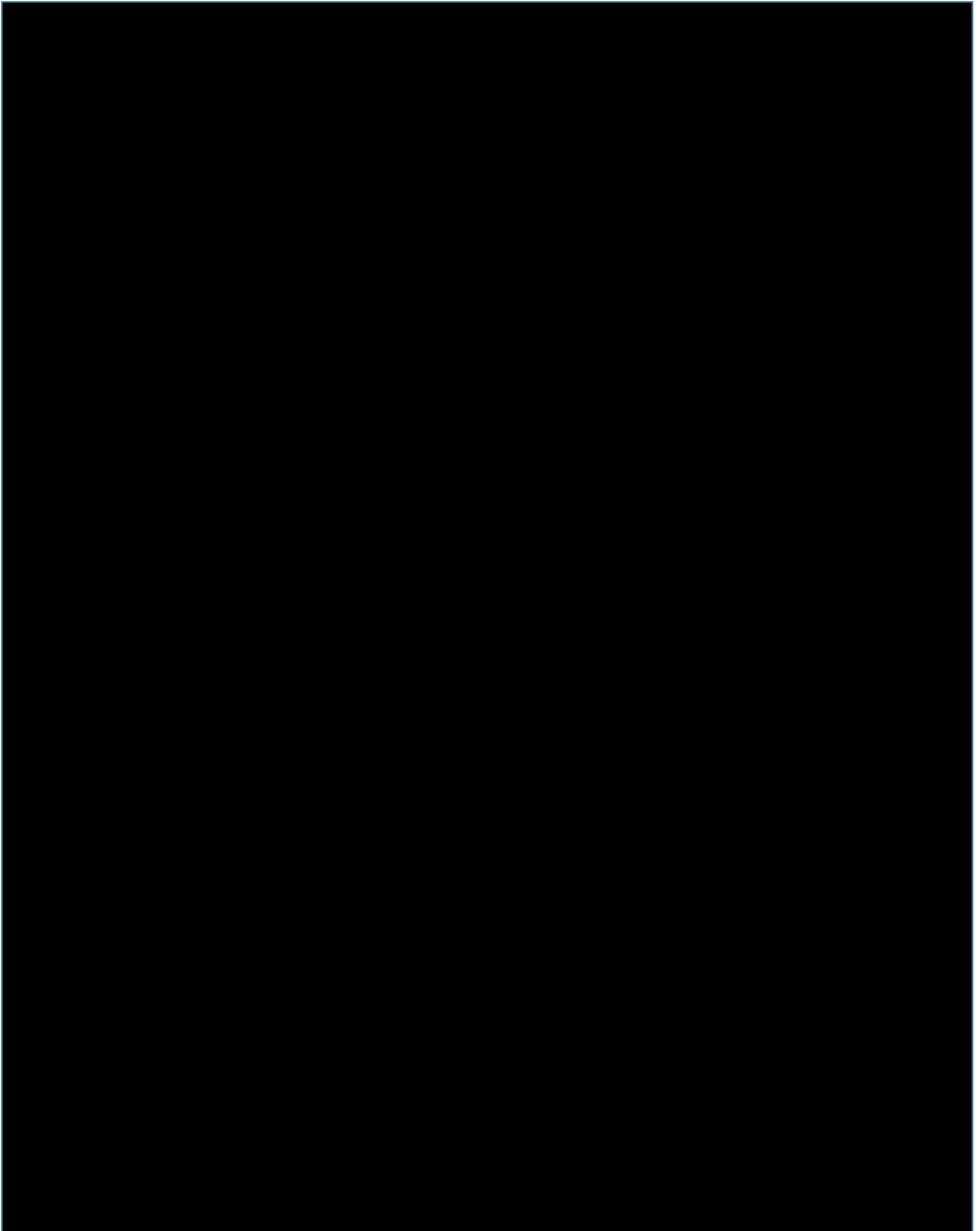


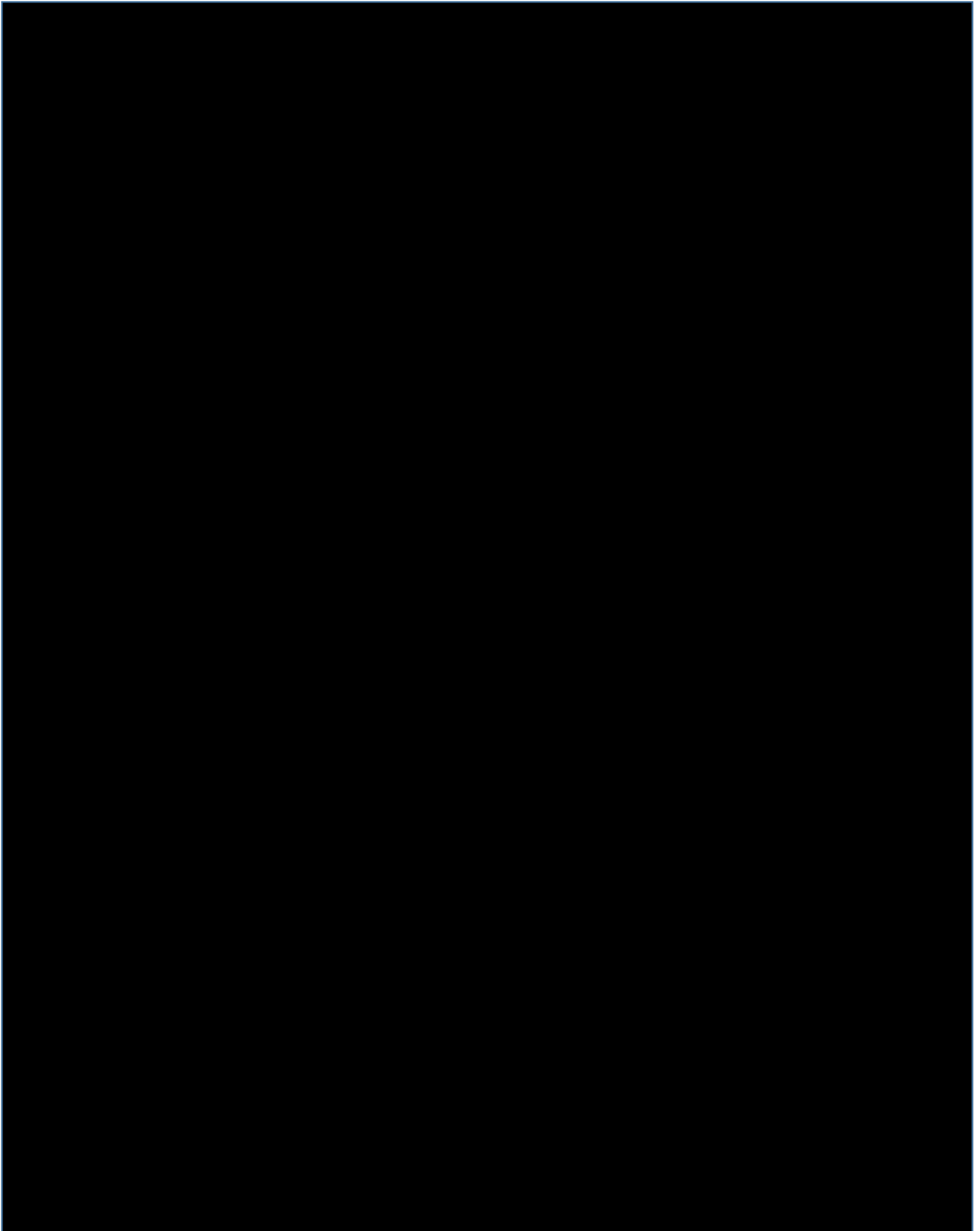


























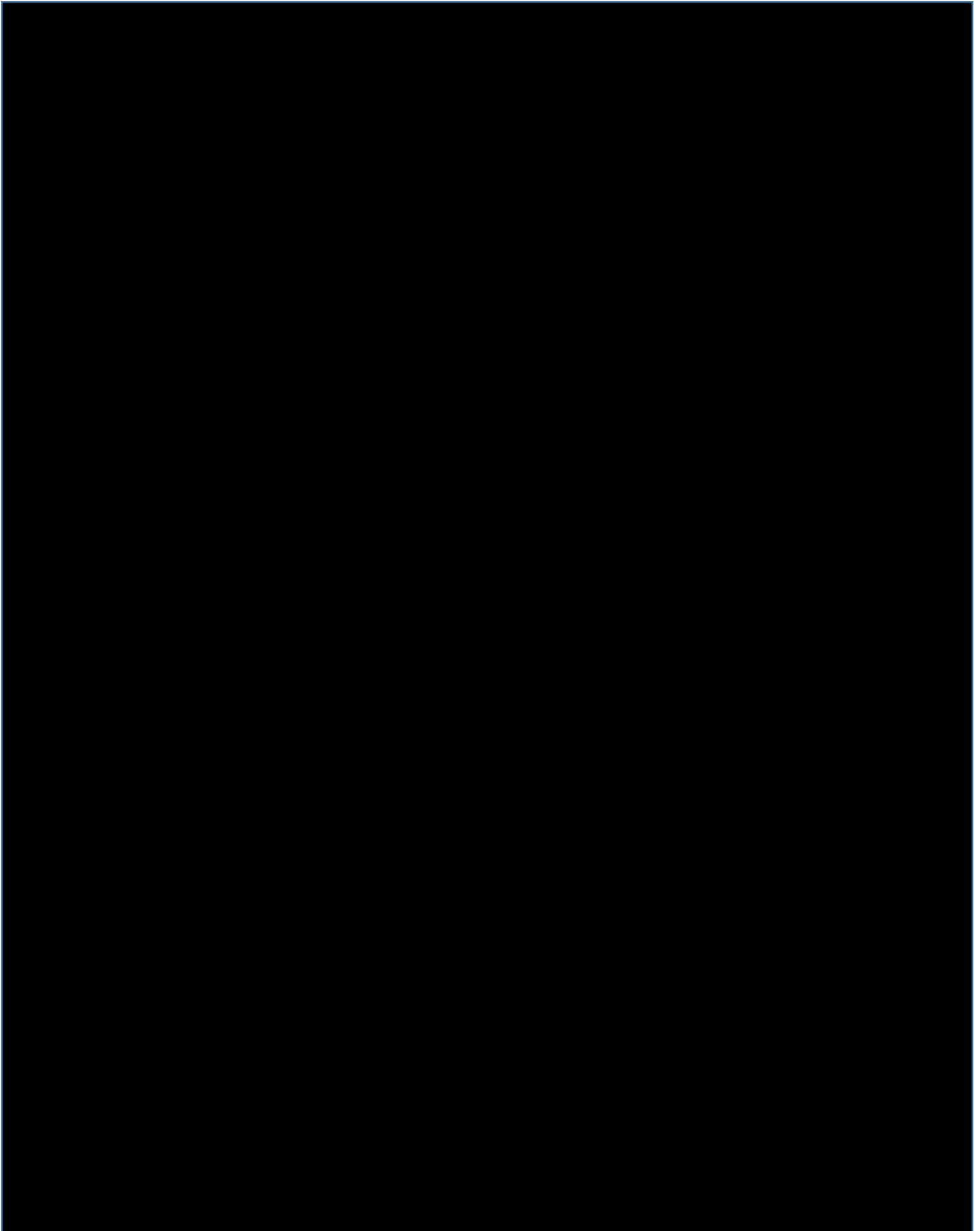








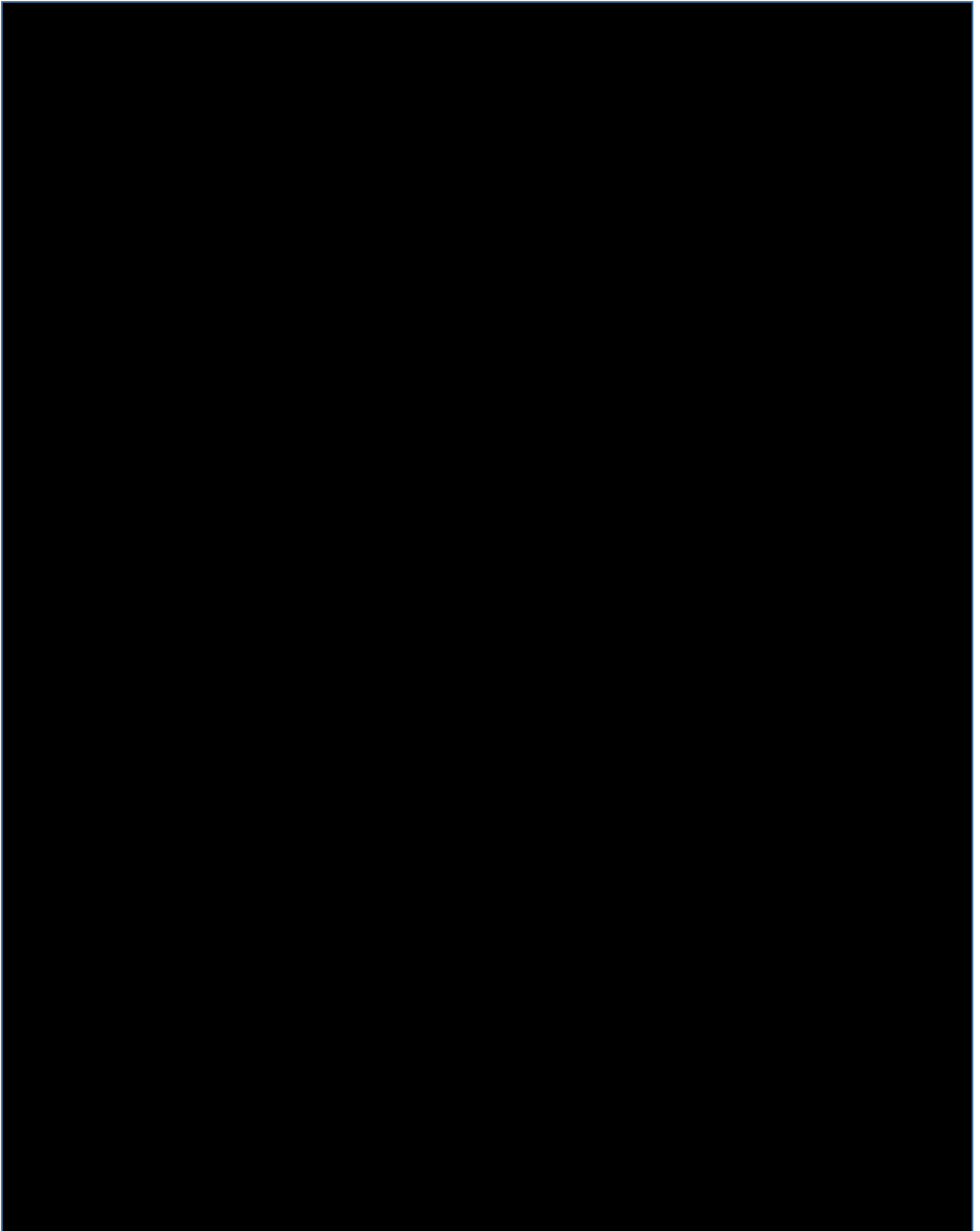


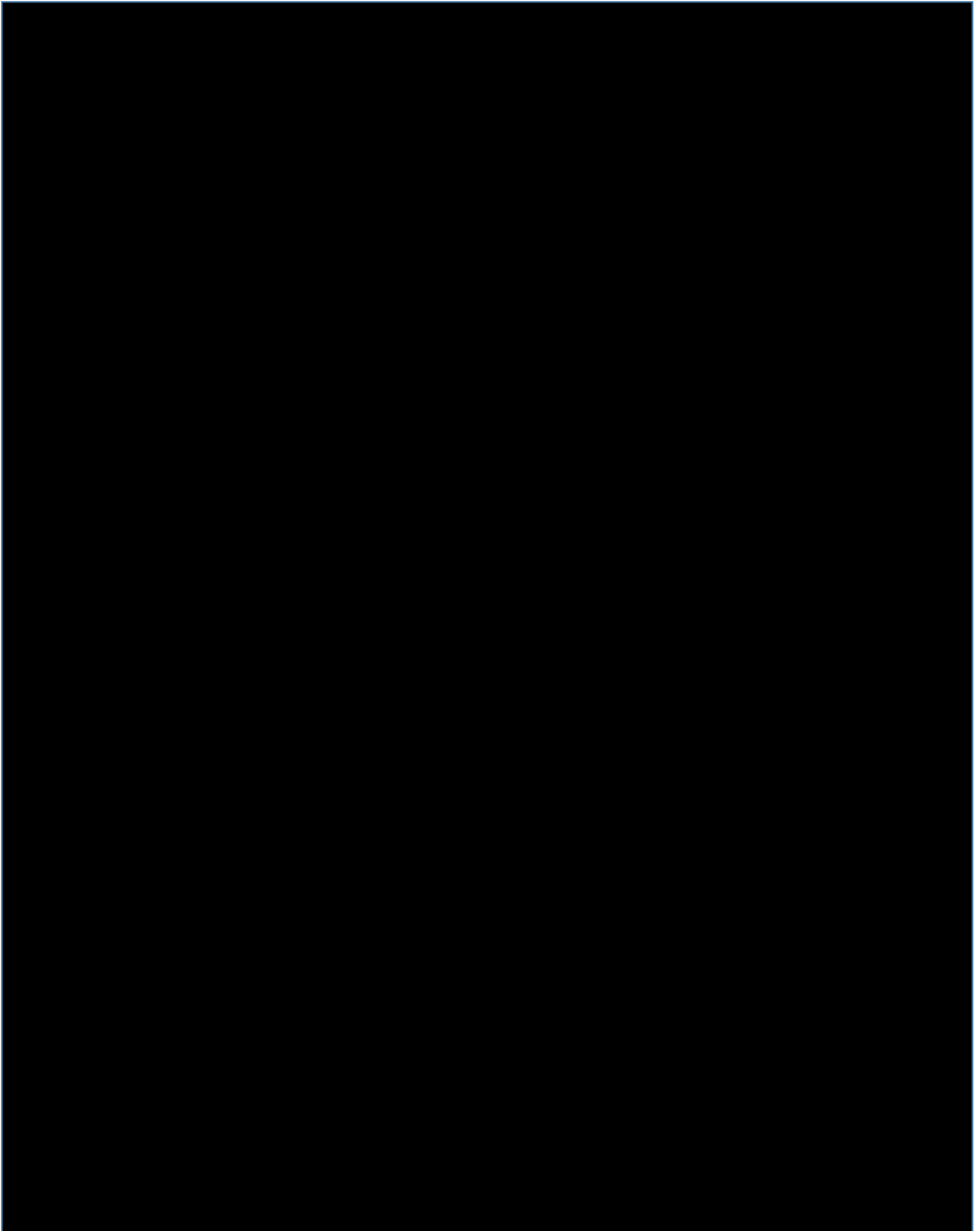














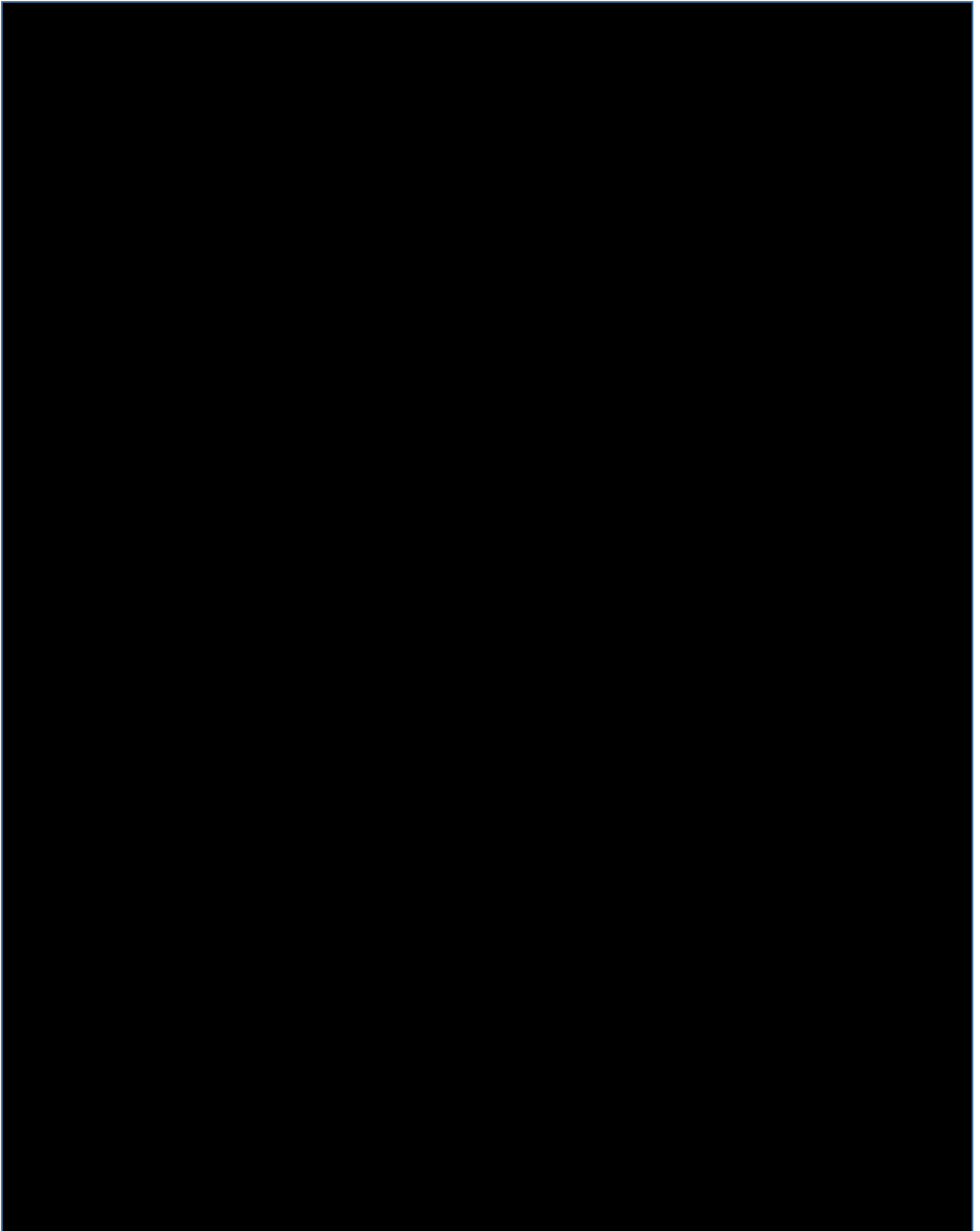


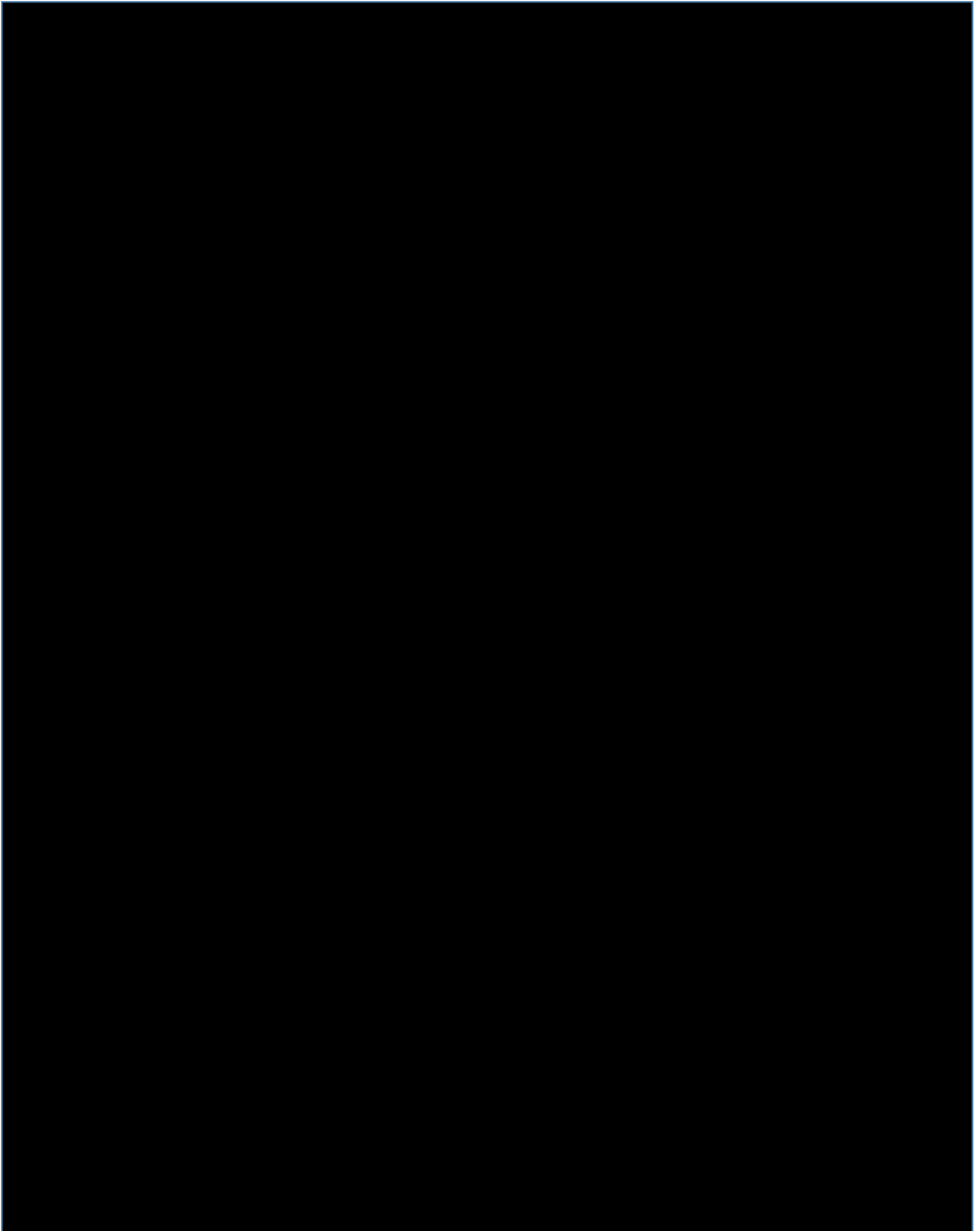










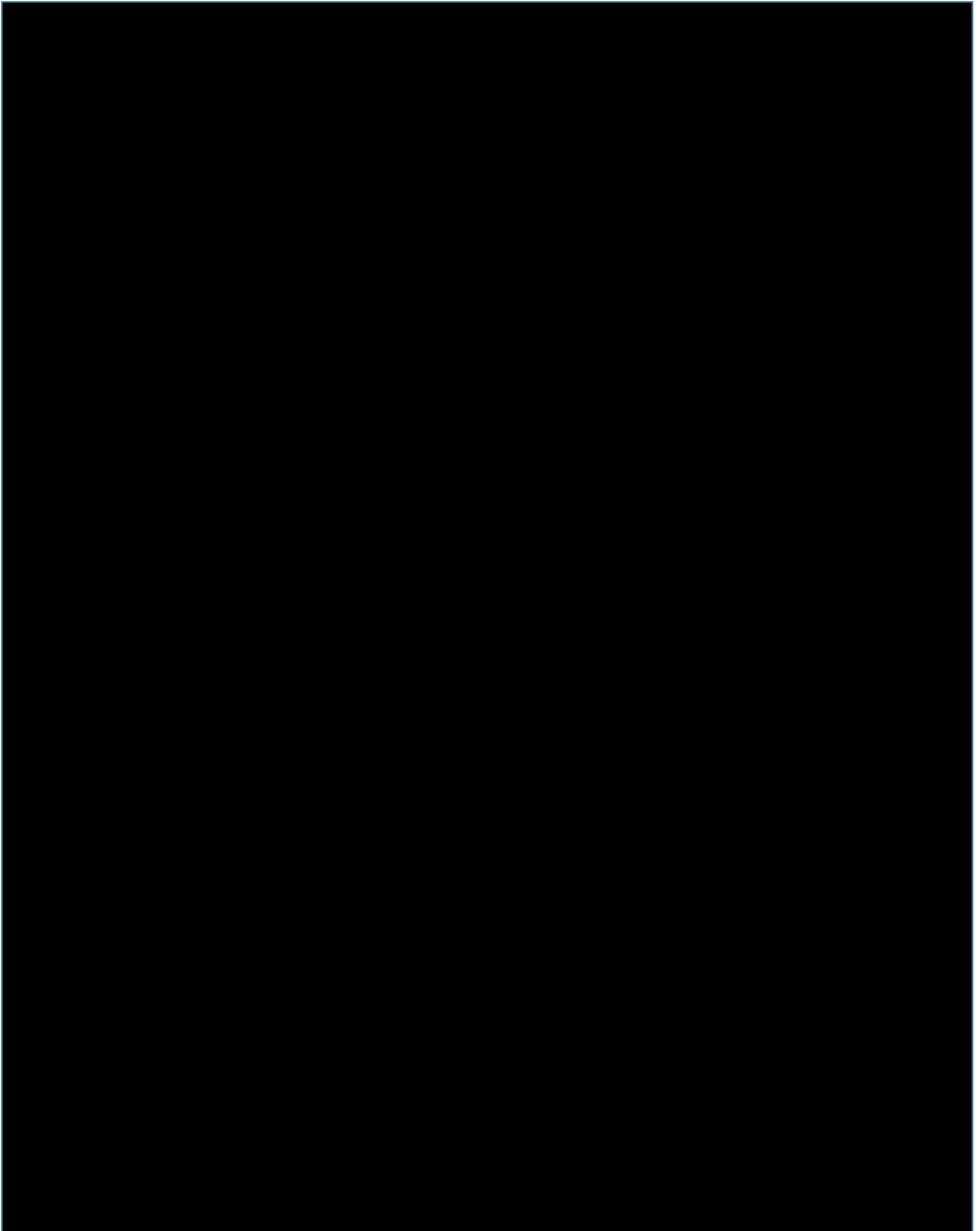






















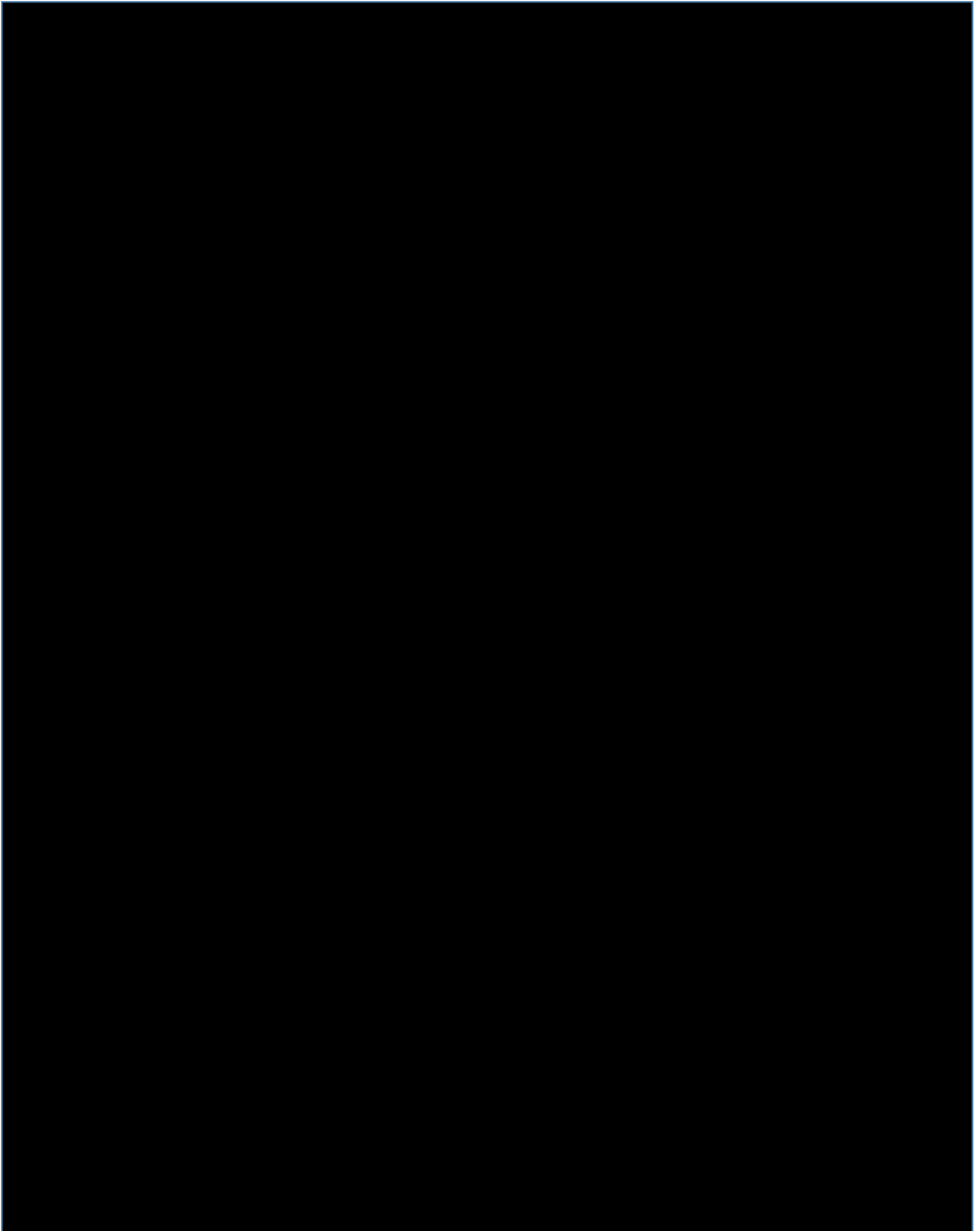


















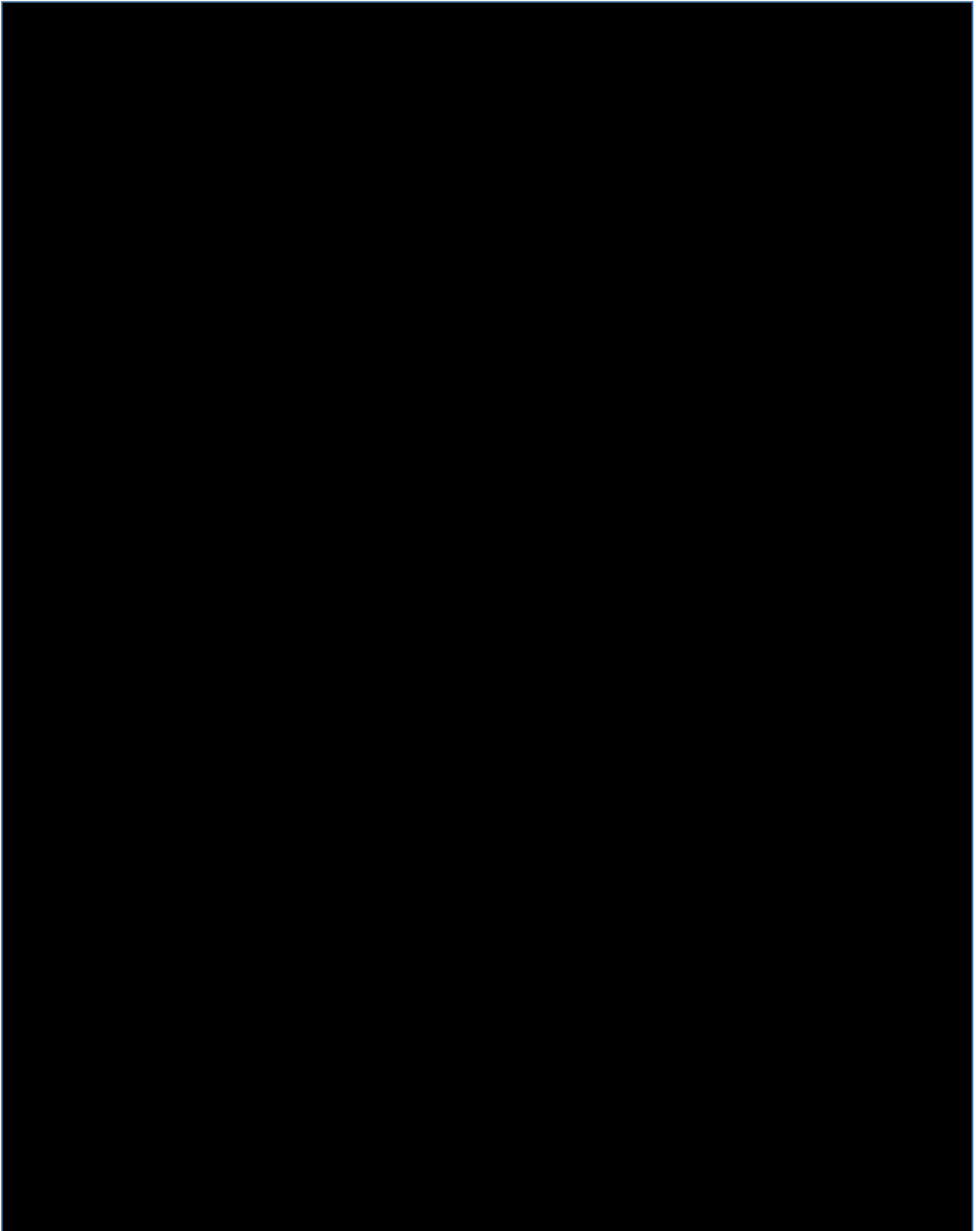


































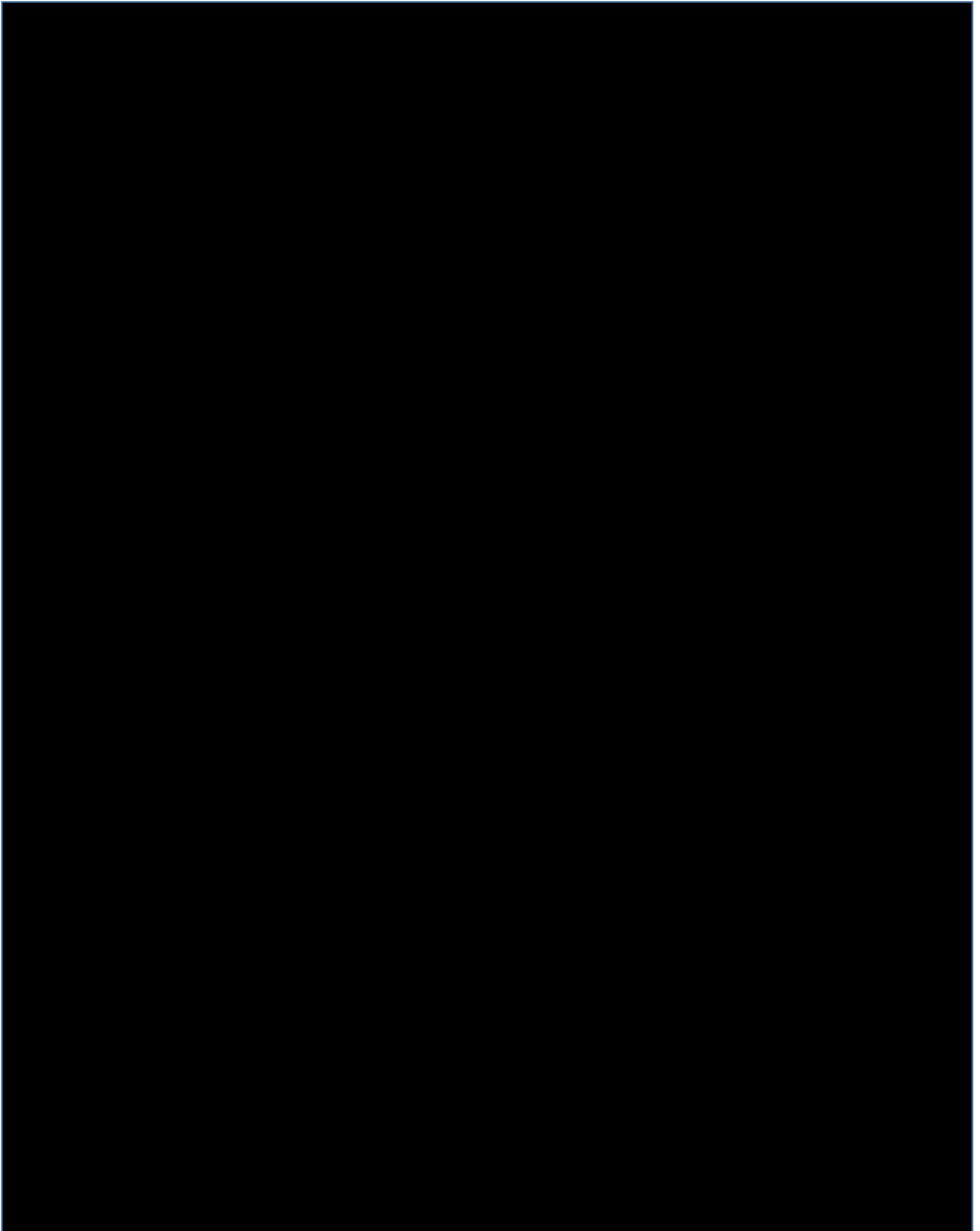








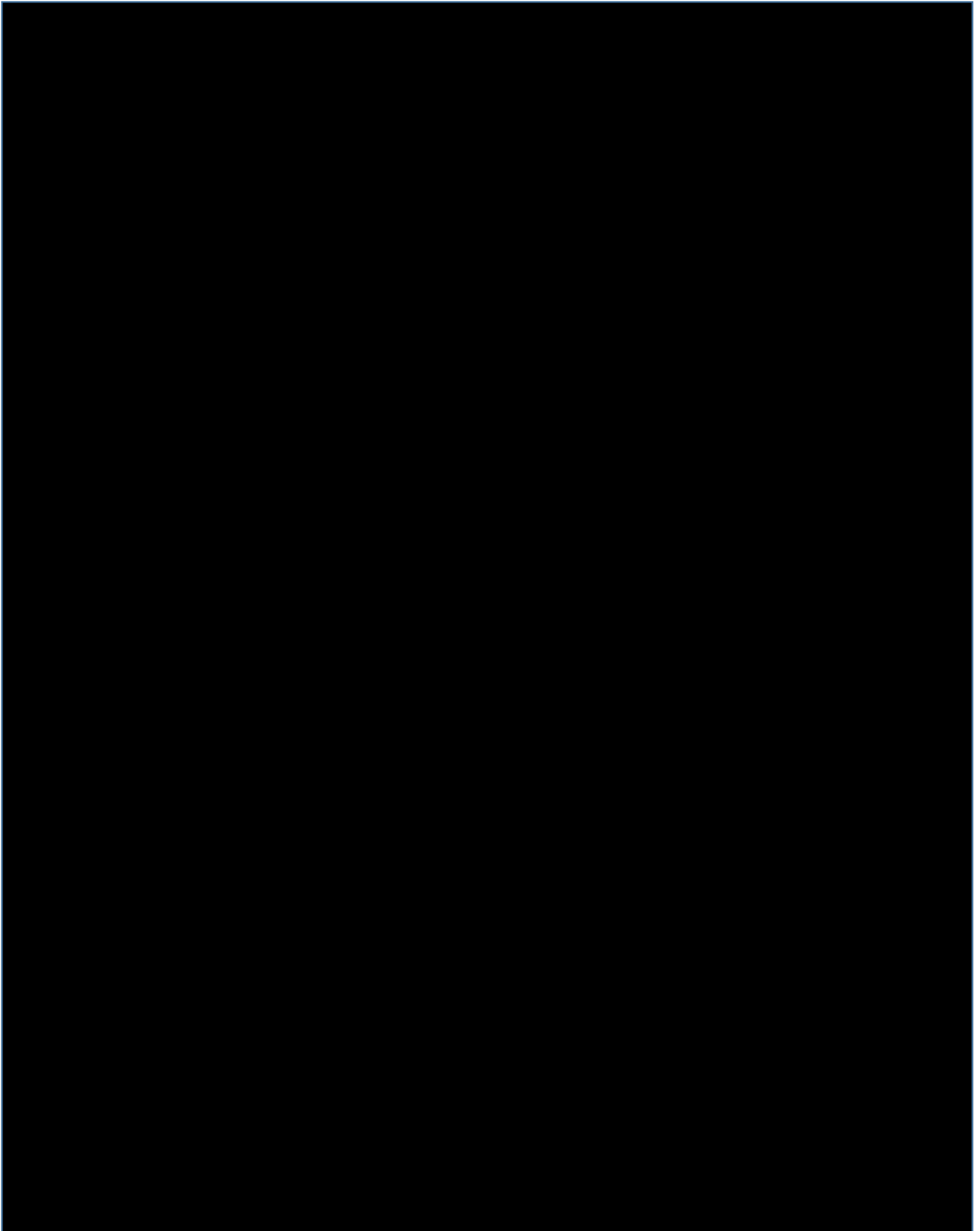


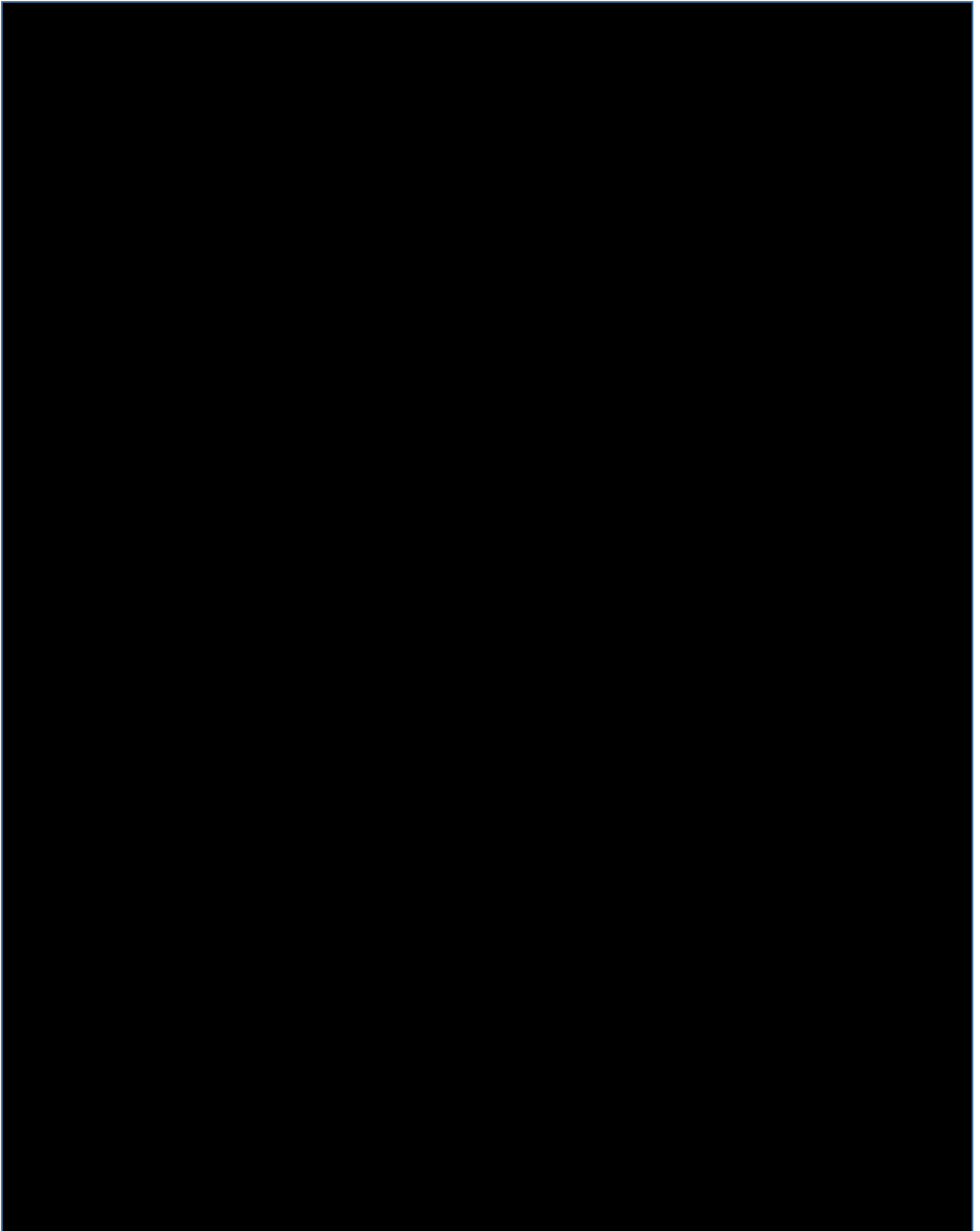






















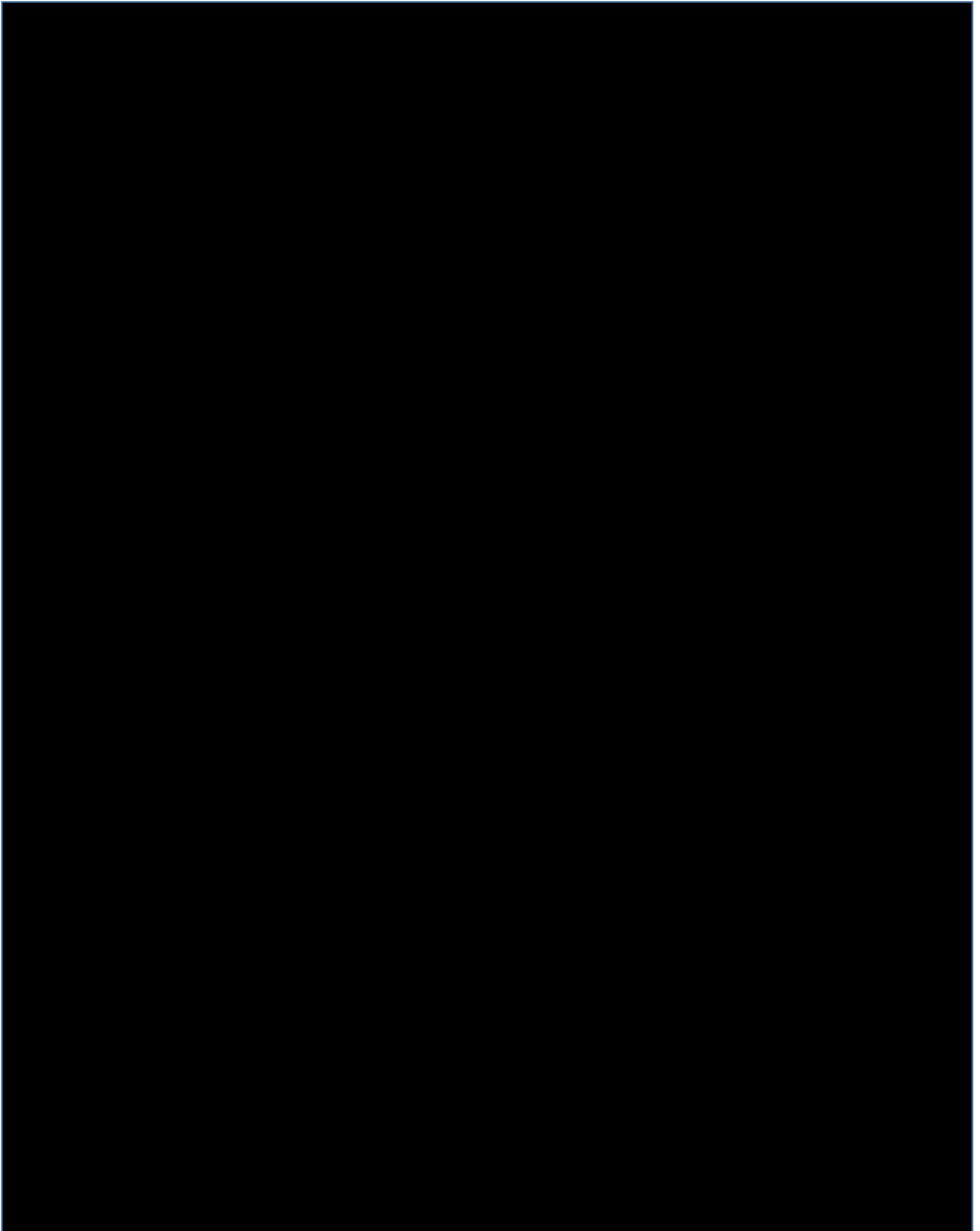










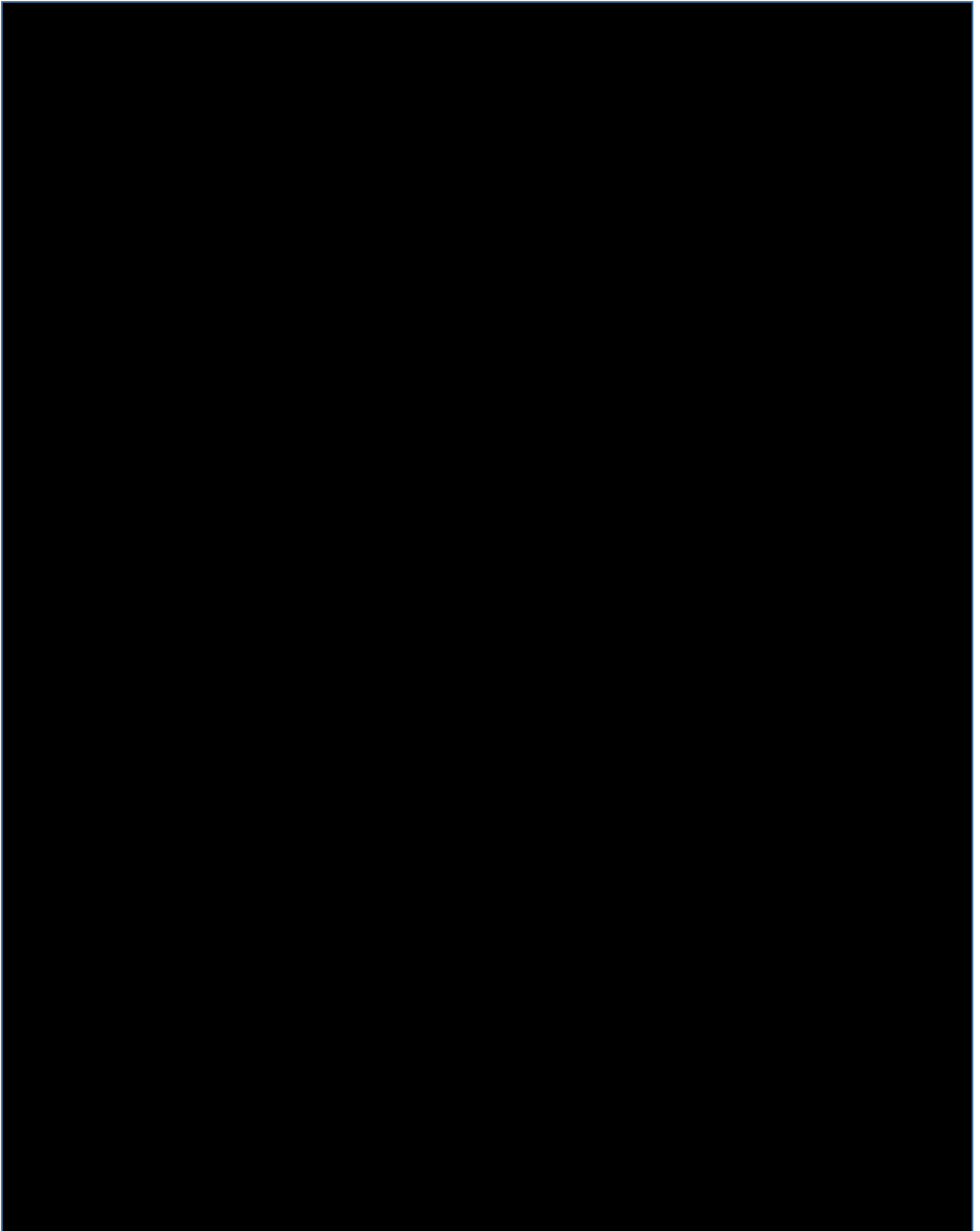






















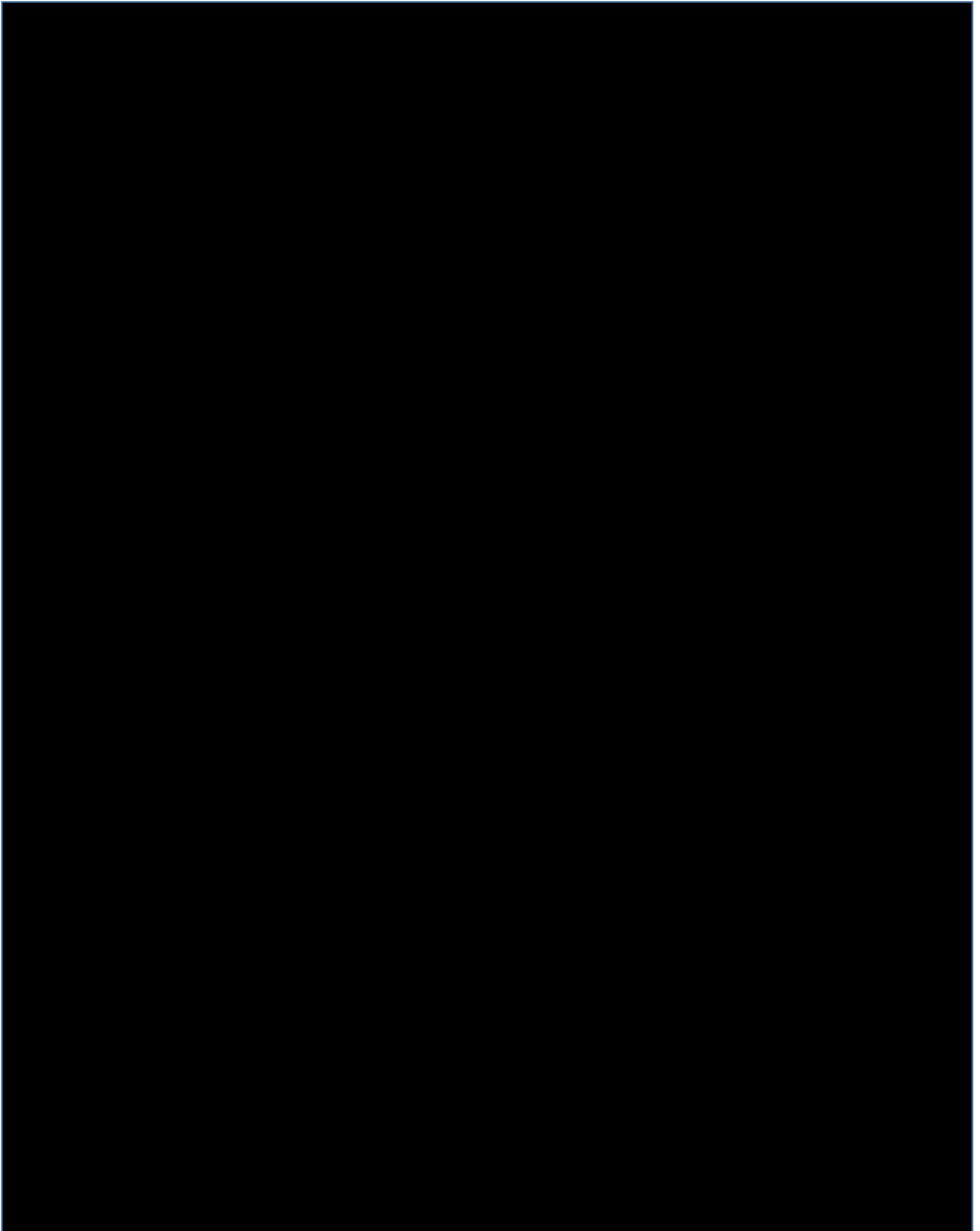










































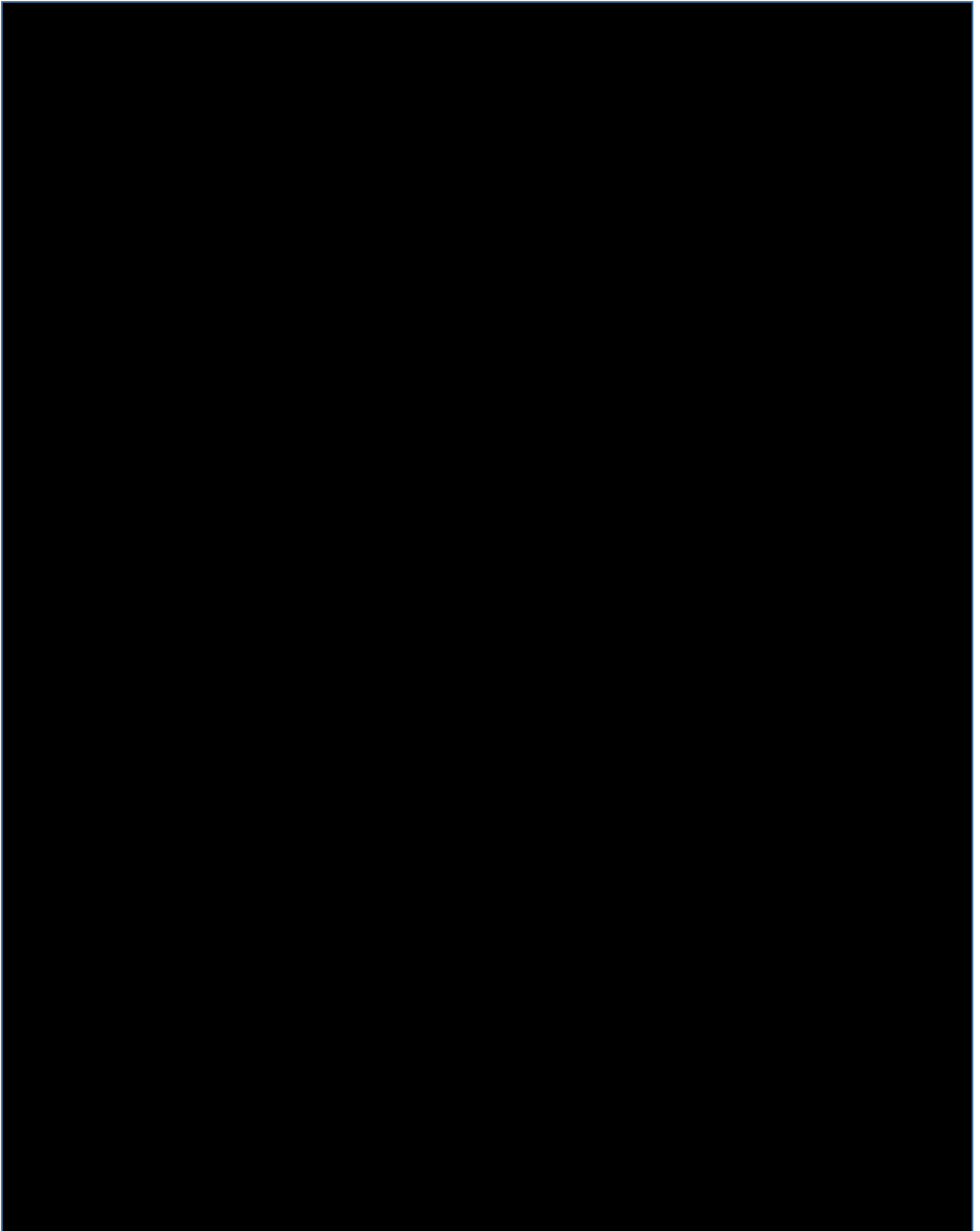












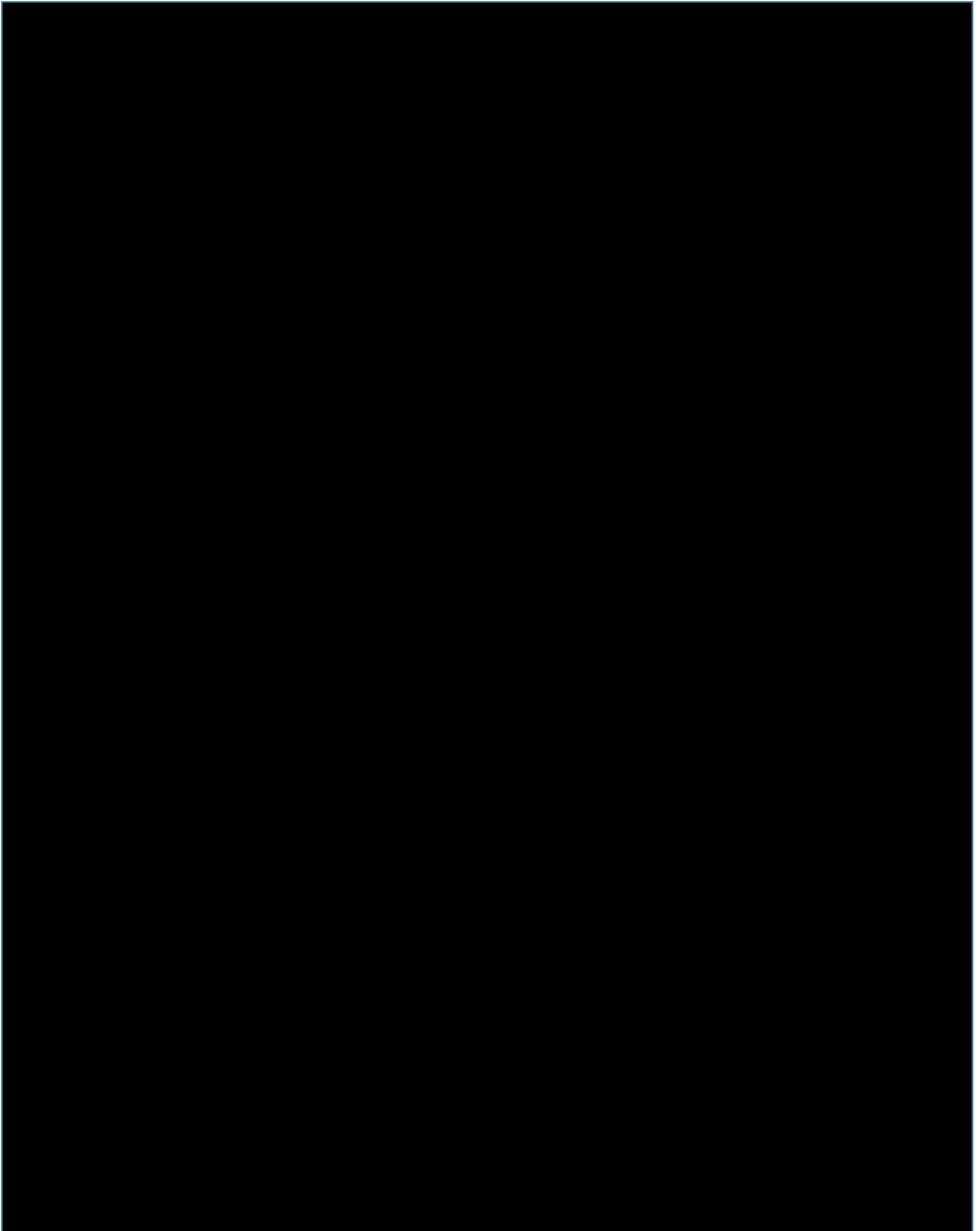








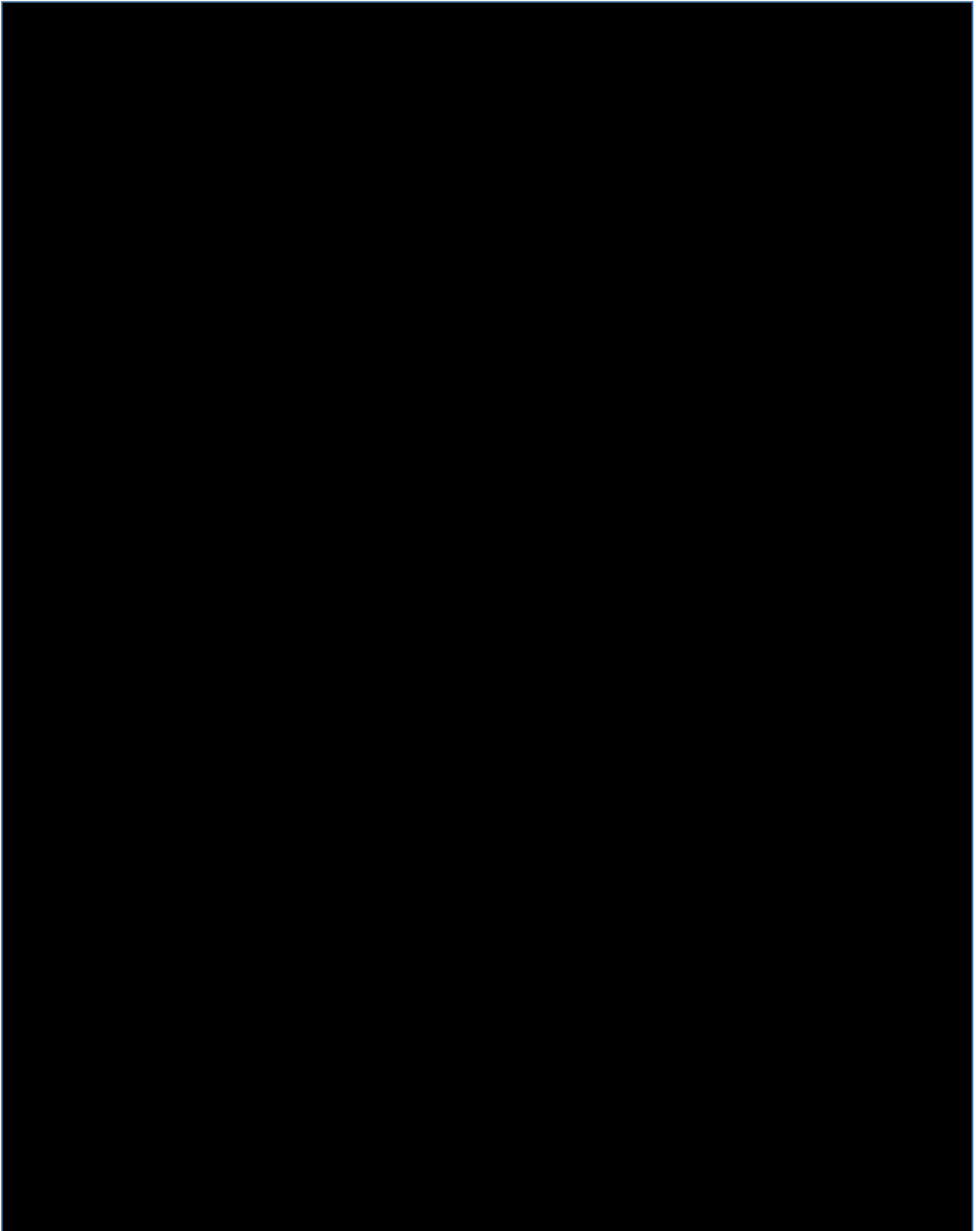






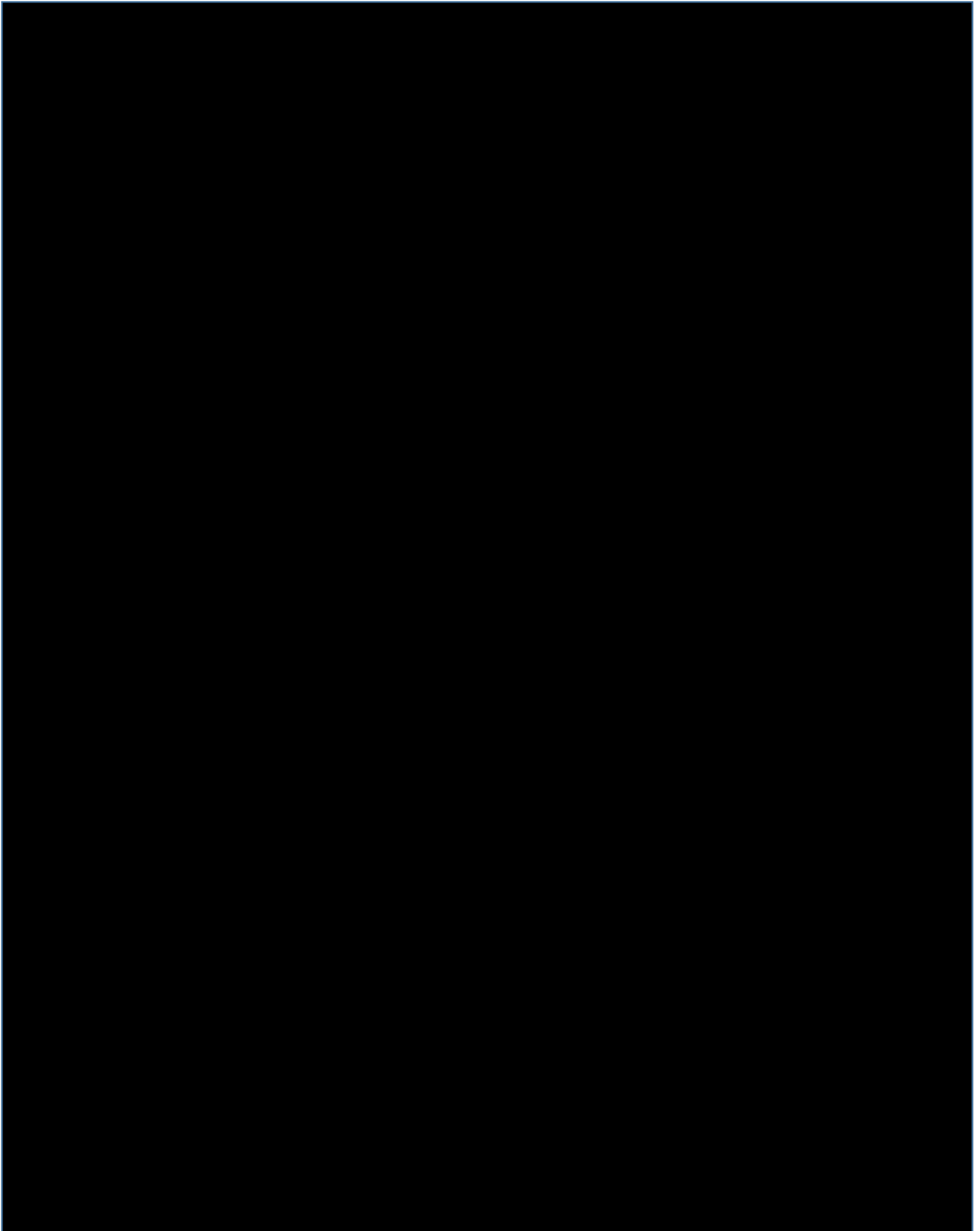








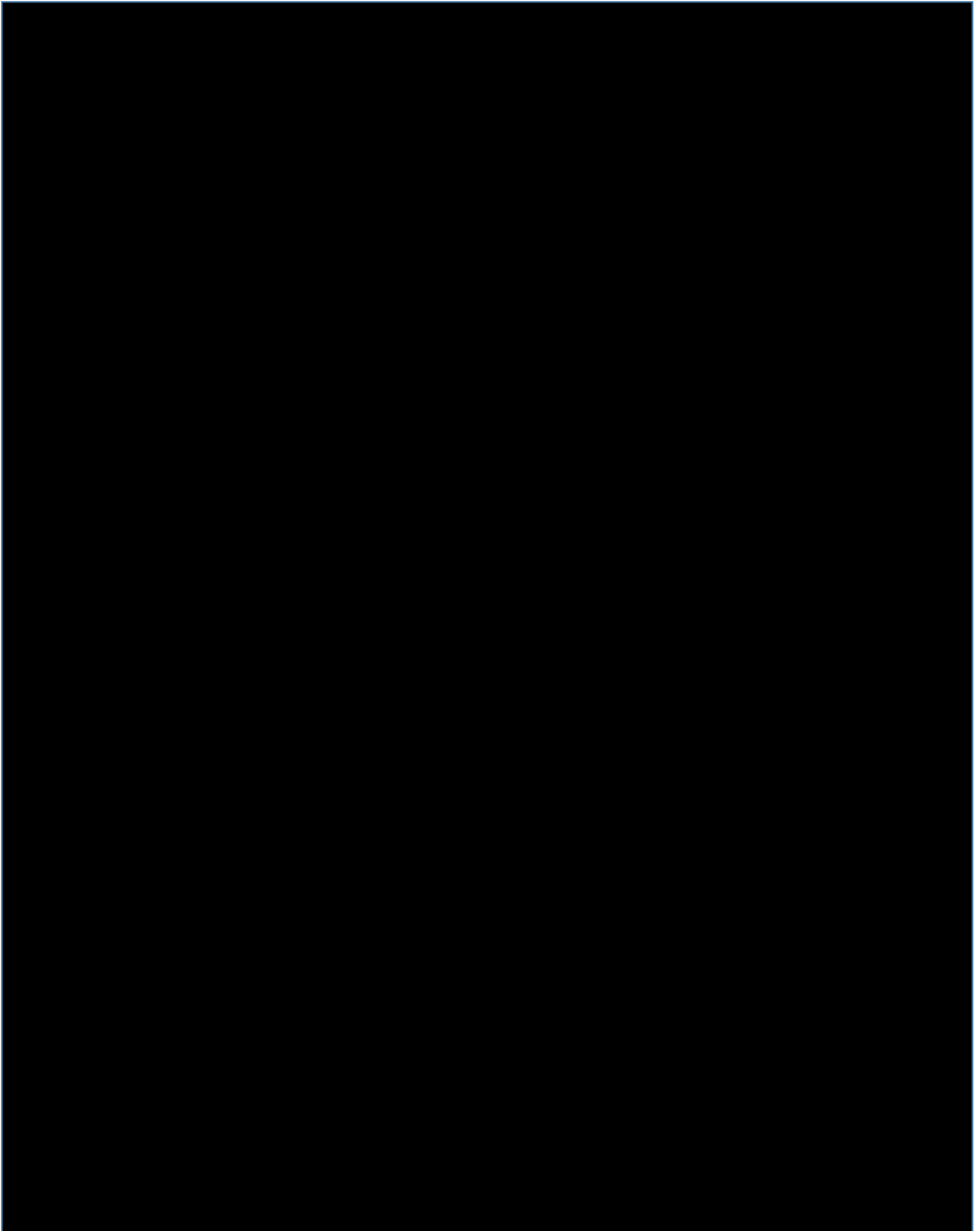








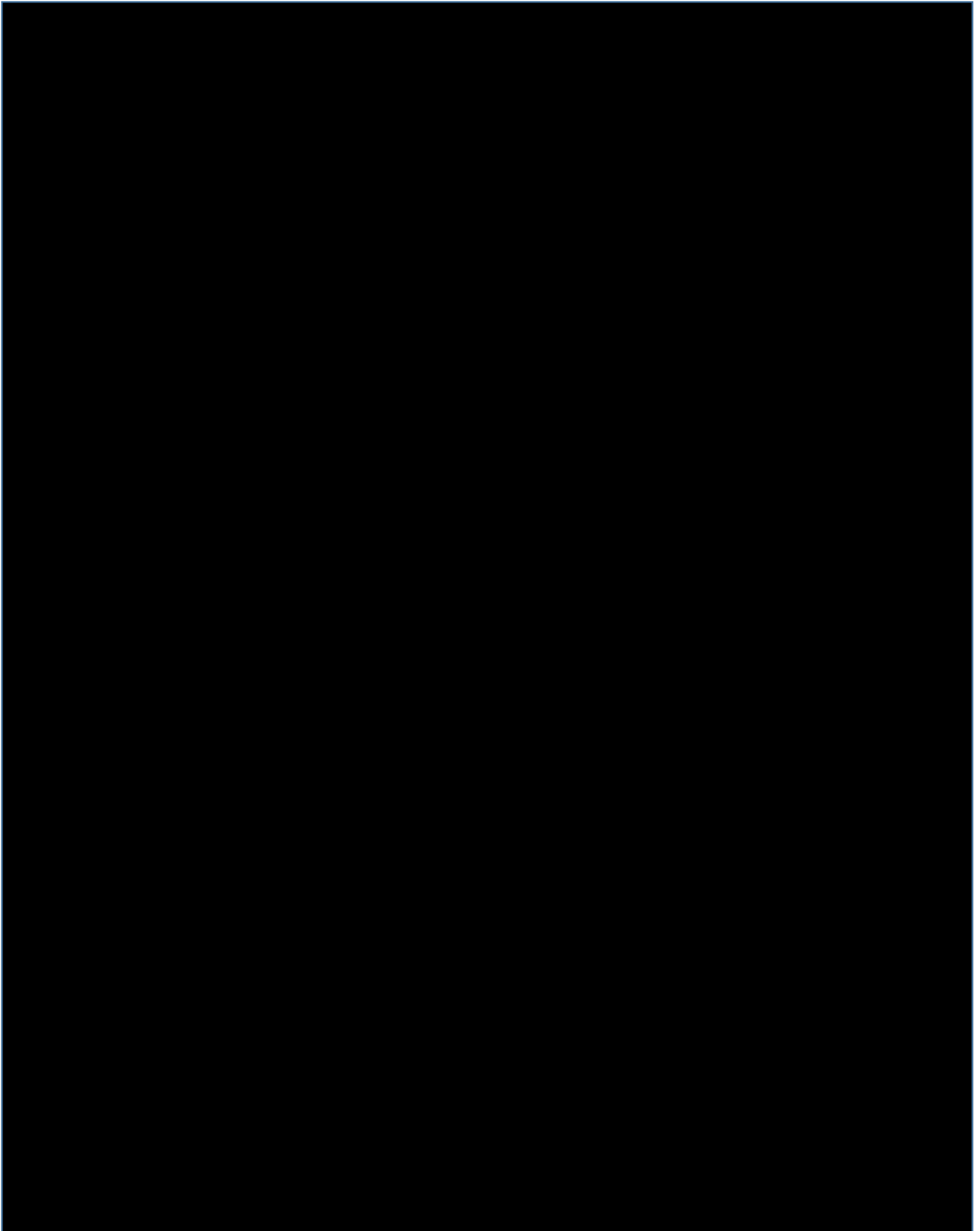
















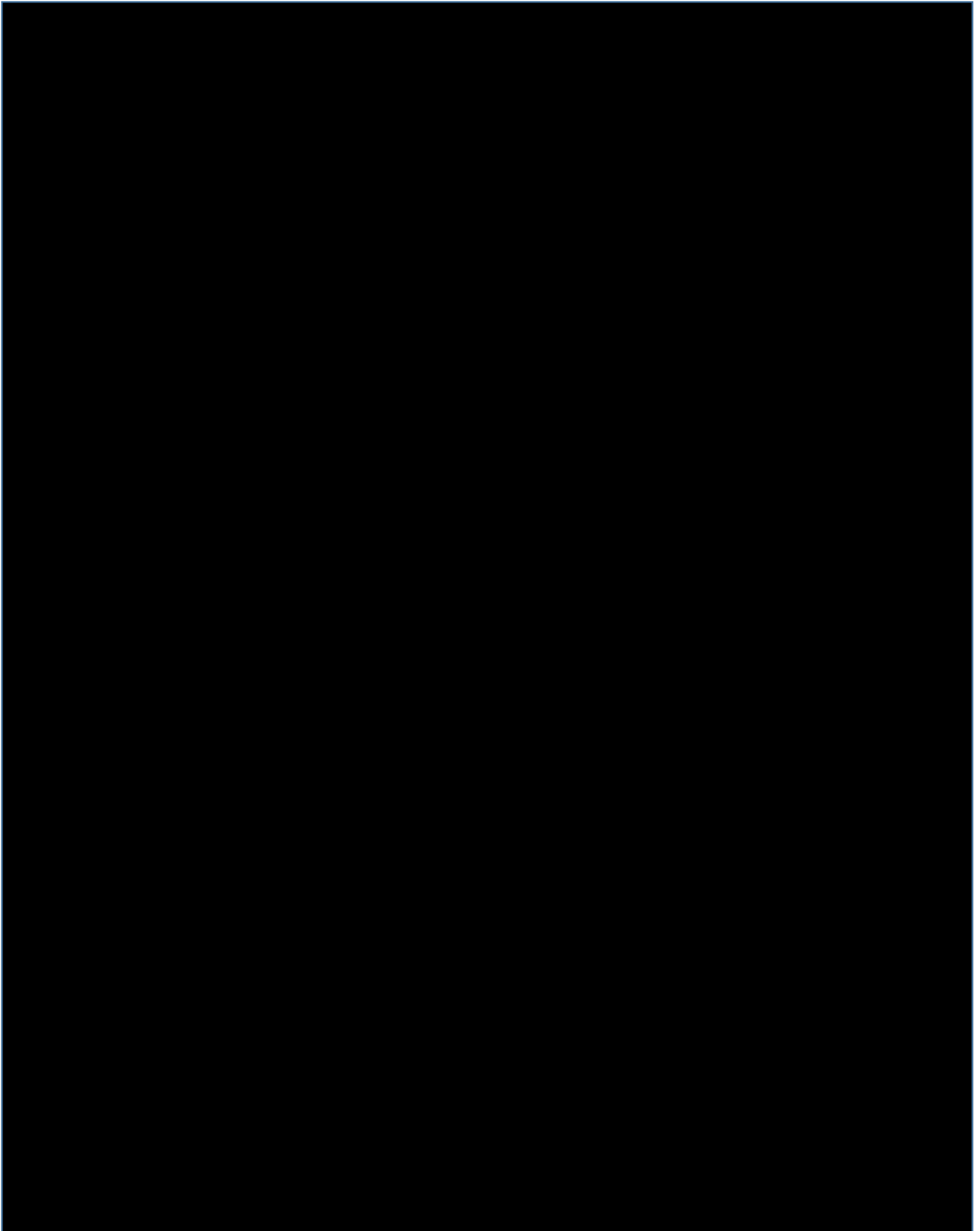


















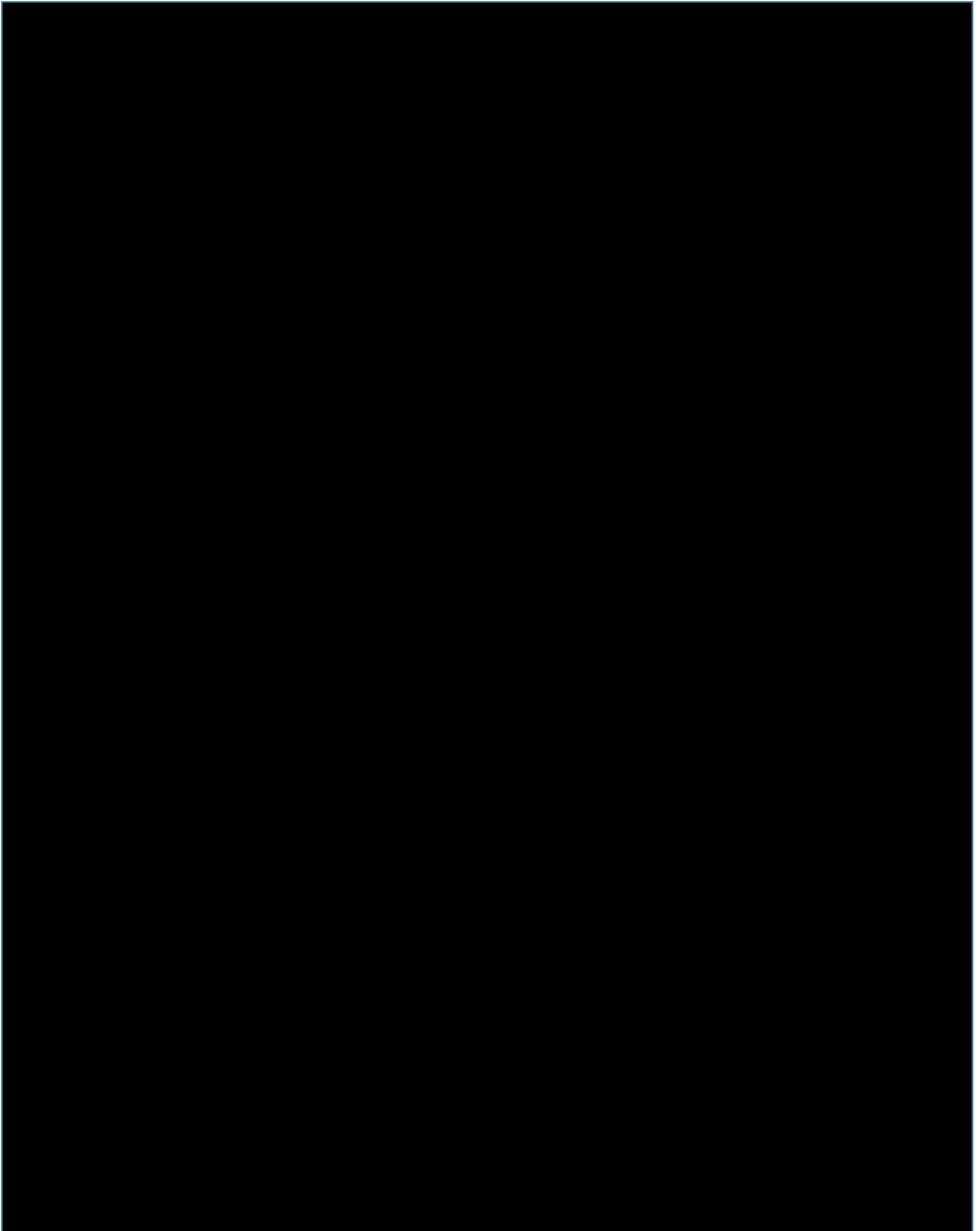


















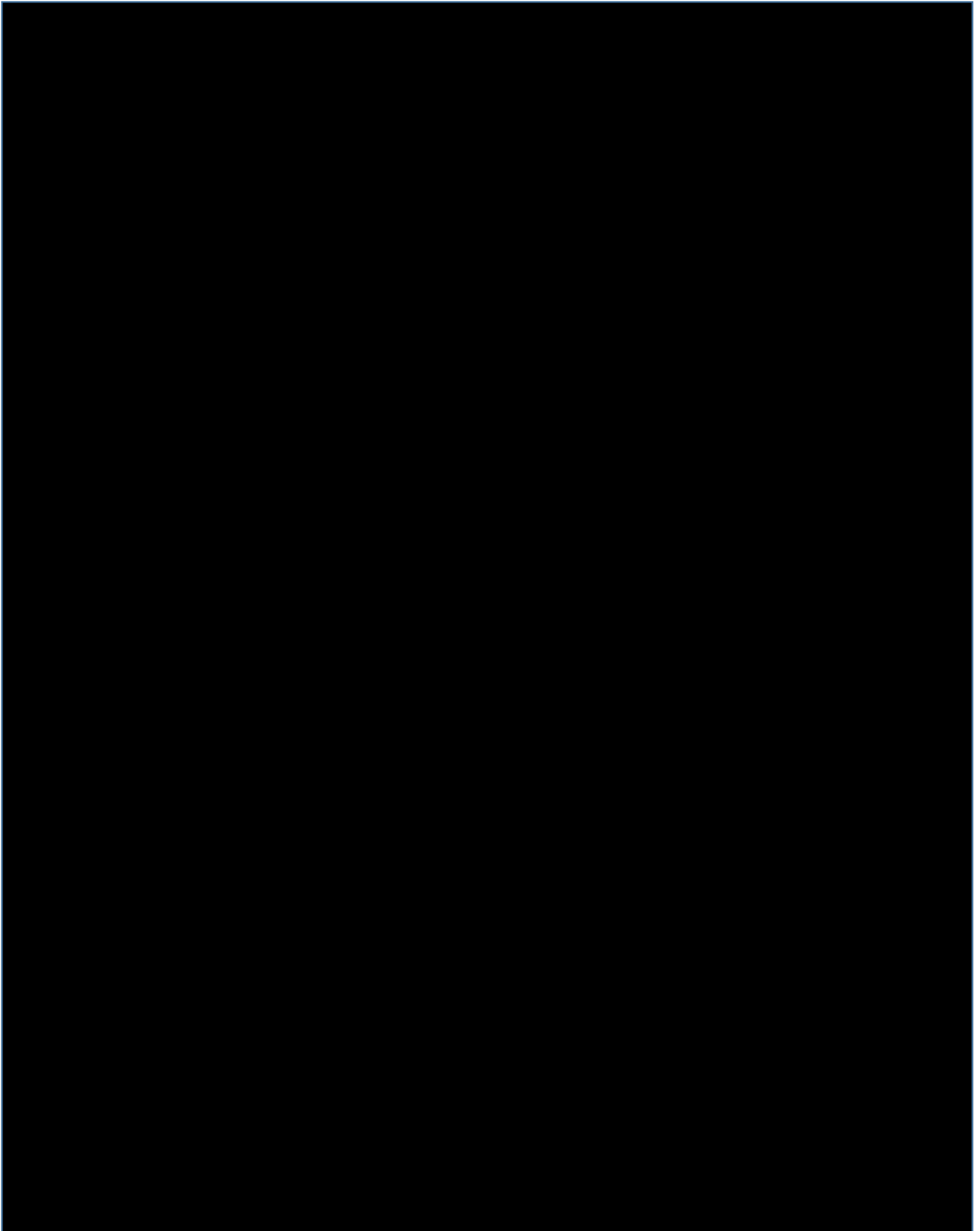














Case Number 733407

Utility	National Grid - Upstate	Complaint Type	SRS - Complaint
Cust. City	Syracuse	Complaint Code 1	Threat of Termination w/in 72 hrs.
Created	9/7/2017	Complaint Code 2	Deferred Payment Agreement

Details << 10/03/17 - 08:53 - Maureen Jukes >> - 1. What is the name and telephone number of the person you spoke with at the company?
2. What was the company's response to your request?
3. What resolution are you seeking at this time?
1 Customer spoke to Karen
2 Customer was told she had to make the payment by 9/8/17 it was a one last time and courtesy hold. Customer made the payment reviewed companys response no where in the company notes is it mention for the customer to send back a signed DPA Customers services were shut off on 10/2/17 for failure to sign and return DPA (customer states she did not receive DPA was going back on prior) she was transferred to Karen at NG who advised customer her services would be restored by 5:00 pm, 10/2/17
3 Customer wants service restored as soon as possible,
<<10/02/17 - 14:00 - Michelle Geloso - >>Customer called, states her services were shut off today and that they shouldn't have because she had set up a payment agreement already. Customer states NG says they will restore her services within the next 24 hours, Customer states she needs services sooner because she has a fridge full of new food and does not have any money for more food if it goes bad. Customer states NG did this because she contacted DPS. Per RR, CAGed customer to Karen at NG.
<<09/07/17 - 09:54 - Shatalya Hendricks - >>1.Is service on or off?
2.Did you receive a disconnection notice and do you have it on hand?
3.If service has been turned off or disconnected, when was it disconnected?
4.What is the total balance owed on the account?
5.What amount does the company say it needs to avoid turn off or restore service?
6.Have you had a deferred payment plan?
7.Is the amount requested to catch up on a deferred payment plan?
a. Is this a minimum deferred payment plan?
b. Do you remember the terms of the deferred payment plan?
c.Was the deferred payment plan agreement signed?
8.When was the last time you filled out a financial statement form? What was the result?
9.When was the last payment you made on the account?
10. Have you applied for any financial assistance programs? (HEAP, DSS/HRA/PA, Charities, etc.)
11.How much can you pay and when?
12.Are there any medical concerns in your household that require gas or electric? (Life Sustaining Equipment, Medical, Elderly, Blind, or Disabled)
a.Did you let the company know about the situation in your household?
b.If discussed with the company, did you provide the appropriate paperwork and when?
13.What resolution are you seeking at this time?
1. On
2. Yes
3. n/a
4. \$6349.64 on bill but states she was told a different amount on the phone.
5. \$193.54
6. Yes
7. Yes
a. Yes
b. \$10+bill
c. No
8. Customer did one this week which showed a negative cash flow,

9. Customer paid \$94.81 July 20.

10. Customer states she applied for HEAP.

11. Customer can pay \$193.54 tomorrow by the end of the day.

12. No

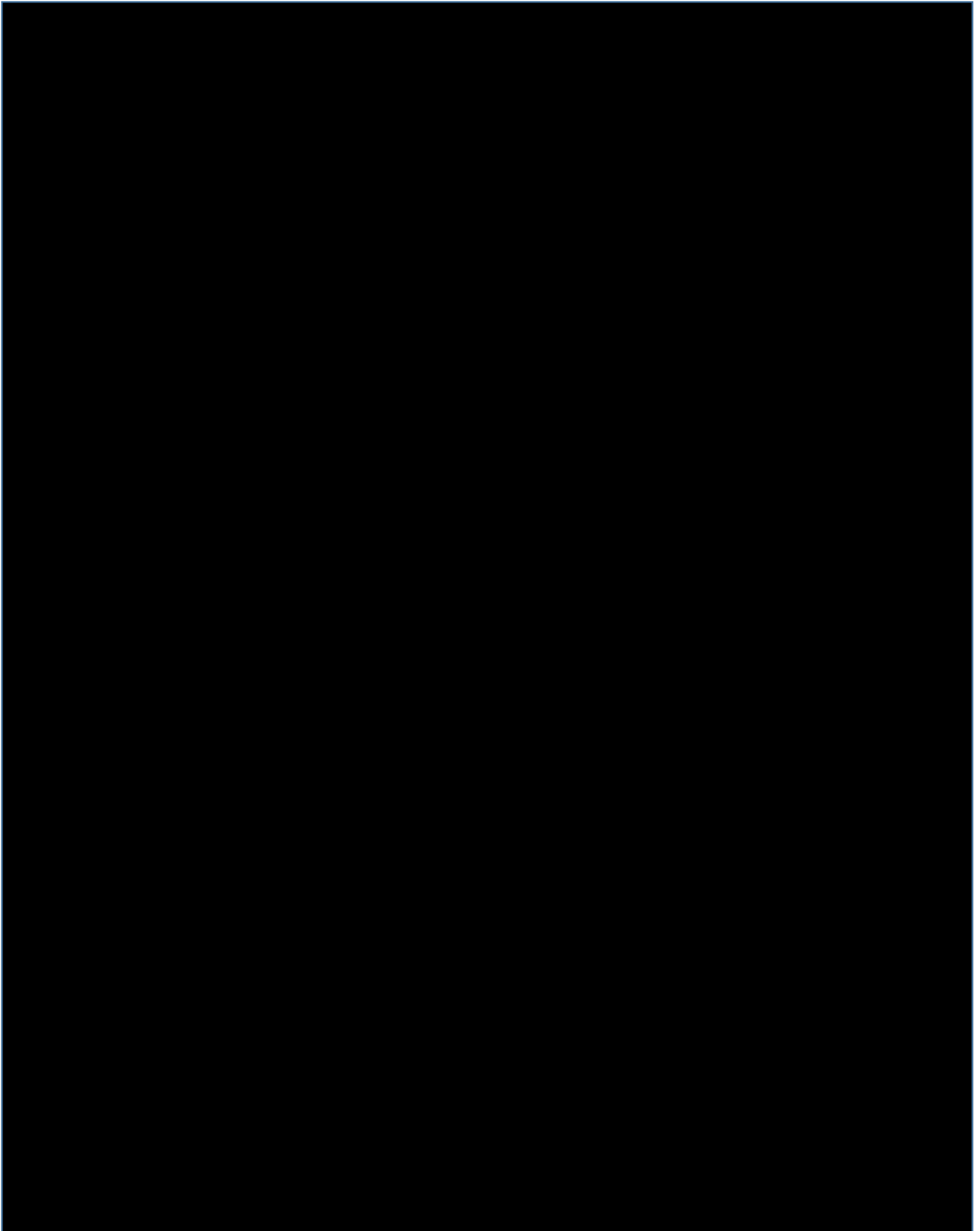
13. Customer states that she missed her dpa payment due to a death in her family. Customer states she called the company on tuesday to get an extention to make the payment on friday but was told that she would be disconnected by one rep and told that she had to make the payment in the morning. She states that she never received a notice. She asked when she was scheduled for shut off and was told that they could not provide that information. Customer is asking that the company accept her payment tomorrow evening to keep her on the dpa and avoid service termination.

DPS
Determination

<<10/06/17 - 14:55 - Linda Fonville - >>>After reviewing National Grid's records, you were offered a minimum dpa (\$10 per month plus your monthly bill), which covered the balance of \$6,279.37. The down payment of \$193.54, was due on September 19, 2017. The company required you to signed and return the dpa form to show that the dpa has been accepted. Since the form was not returned, National Grid posted in its records that it was refused and your service was disconnected on October 2, 2017. Once the company received our escalated case, it was brought to National Grid's attention that you have not received the form. Another form was mailed to you and your service was restored.











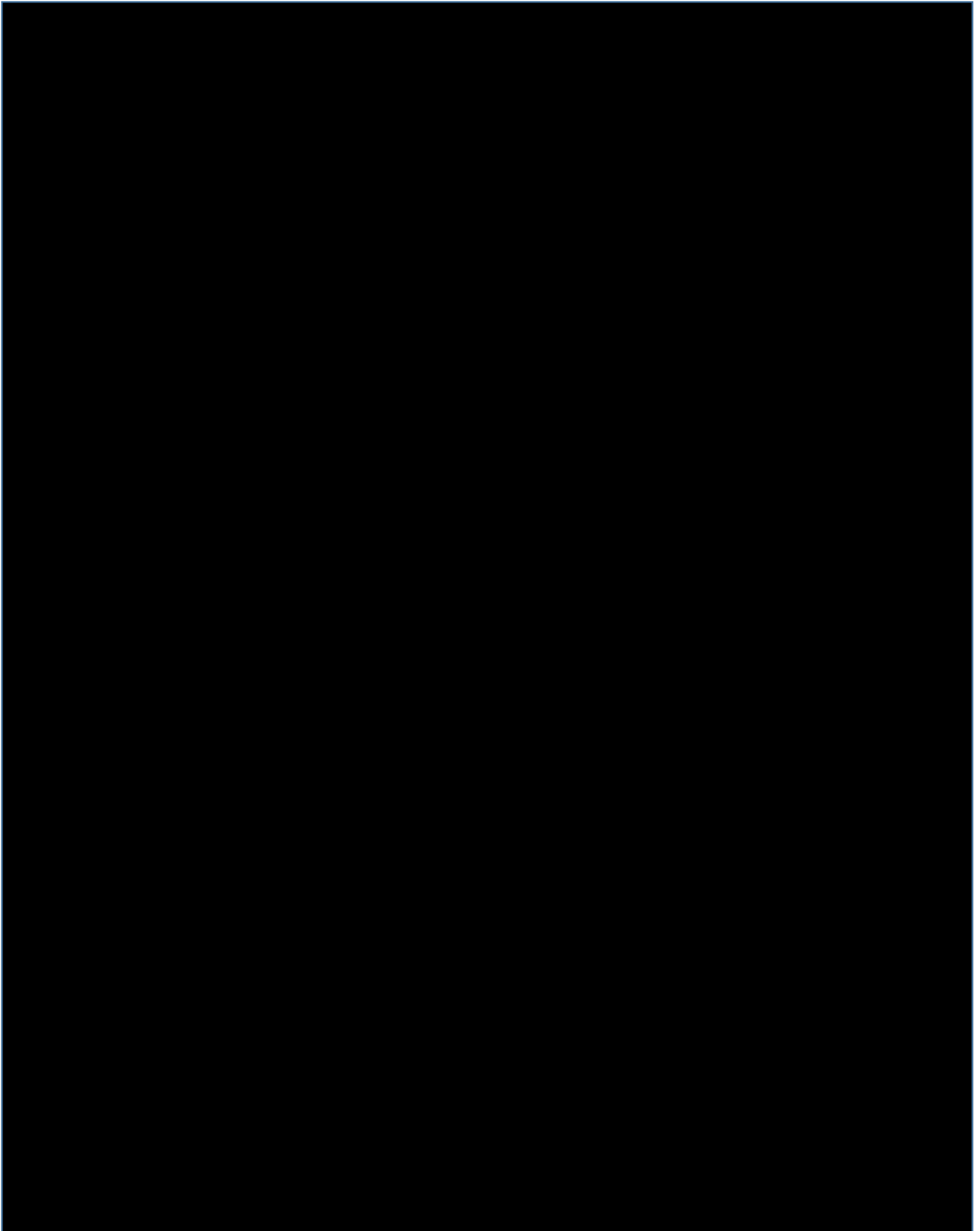


















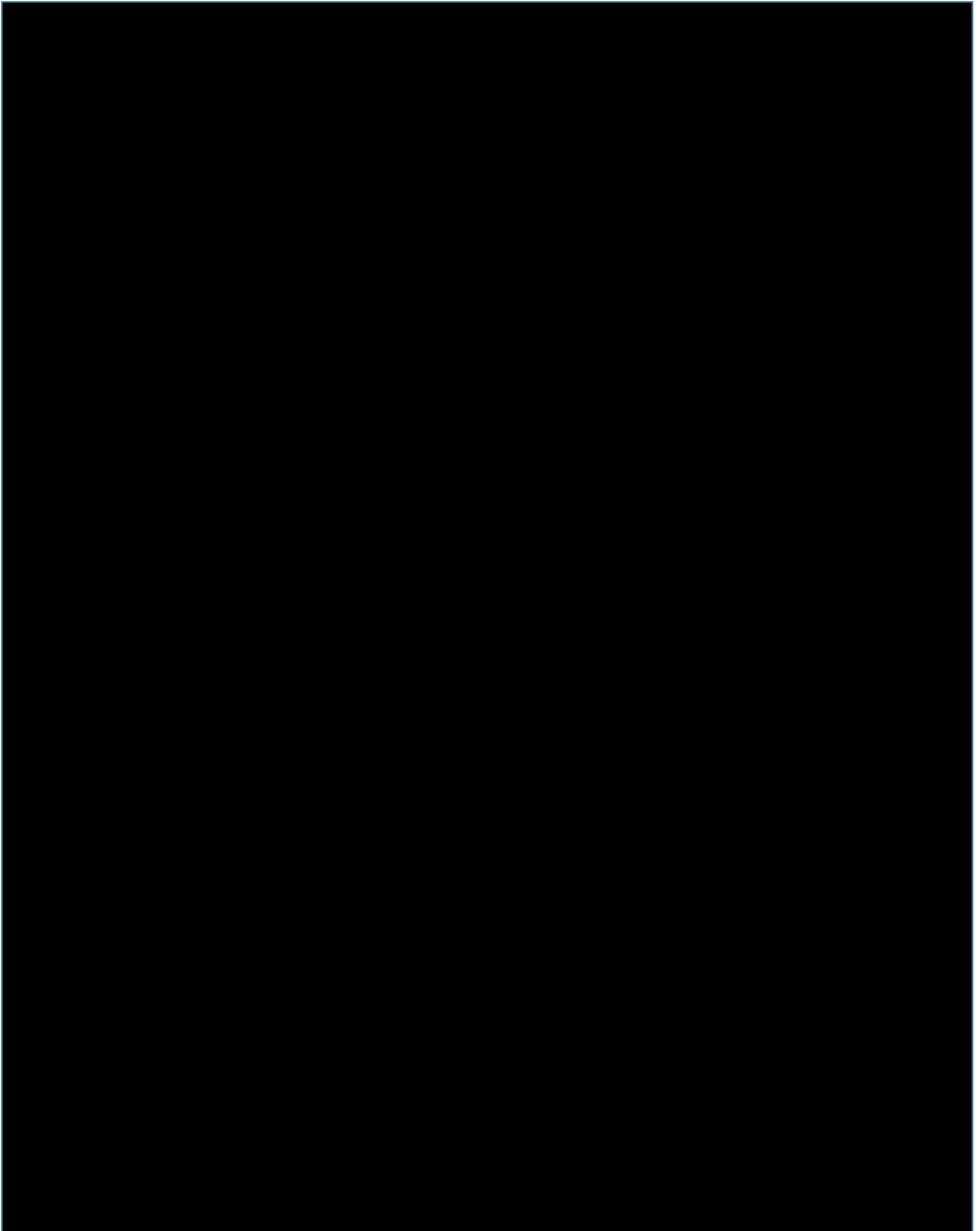












Case Number 733681

Utility	National Grid - Upstate	Complaint Type	QRS
Cust. City	Amherst	Complaint Code 1	Threat of Termination w/in 72 hrs.
Created	9/8/2017	Complaint Code 2	Deferred Payment Agreement

Details <<09/08/17 - 16:02 - Christina Deans - >>
 Customer entered [REDACTED] as their account number from bill.
 Customer indicated service for Residential
 Customer has NOT contacted NYSPSC before

Problem they are experiencing :
 I am experiencing a problem with communication with the company. I am suffering from mental health issues with a child and in the past, have mandated Evergreen Health Services to speak on my behalf. I have provided National Grid with several authorizations from Evergreen Health Services. On 9/8/17 Evergreen Health Services contacted the company on my behalf and the company refused to speak with him. Currently, my service is scheduled to be terminated and my care coordinator Brody Scronski of Evergreen Health Services can not speak on my behalf. In addition, I have no monies coming in and have applied for ECDSS Temporary Assistance and Social Security Disability. Currently I am awaiting the outcome. At this point, I financially depend on family and friends for support which the electric company is failing to comprehend. I have provided my parents contact number as my phone is not properly working. Therefore I can be reached through my parents line or by mail.

Resolution Sought:
 Due to my mental impairment I am requesting that the company adds Evergreen Health Services, Brody Scronski to my account and be willing to work out a feasible payment arrangement so that I can retain my services.

Resolution Offered:
 Nothing they are looking for payment or terminate services

Disputed Amount: 1075.20
 Disputed Amount Reason:
 Requesting a feasible budget plan

DPS
Determination



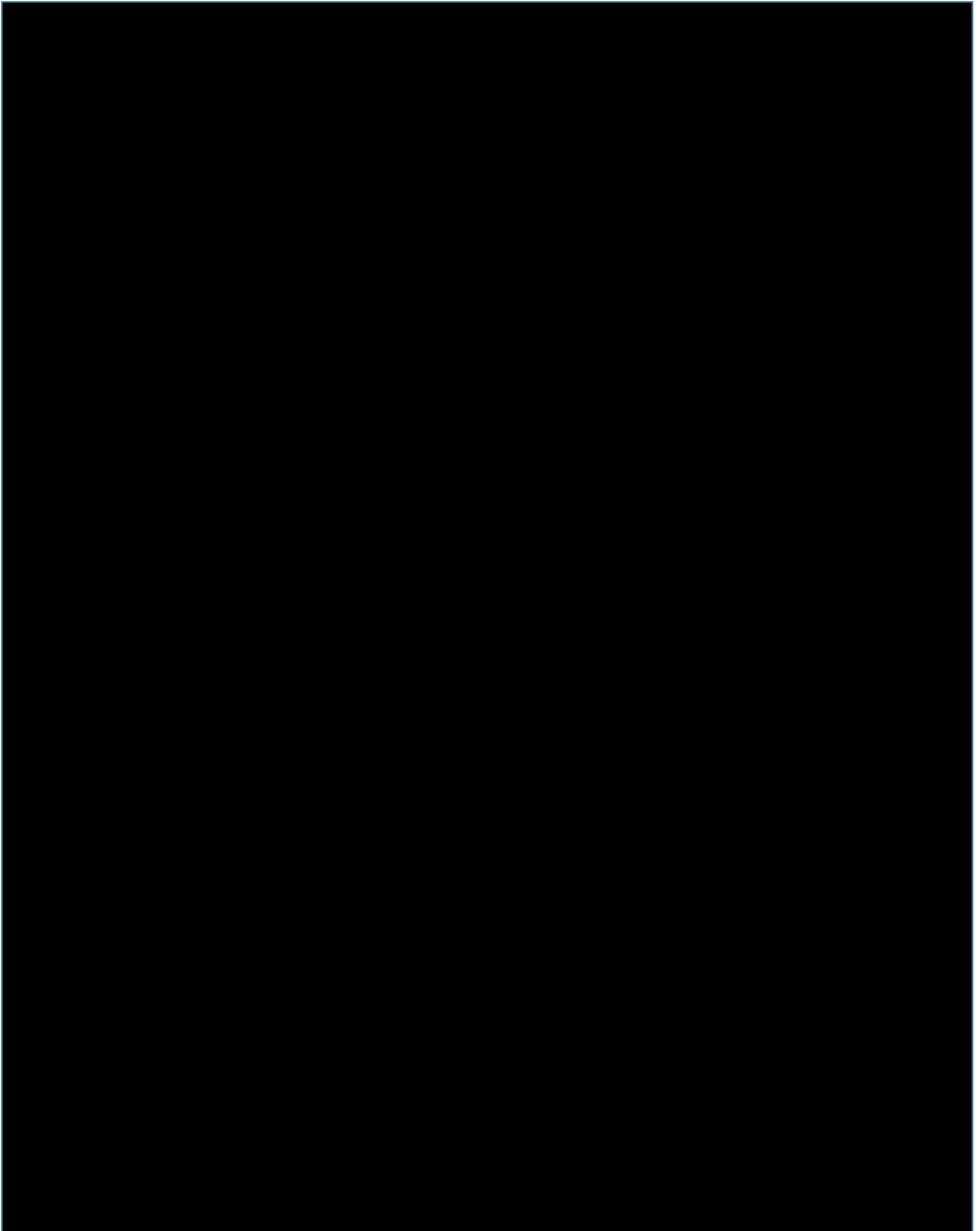


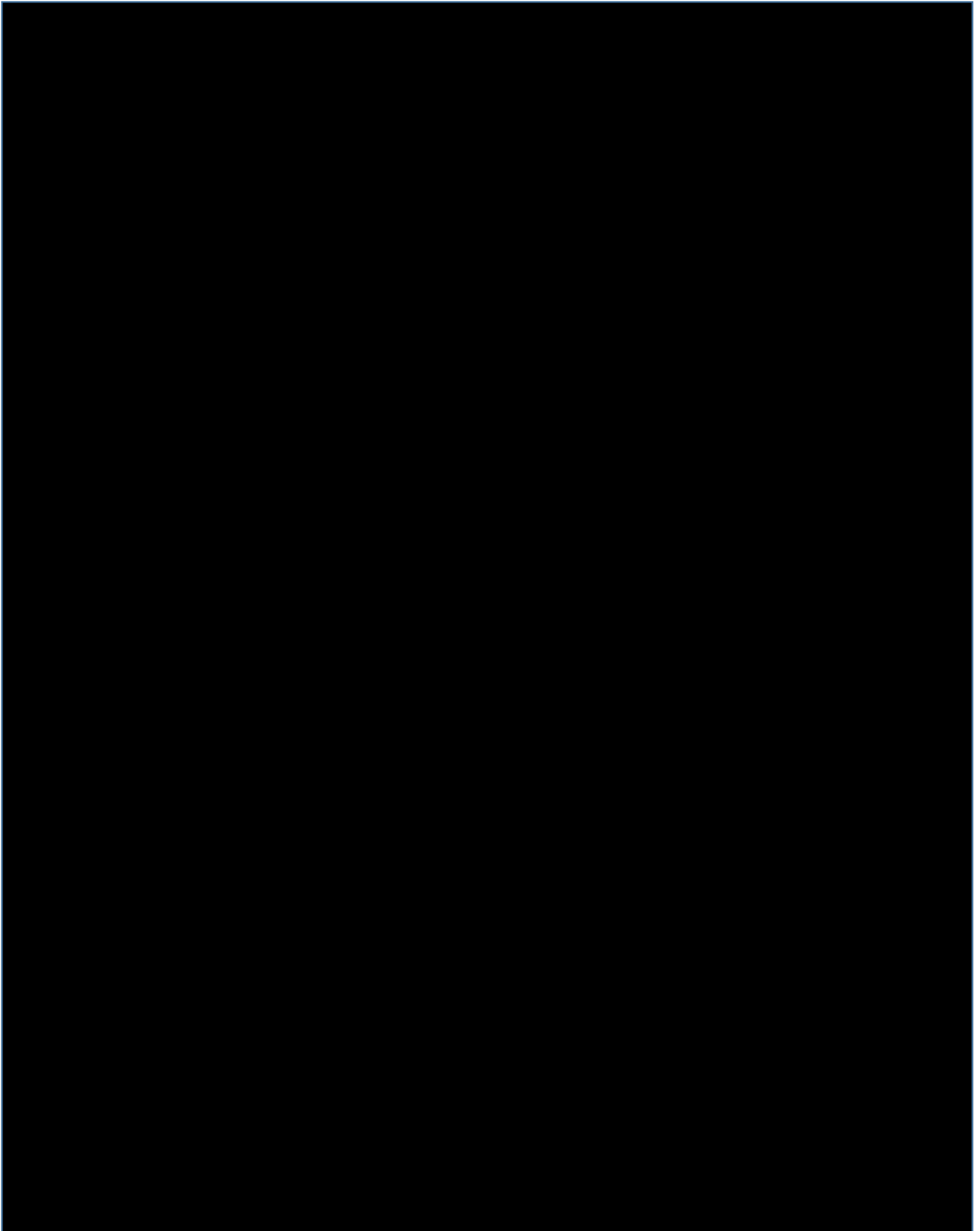


































Case Number 733911

Utility National Grid - Upstate Complaint Type QRS

Cust. City Buffalo Complaint Code 1 Svc. Susp/Term/Block Threat

Created 9/12/2017 Complaint Code 2 Deferred Payment Agreement

Details <<09/12/17 - 12:41 - Sangeetha Kailas - >>
 [REDACTED] called to have the case updated to include the Medical Emergency since she requires equipment that requires electricity for her breathing condition. Explained the Medical Emergency Process and she stated she would be renewing her medical emergency with NG and that a financial statement form would be required for the renewal along with the doctor's certification. Advised I would mail out the medical emergency review letter for her review and update the case as requested to include. Fwd to National Grid.
 <<09/12/17 - 11:52 - Shakeyva Moran - >>1. What is the problem you are experiencing?
 2. What resolution(s) are you seeking?
 1. Customer called in stating that they were offered a payment agreement with NG that they could not afford. Customer states that NG's offer was for \$81 down and \$48 per month with current charges. Customer states that she was not offered a FSF after she advised them that she could not afford this agreement.
 2. Customer would like a call from NG to discuss conducting a FSF to determine if she qualifies for a min DPA.

DPS
Determination

























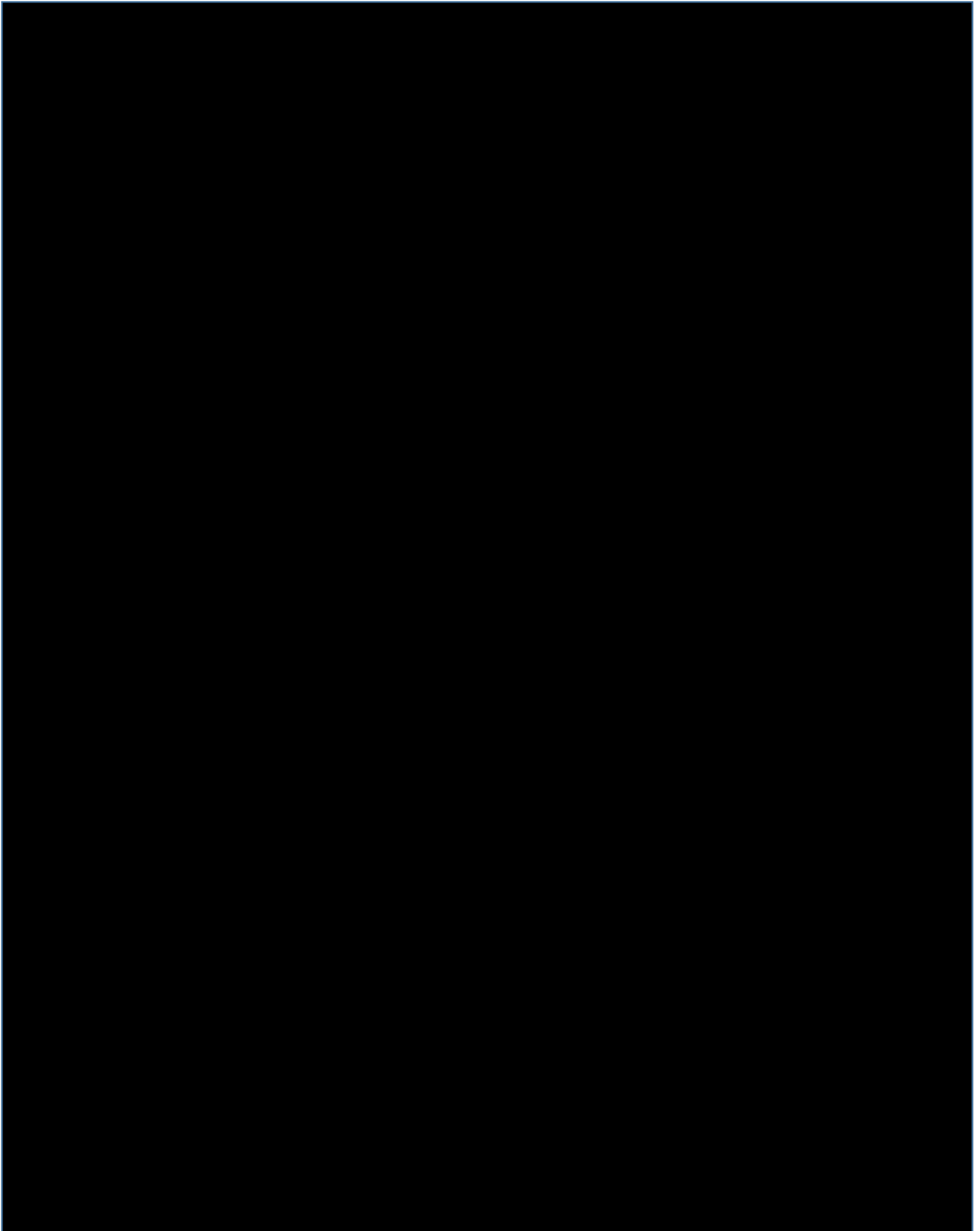


























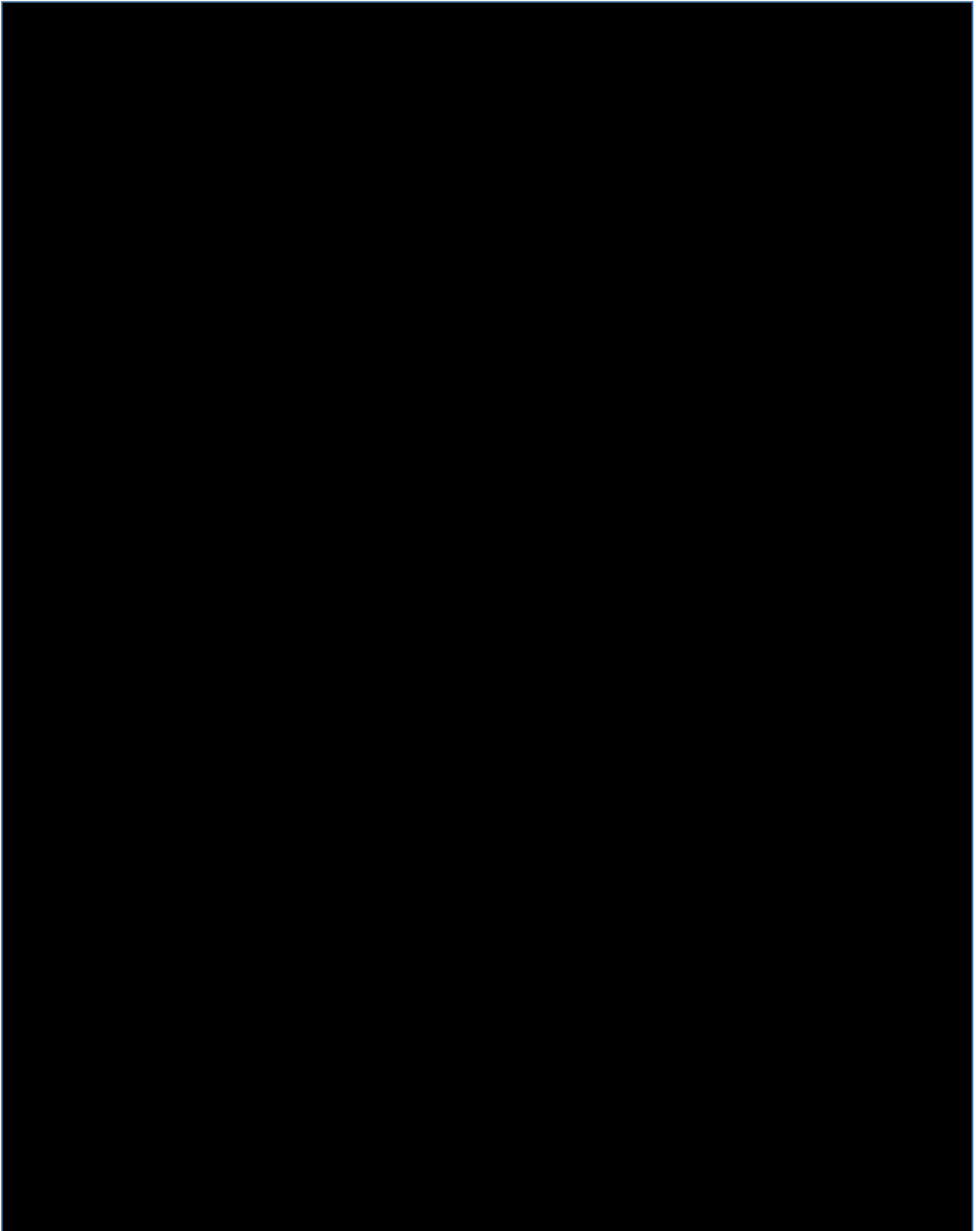












Case Number 734367

Utility National Grid - Upstate Complaint Type QRS

Cust. City Buffalo Complaint Code 1 Svc. Susp/Term/Block Threat

Created 9/18/2017 Complaint Code 2 Deferred Payment Agreement

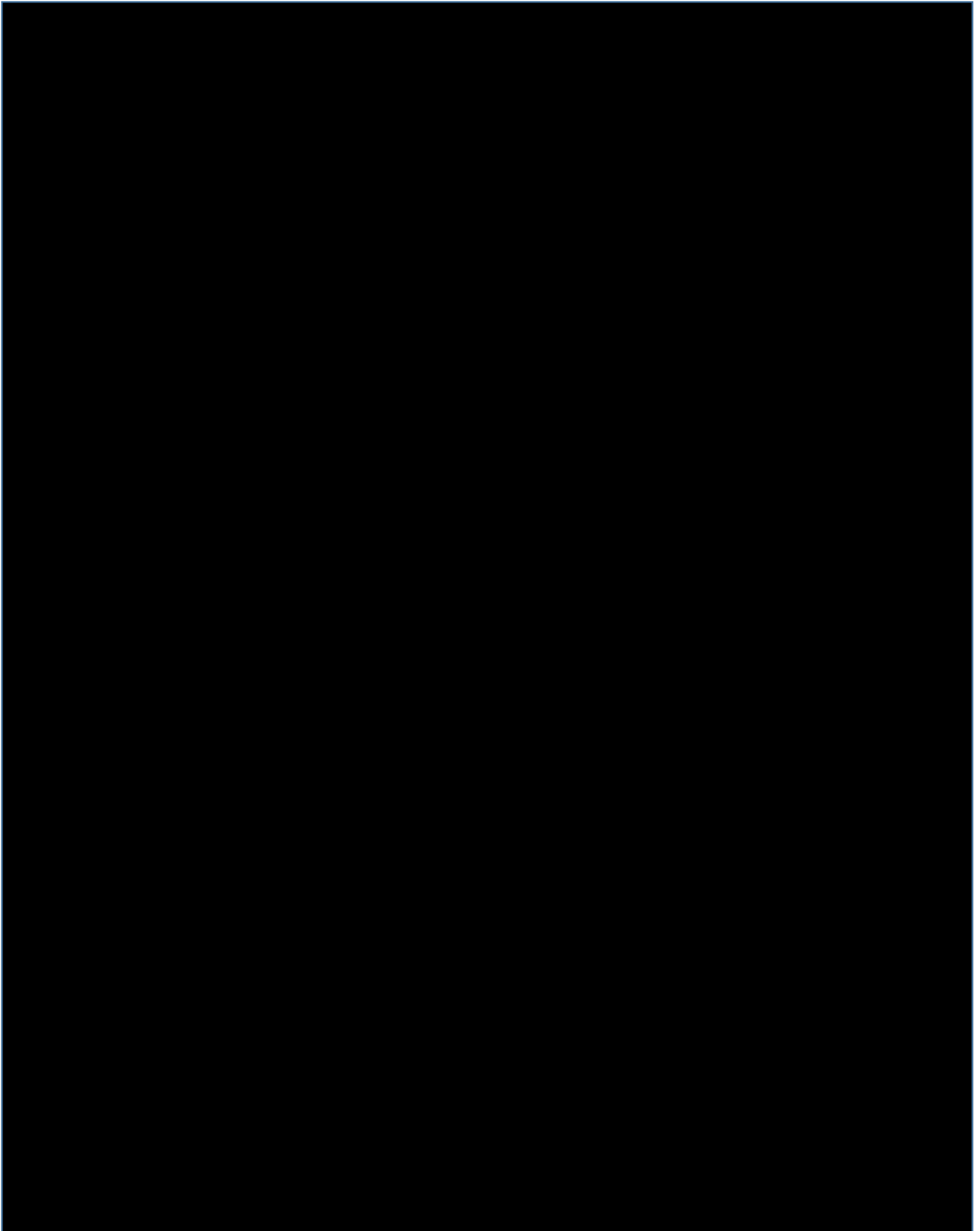
Details <<09/18/17 - 09:40 - Shakeyva Moran - >>1. What is the problem you are experiencing?
2. What resolution(s) are you seeking?

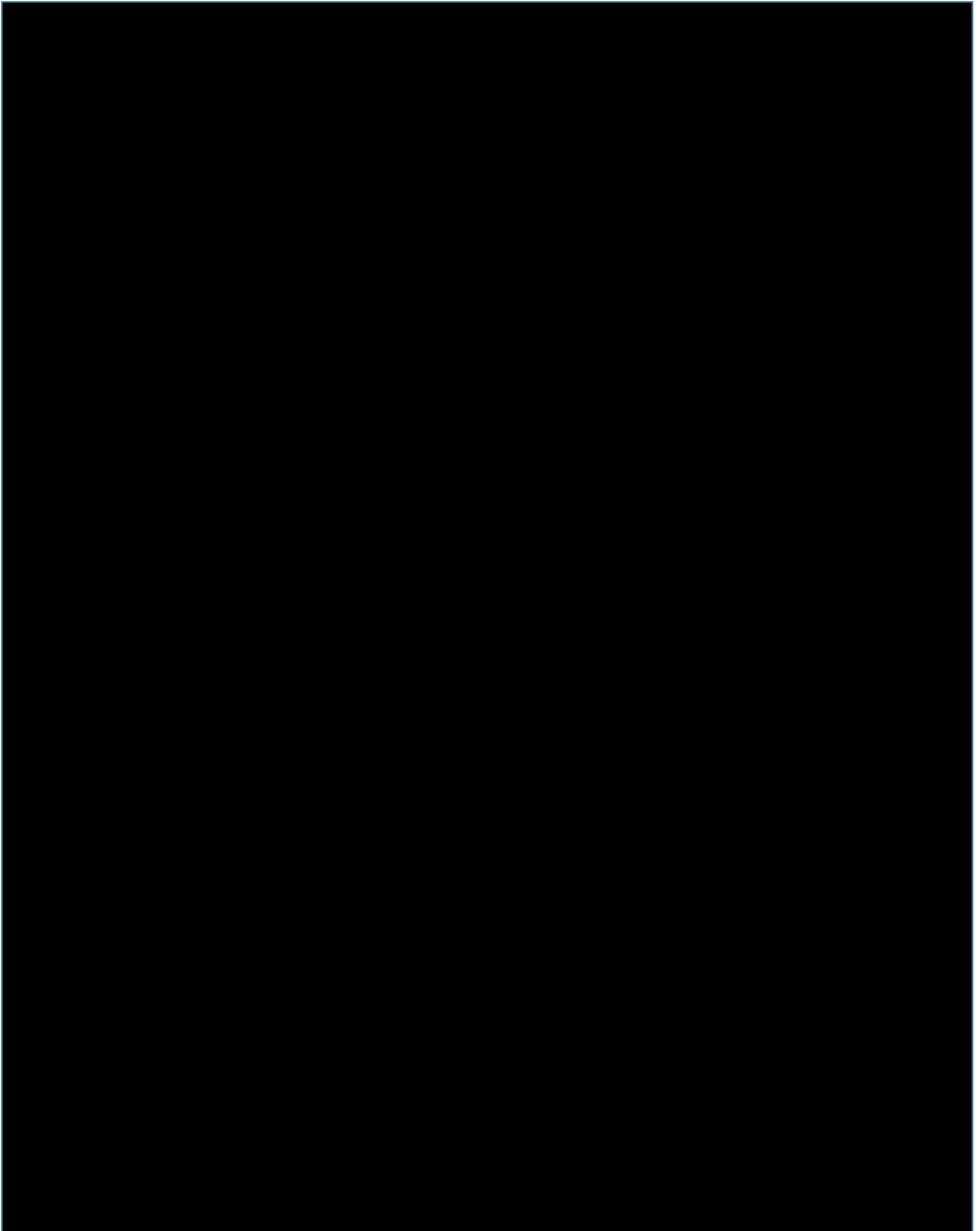
1. Customer called in stating that she was attempting to make arrangements with NG in order to avoid service t/off but customer advised that NG was not willing to accept her arrangement. Customer advised that she needed to pay \$148 but today but advised NG that she couldn't make the entire payment at once. Customer advised that she already made a payment of \$50 toward the \$148 last week and advised NG that she would be able to pay the remaining \$98 this Saturday (9/23). Customer states they would not make arrangements with her and advised her to call the PSC.

2. Customer would like a call from NG to discuss extending the payment so that she can avoid losing her service as well as she if she qualifies for min DPA.

DPS
Determination

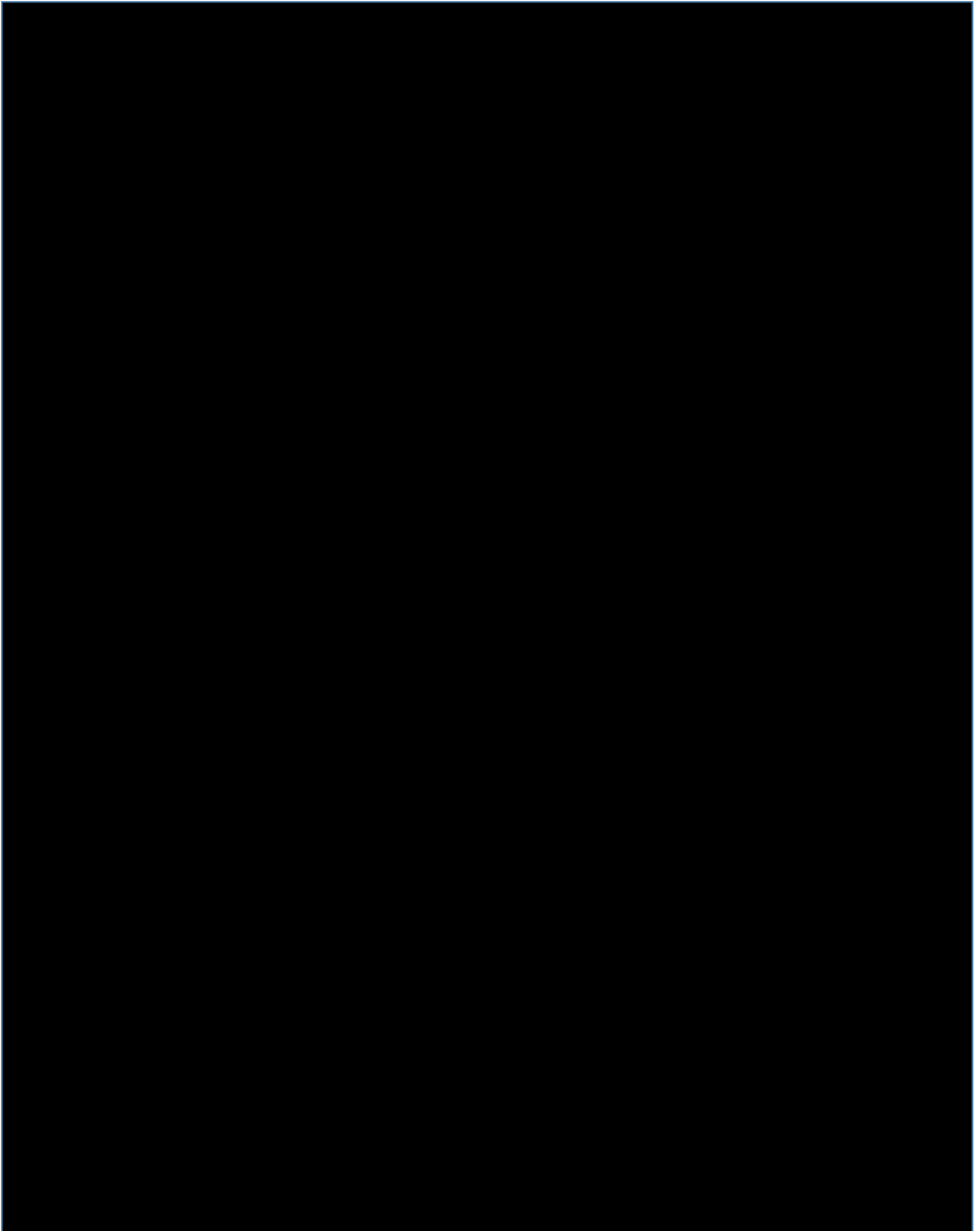


























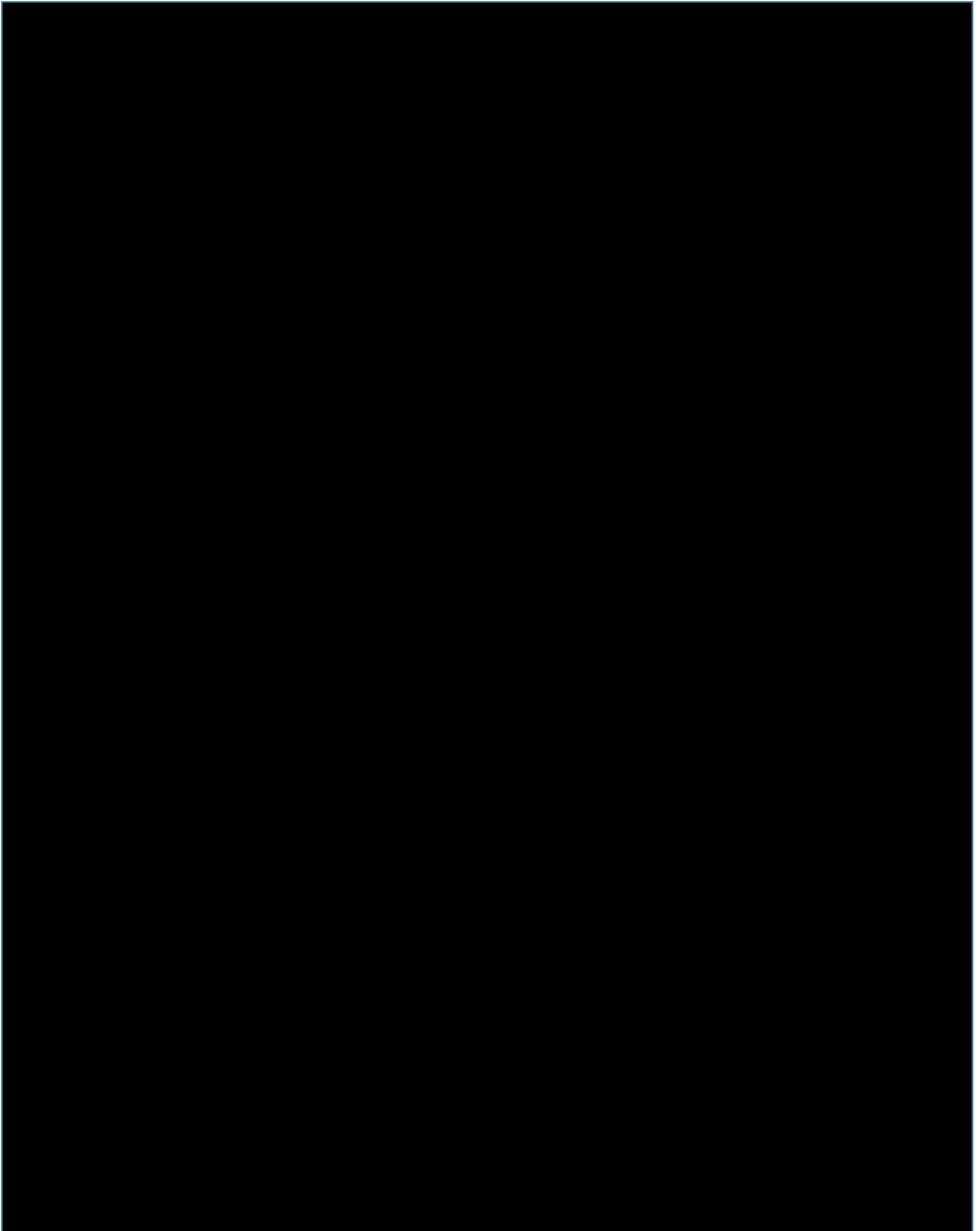






























































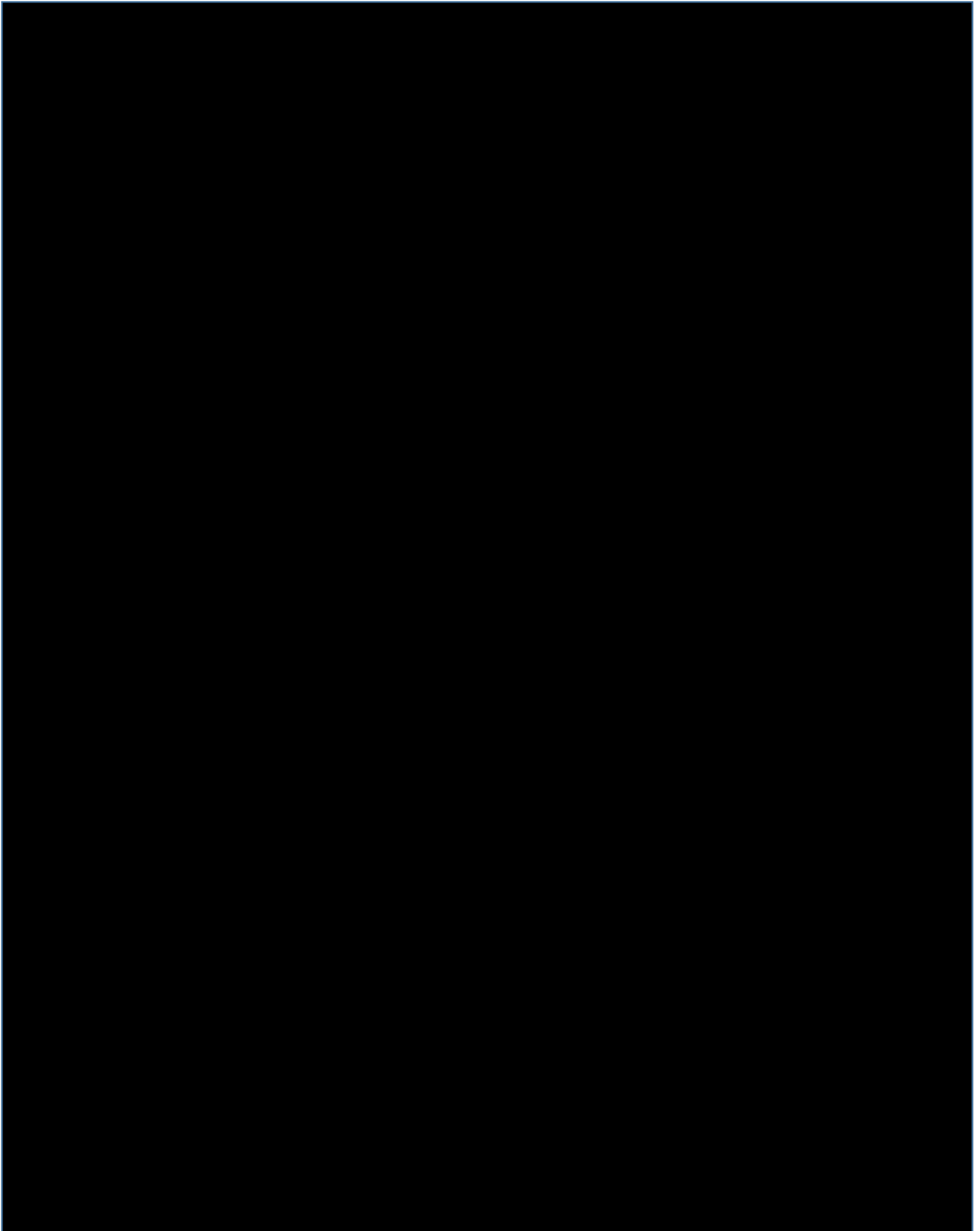








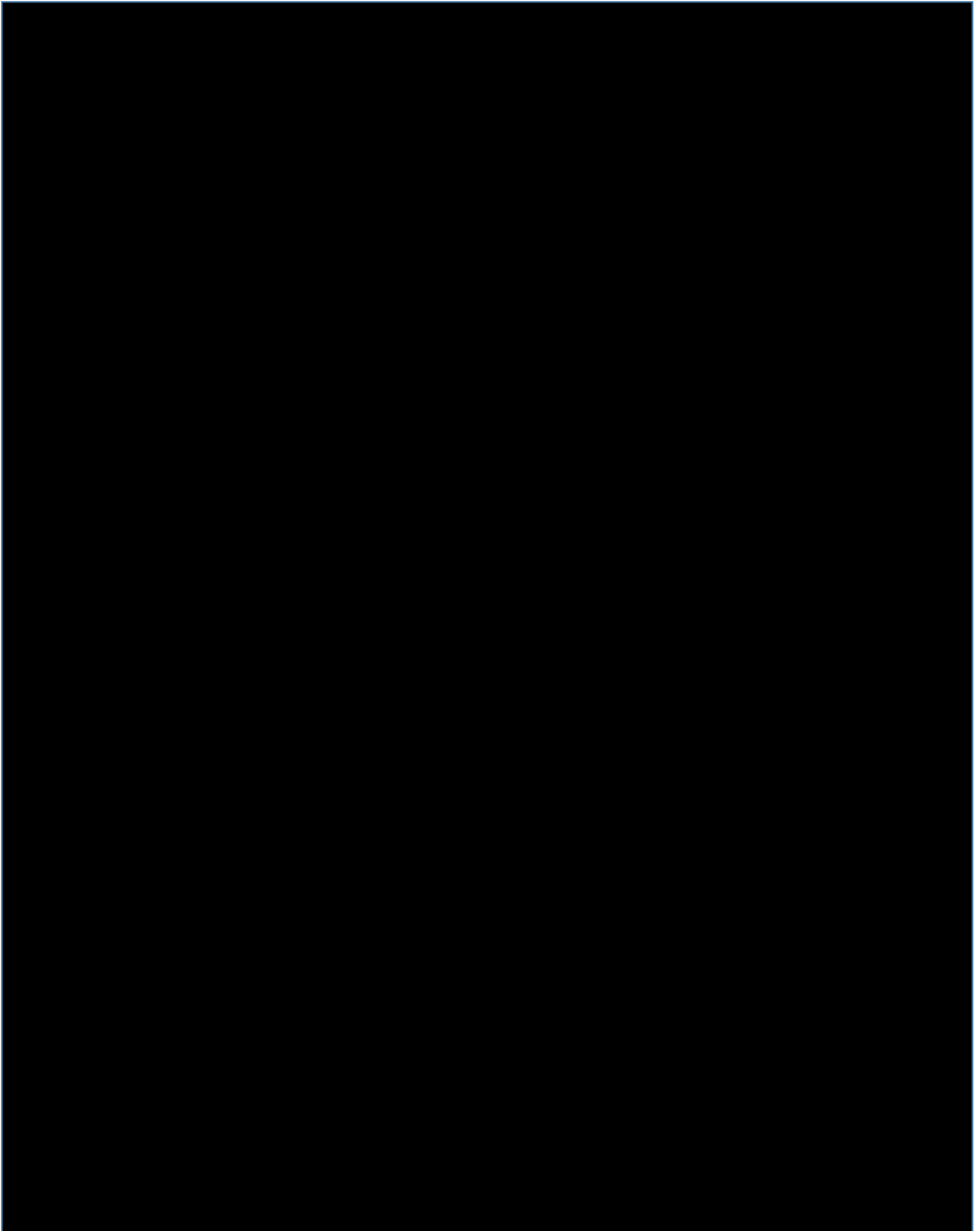














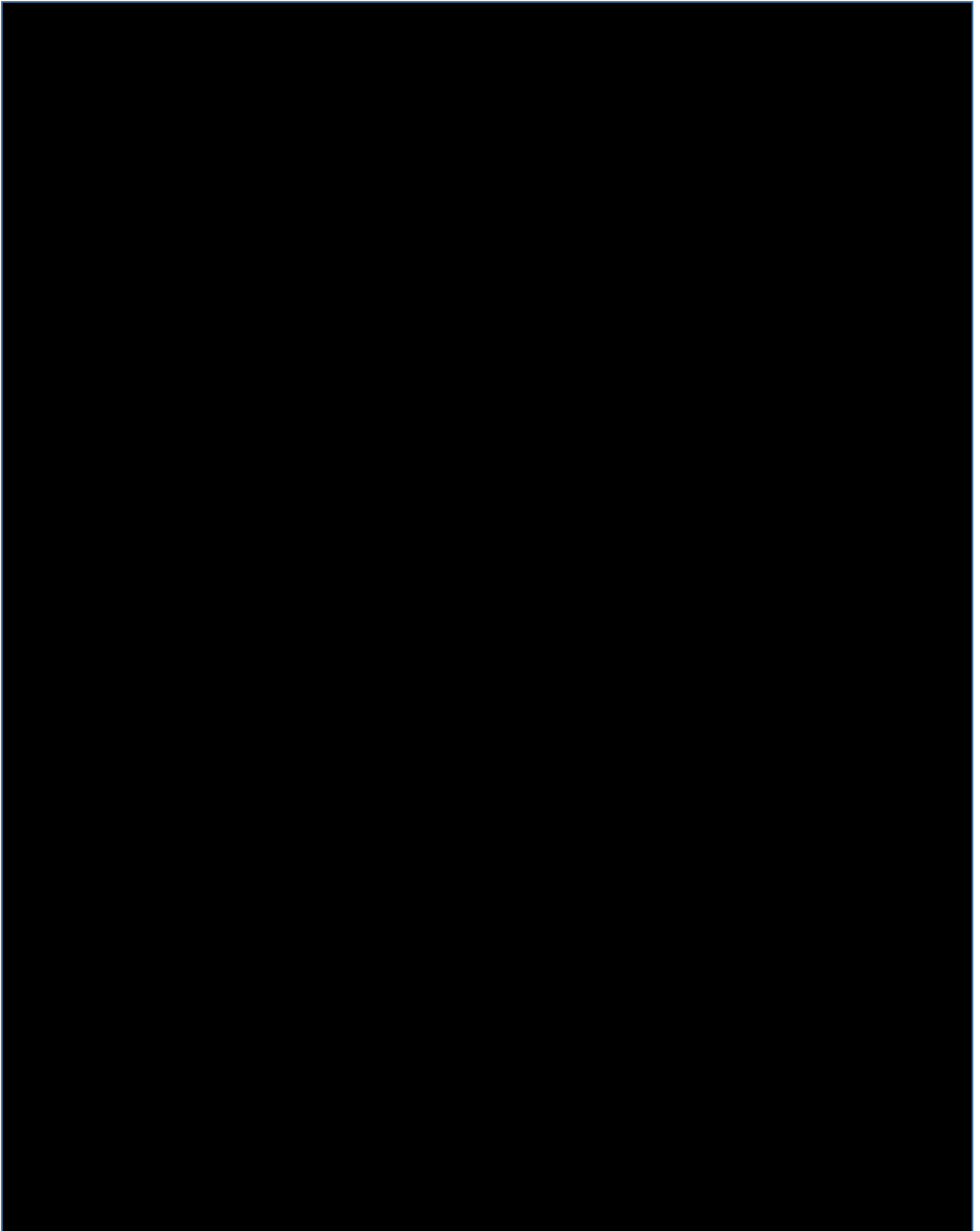




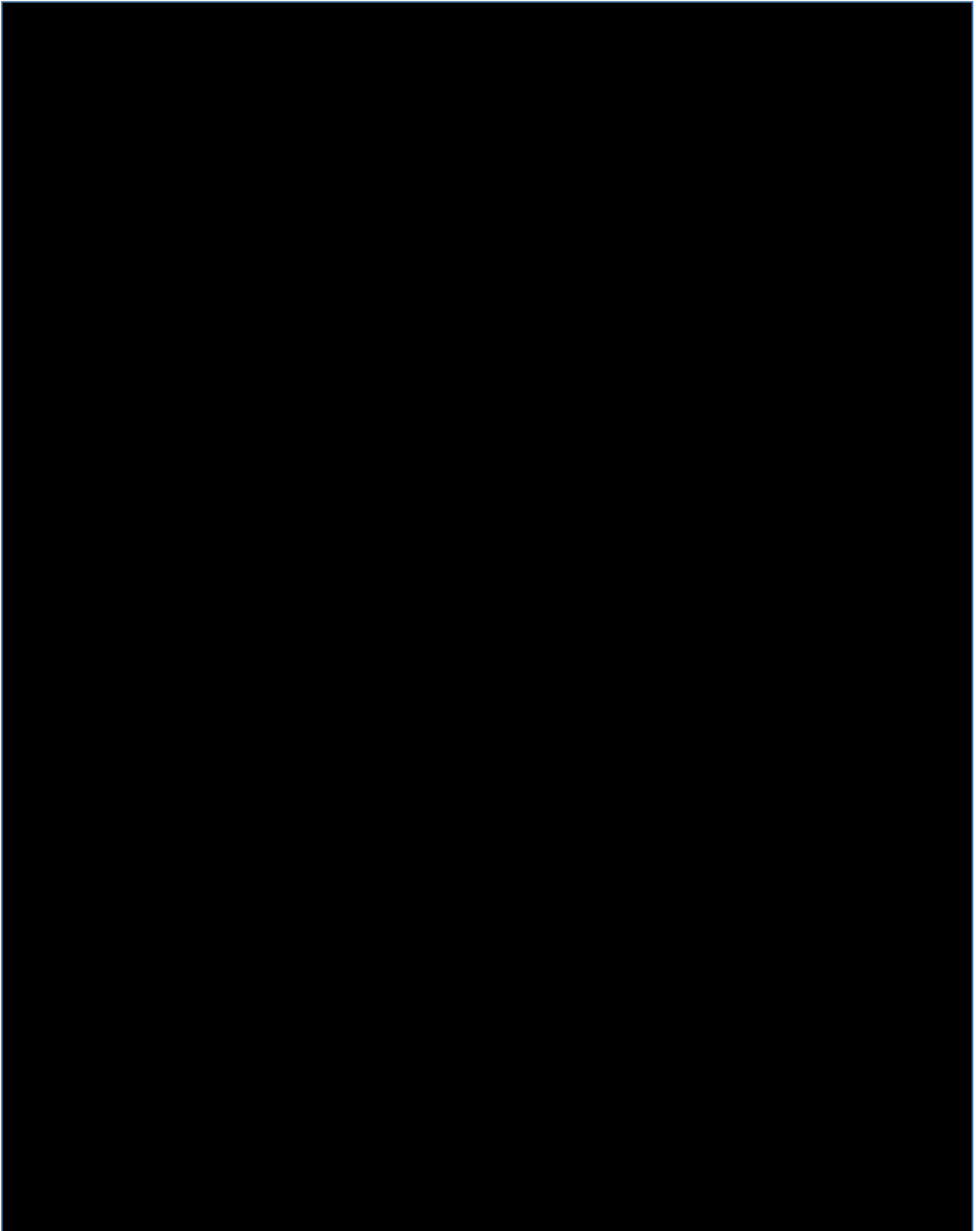


































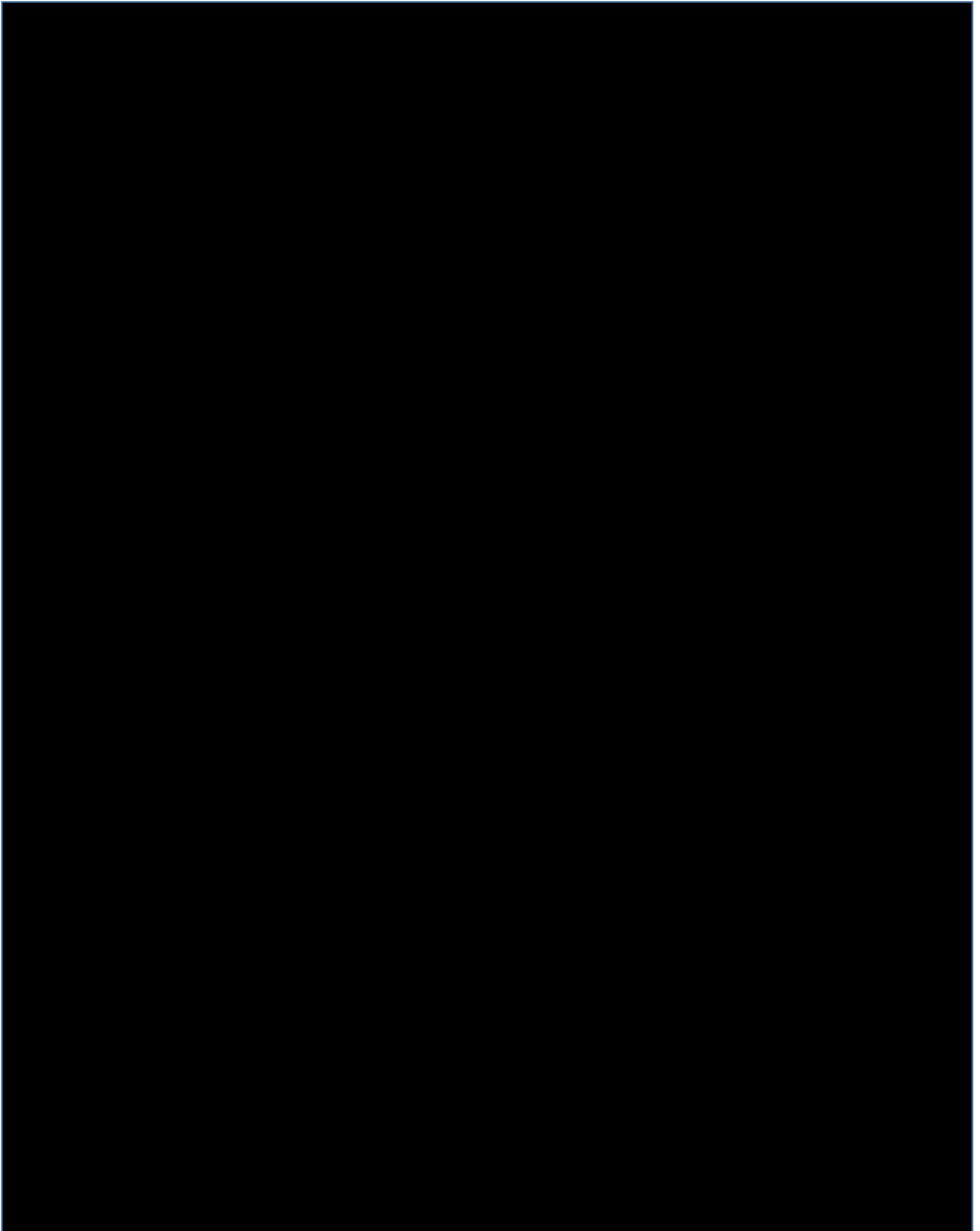


















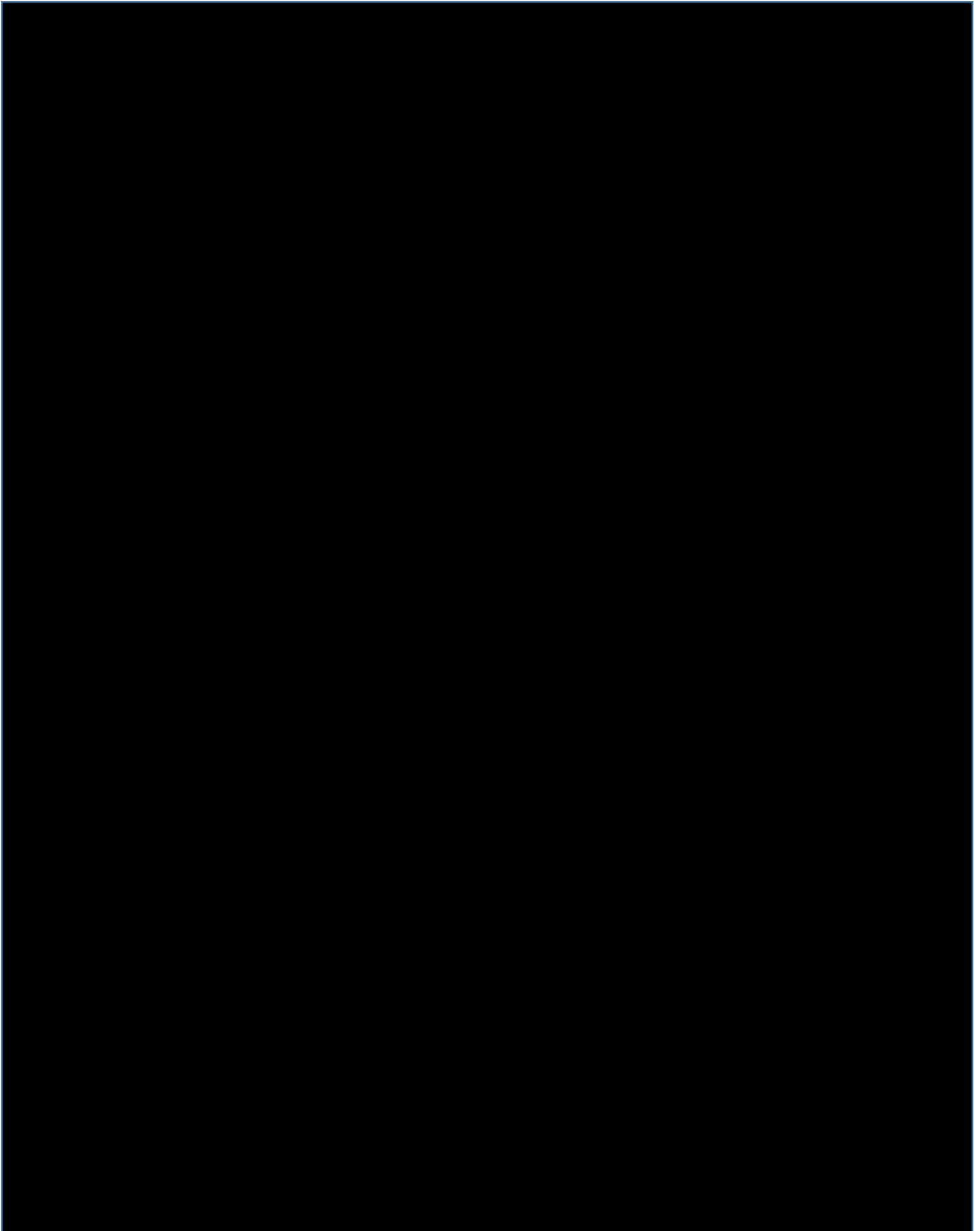


























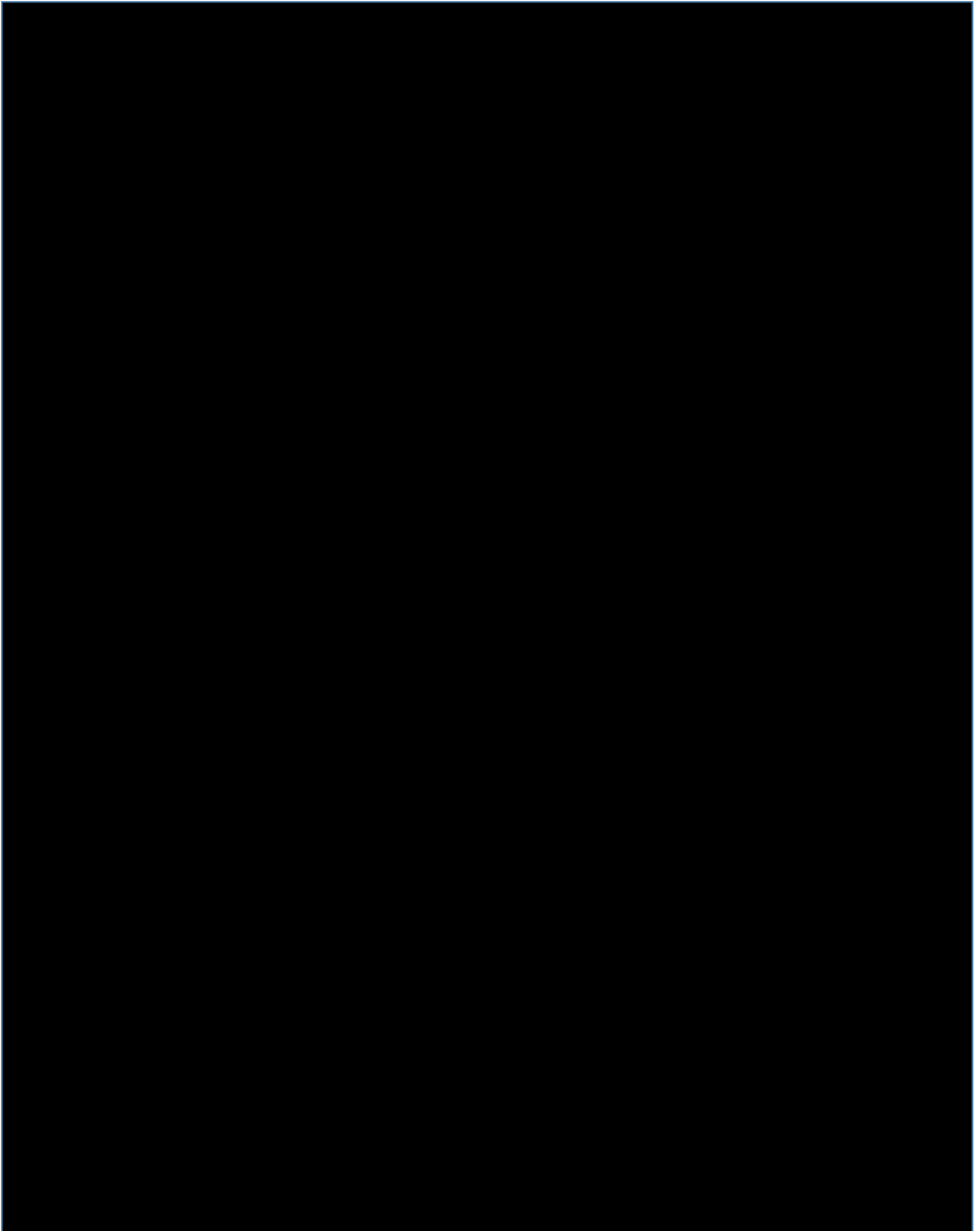












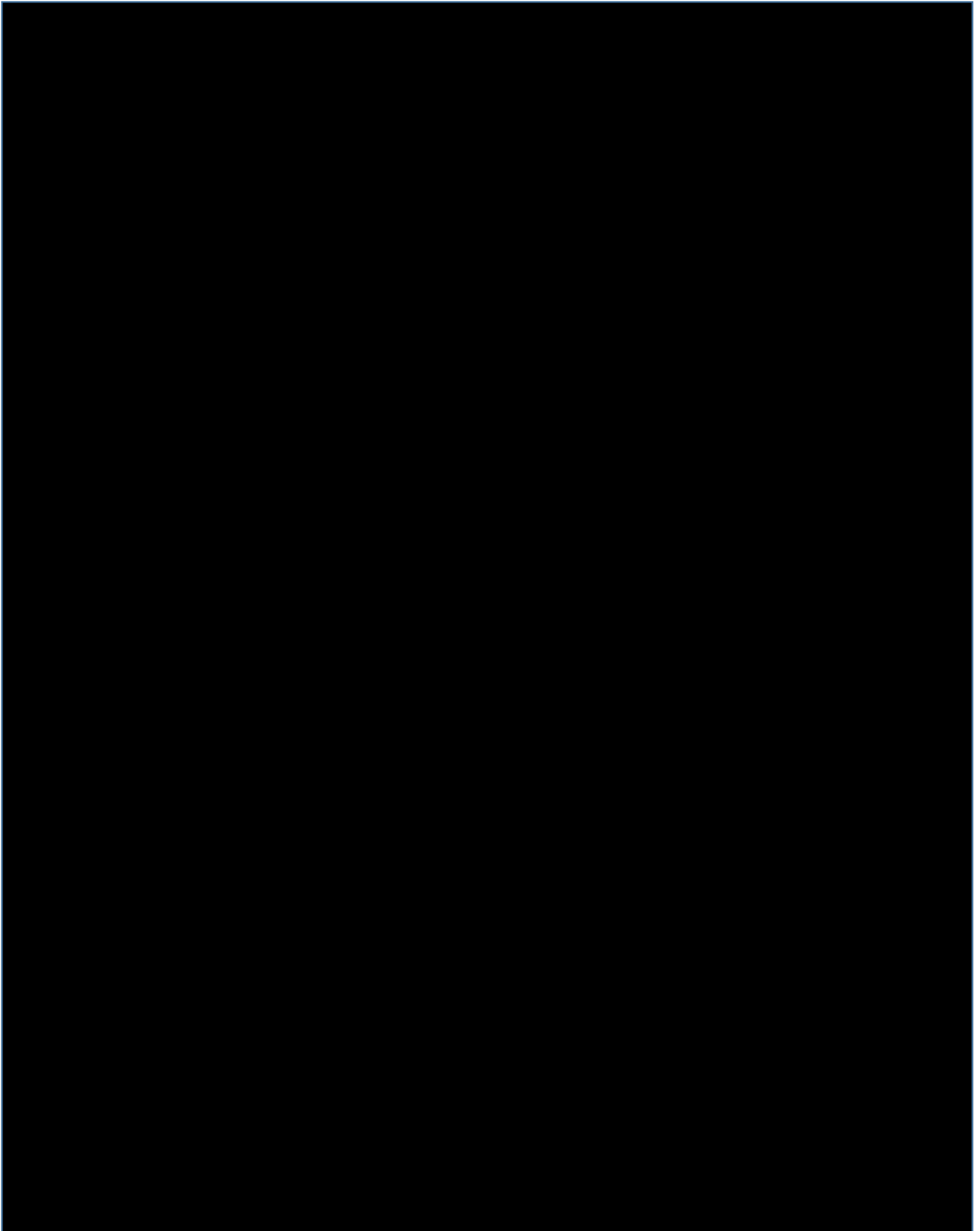














































Case Number 735868

Utility National Grid - Upstate Complaint Type QRS

Cust. City Niagara Falls Complaint Code 1 Application Denied

Created 11/17/2017 Complaint Code 2 Deferred Payment Agreement

Details <<12/19/17 - 09:02 - Sangeetha Kailas - >>
 [REDACTED] called to state he has been faxing his signed dpa to National Grid at 315 460 9508 and everytime he calls they are advising that they didn't receive it . He stated that he doesn't have a reachable phone number and that the dpa is a \$10 agreement which he is happy with but is having difficulty to get service on since no one is receiving the fax on the other end. Called NG and spoke to Jennifer and she stated that the fax # 315 460 9508 is the fax for new applicant department. CAGEd [REDACTED] to Jennifer at NG.

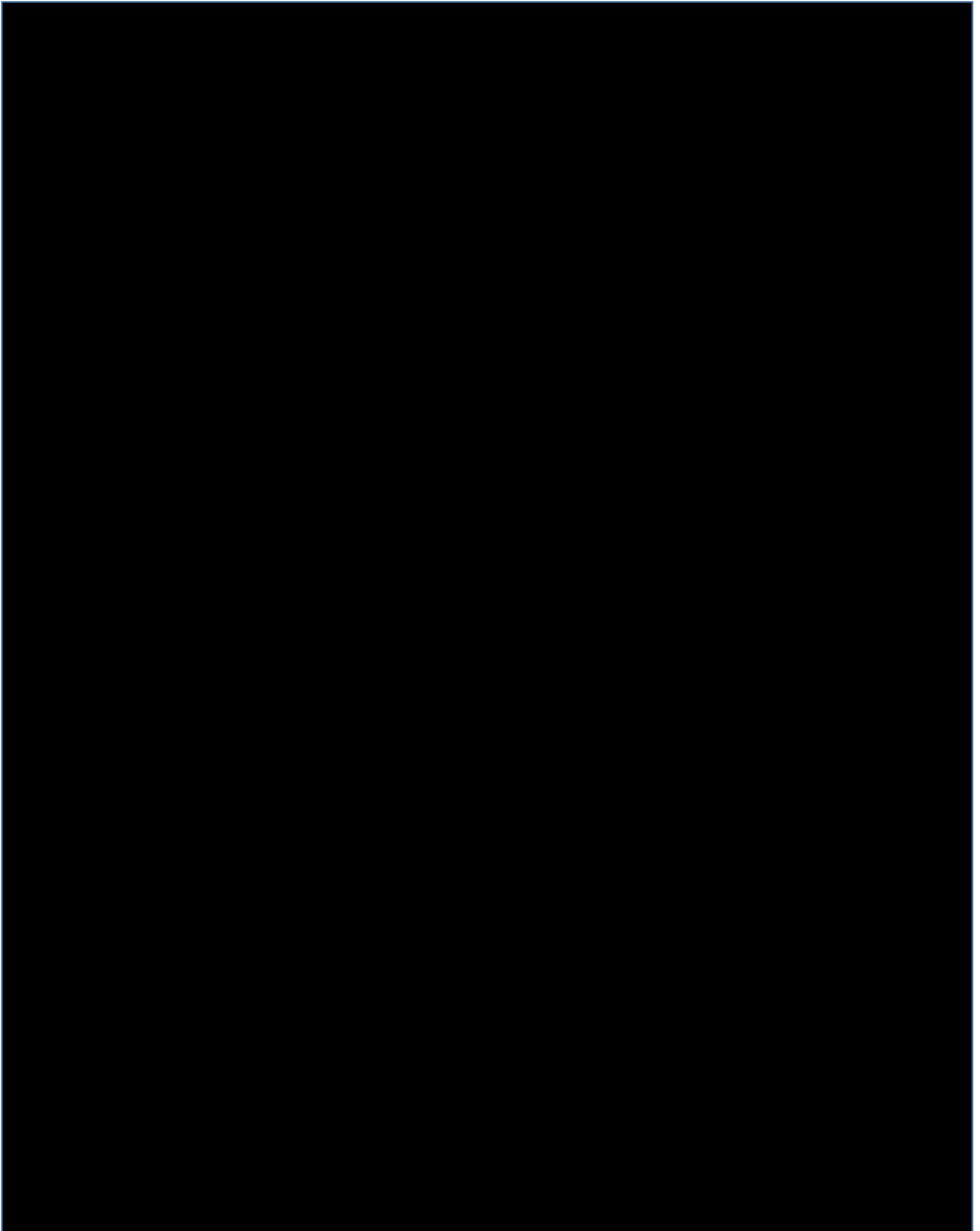
<<12/11/17 - 12:02 - Robert Burns - >>Customer called to advise he is still out of service and the home is no longer condemned. Customer states company sent Dept. of Social Services a letter will not be turning services on at customer's address. National Grid refuses to send customer a copy and DSS won't give him a copy. Company states they want \$100 + month + regular bills. Customer states he has been trying to get services back. Customer spoke to company 2 weeks ago. Company refused to let him talk to a supervisor. Customer states he can't give a neighbors phone number because customer states the company harassed the neighbor. Connected customer with Mark at company.

<<11/17/17 - 11:19 - Christina Deans - >>1. What is the problem you are experiencing?
 2. What resolution(s) are you seeking?

1. Customers home was condemned for 90 days dues that something in the back of the house was not right. The home is no longer condemn and he is asking for new service in his name. Customer is trying now to apply for new service in his name, but has a past due balance that he needs a DPA for.
 2. Customer wants a DPA on his account and to retain new service in his home.

DPS
Determination

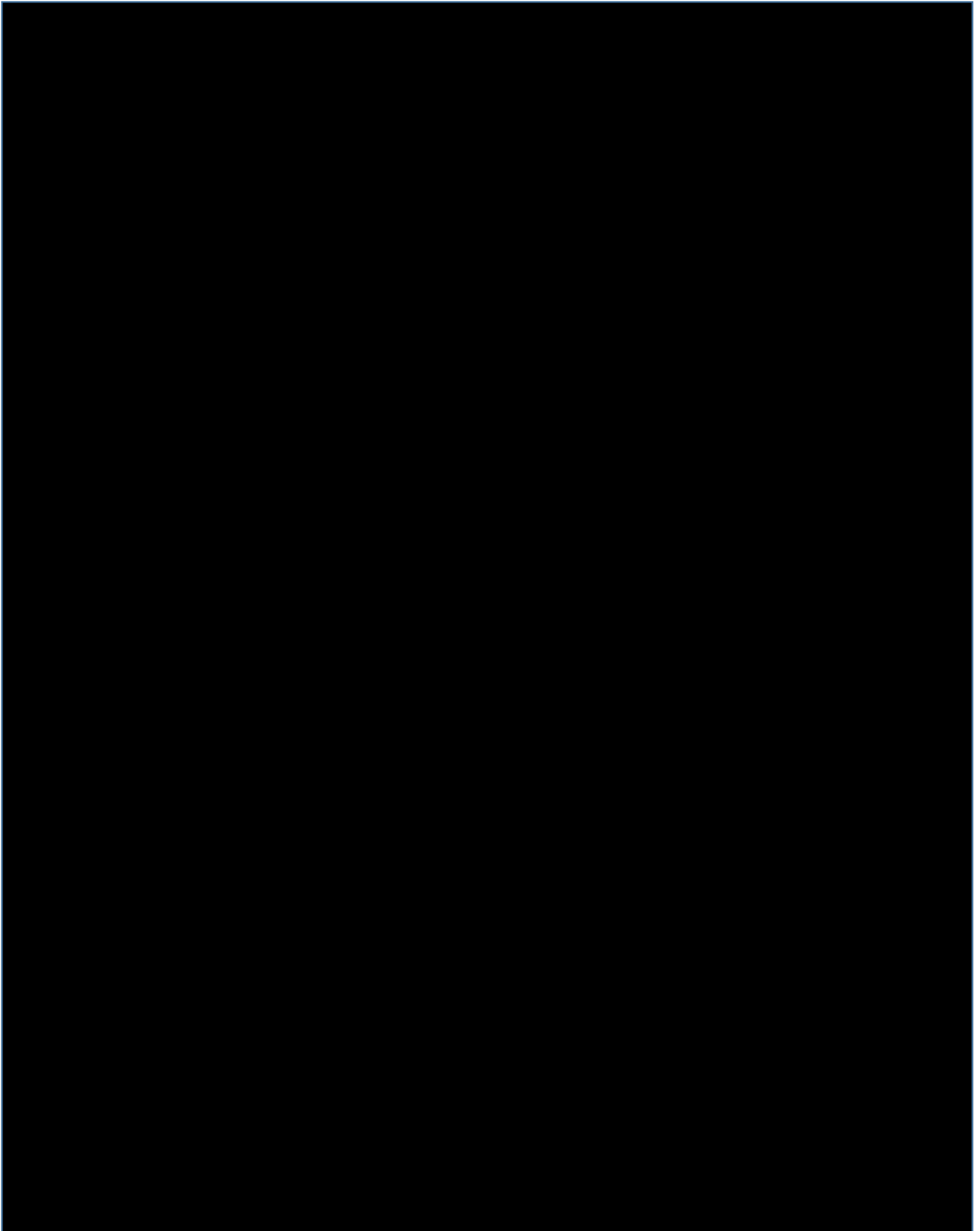












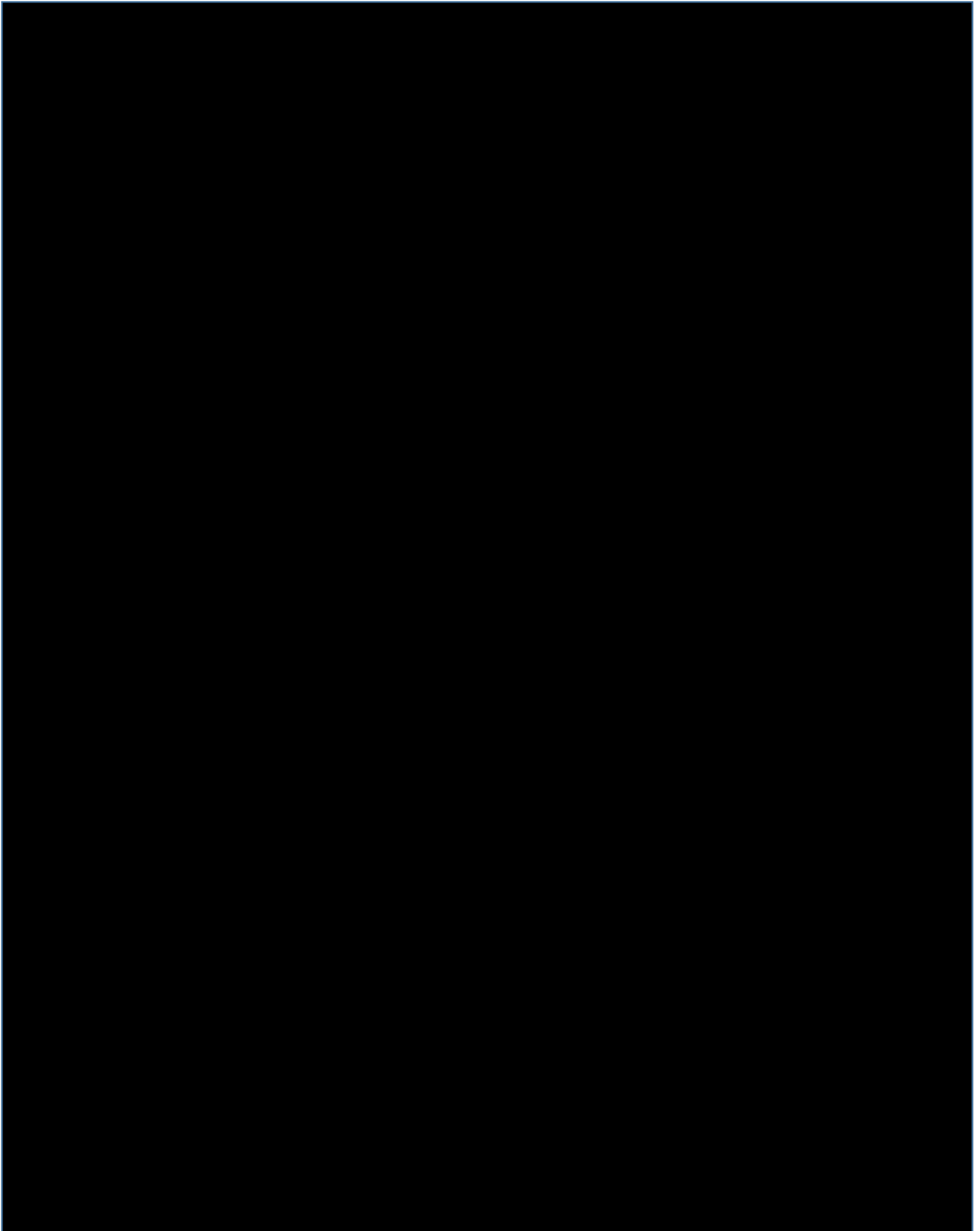














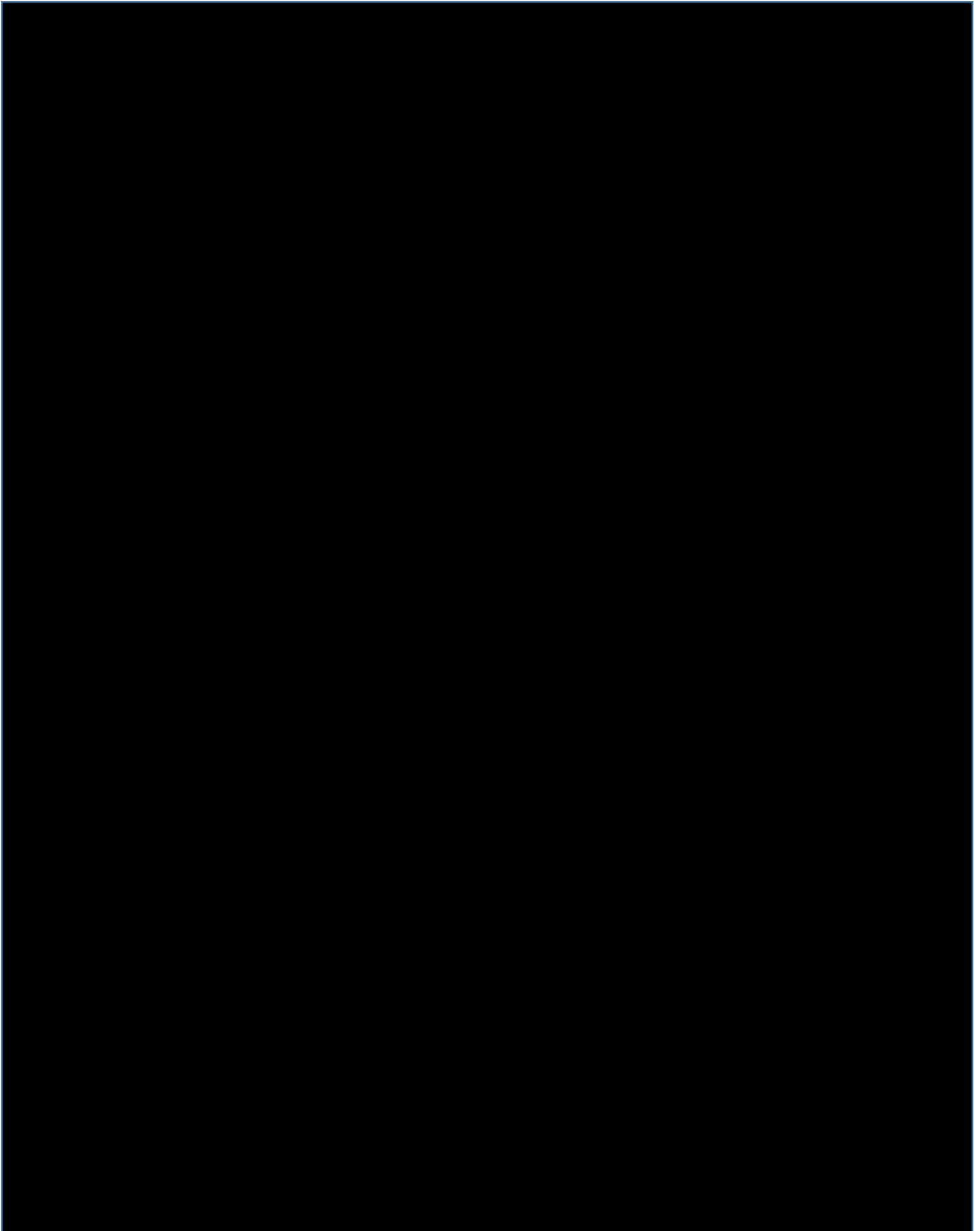




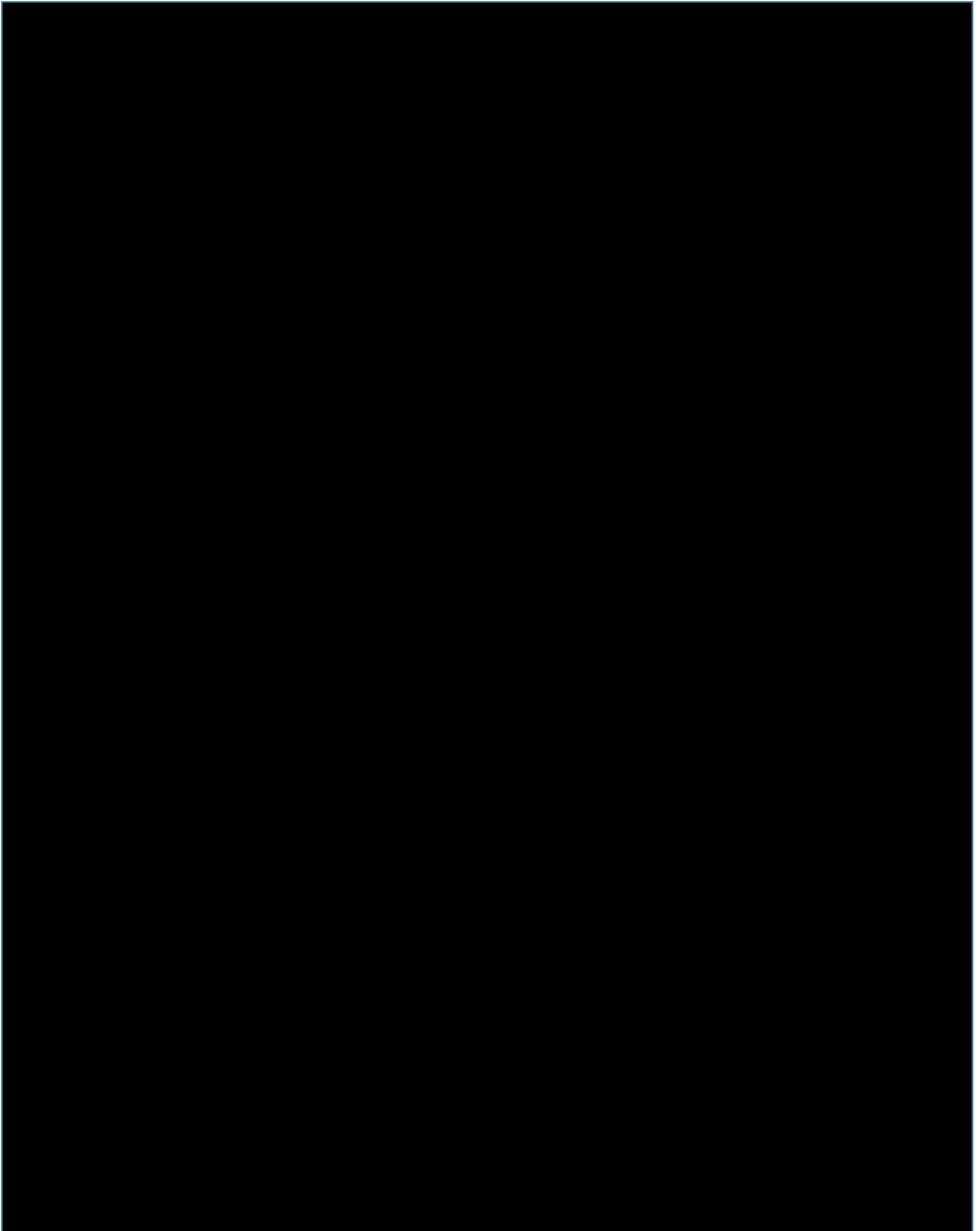
















































Case Number 736549

Utility National Grid - Upstate Complaint Type QRS

Cust. City Buffalo Complaint Code 1 Transfer Balance

Created 10/12/2017 Complaint Code 2 Responsibility

Details <<10/13/17 - 11:34 - Daniel Kemmer - >>
Customer entered [REDACTED] as their account number from bill.
Customer indicated service for Residential
Customer has NOT contacted NYSPSC before

Problem they are experiencing :
I've experienced an ongoing issue with National Grid regarding electric service at an address where service was not disconnected for almost a year. I contacted National Grid on multiple occasions to disconnect service only to be told in July that it could finally be completed. In August I was provided with instructions on how to dispute my balance. I faxed in the dispute and each time calling National Grid for updates I am given different answers. On October 12th I was informed no one received my dispute after now waiting over 30 days for a resolution.

Resolution Sought:
I am seeking the balance associated with [REDACTED] to be removed from my account as National Grid failed to help me disconnect service/document my attempts during the duration of billing.

Resolution Offered:
I was offered to dispute the balance however that has not occurred.

Disputed Amount: 1400.00
Disputed Amount Reason:
Charges sept '16-august 17'-33 [REDACTED]

DPS
Determination





























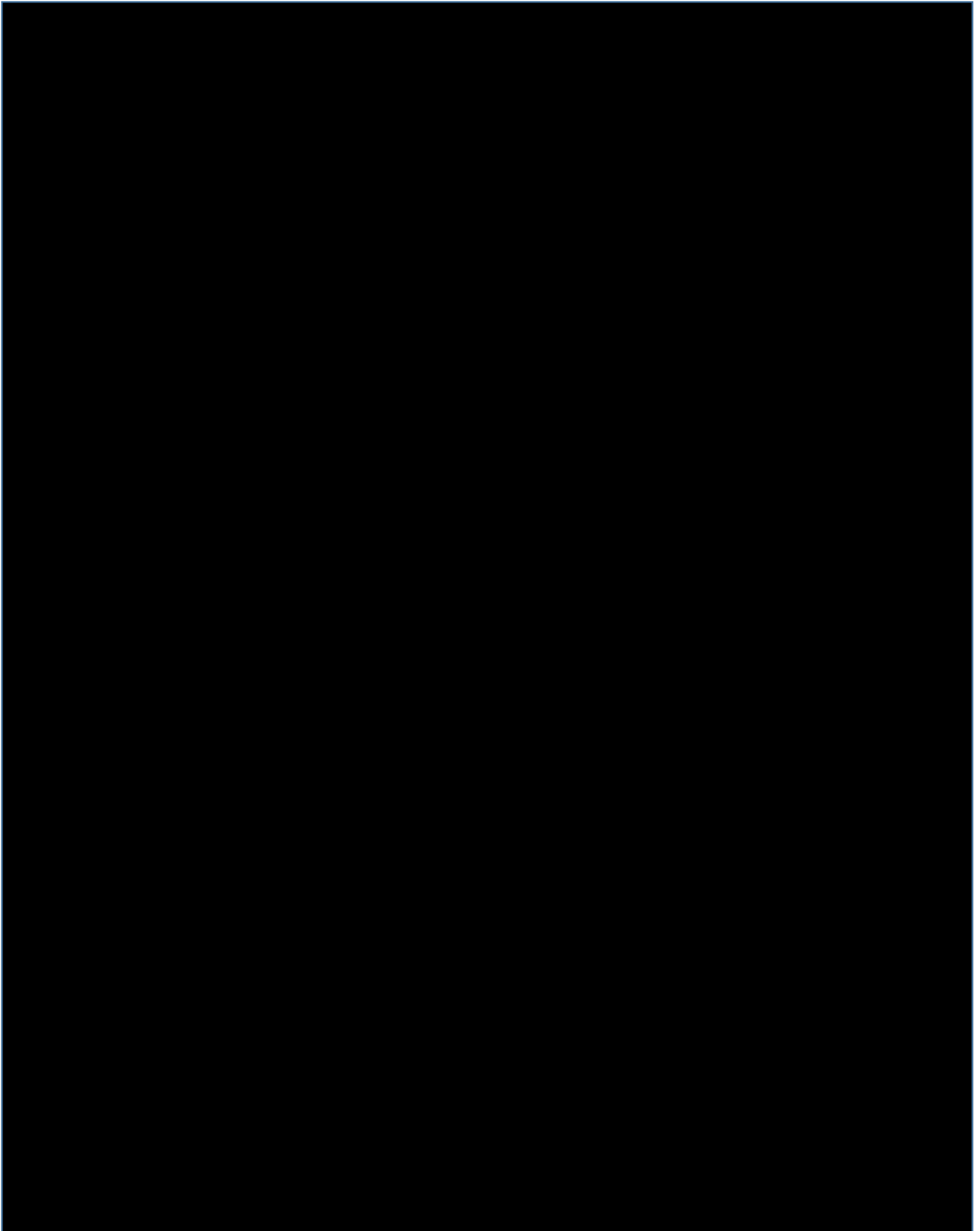


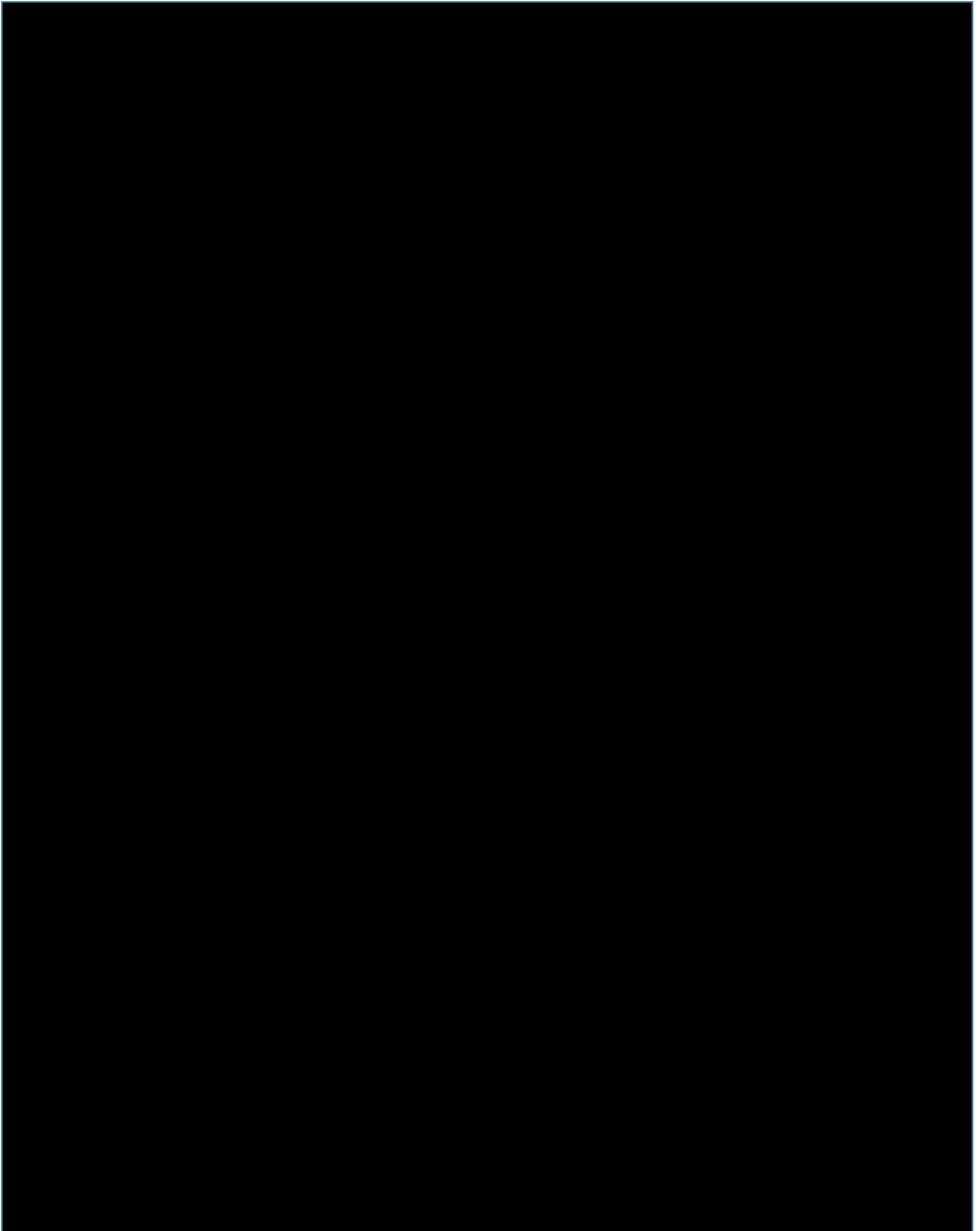






















































Case Number 737023

Utility National Grid - Upstate Complaint Type QRS

Cust. City Waterford Complaint Code 1 Transfer Balance

Created 10/18/2017 Complaint Code 2 Responsibility

Details <<10/18/17 - 16:05 - Shatalya Hendricks - >>1. What is the problem you are experiencing?
2. What resolution(s) are you seeking?

1. Customer states that there was a shared meter condition at his previous address where he was the tenant. He states that he moved and received a bill with a transfer balance of \$245.77. Customer states that in February he was told by Greg of the company not to pay the bill because it is the responsibility of the landlord. He also received letter on Sept 6th and 27th, and Oct. 27th stating that the landlord owes that amount.

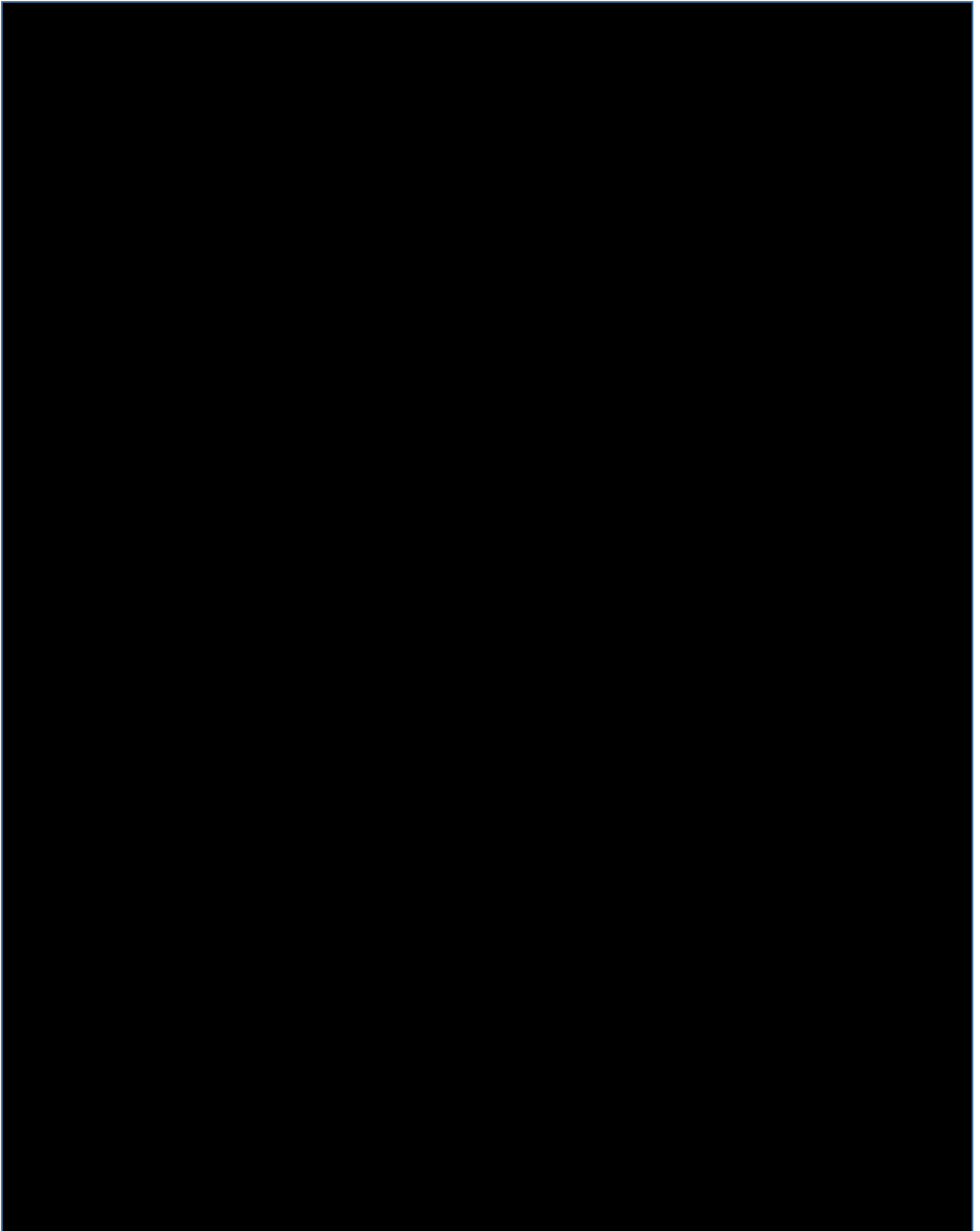
2. Customer is asking that the bill be adjusted to reflect his current usage as he states he is not responsible for the transfer balance resulting from a shared meter condition.

DPS
Determination

















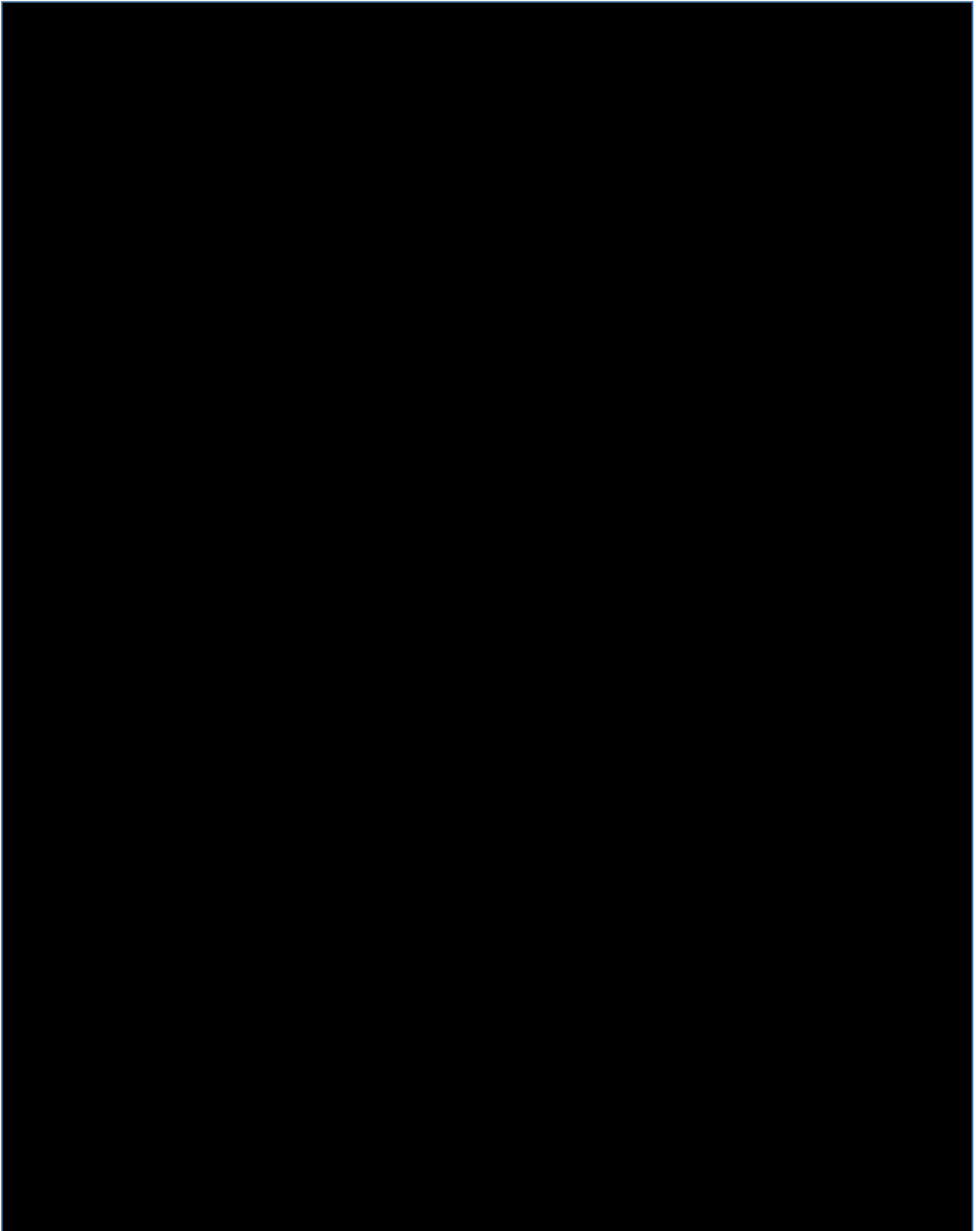


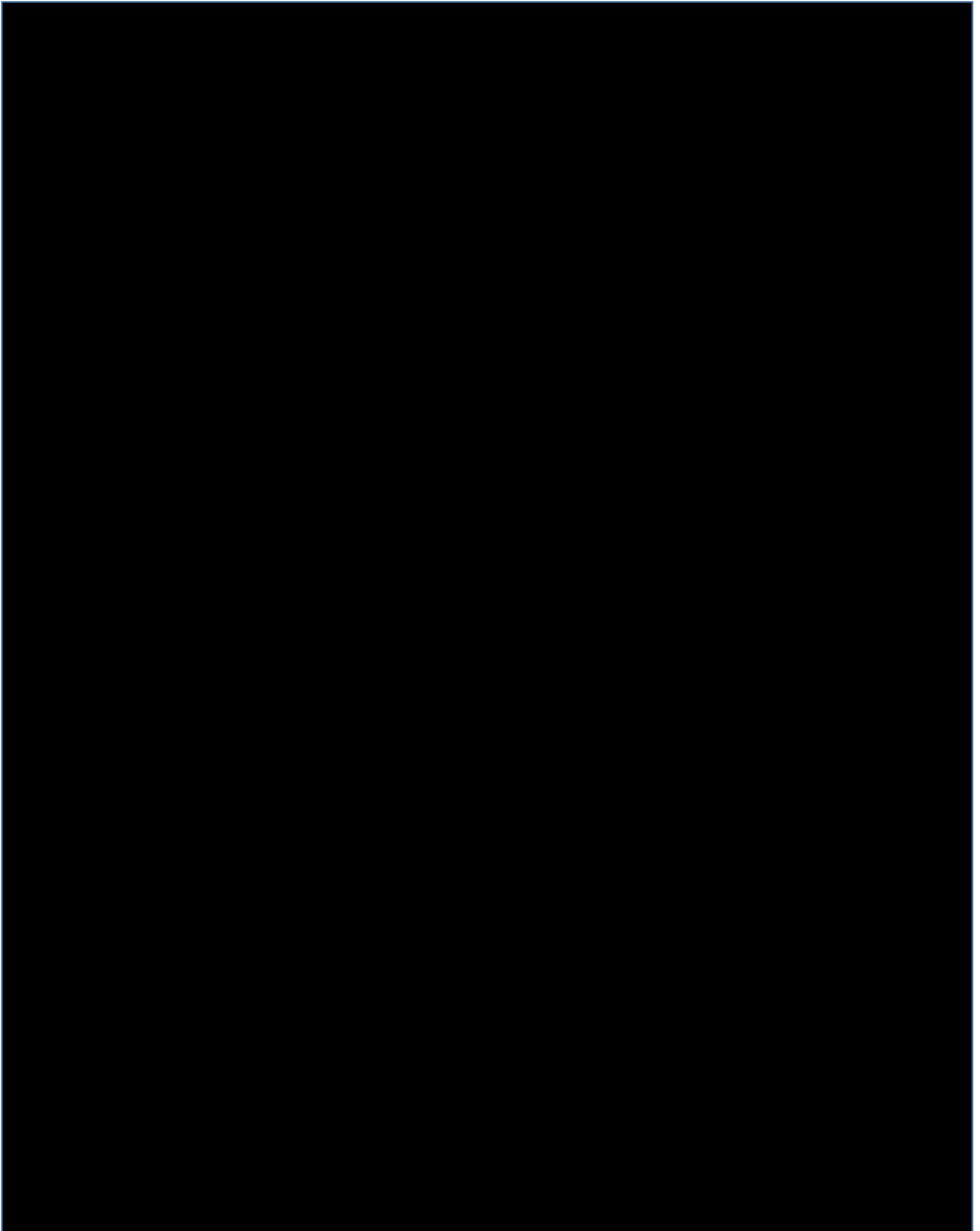


























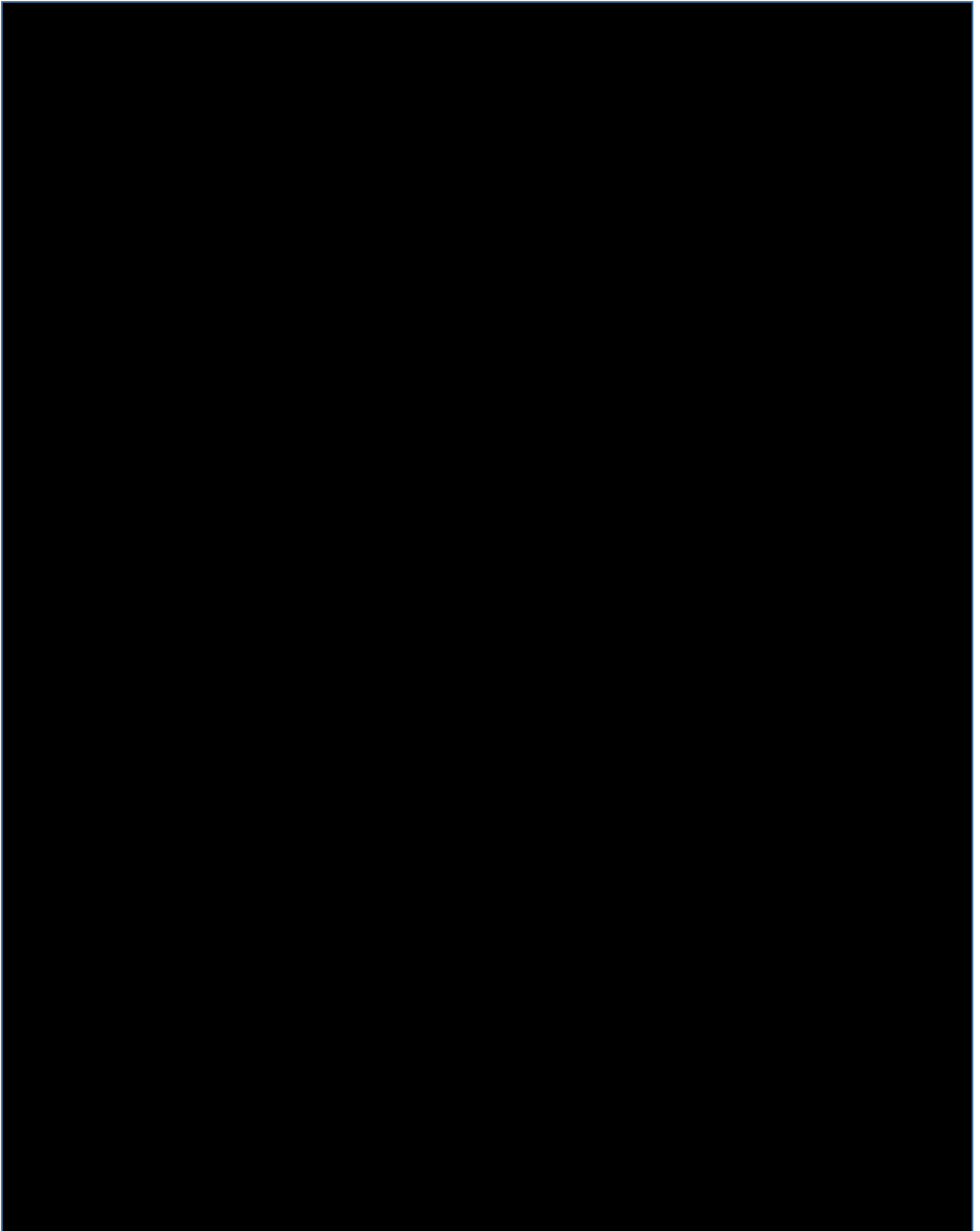


















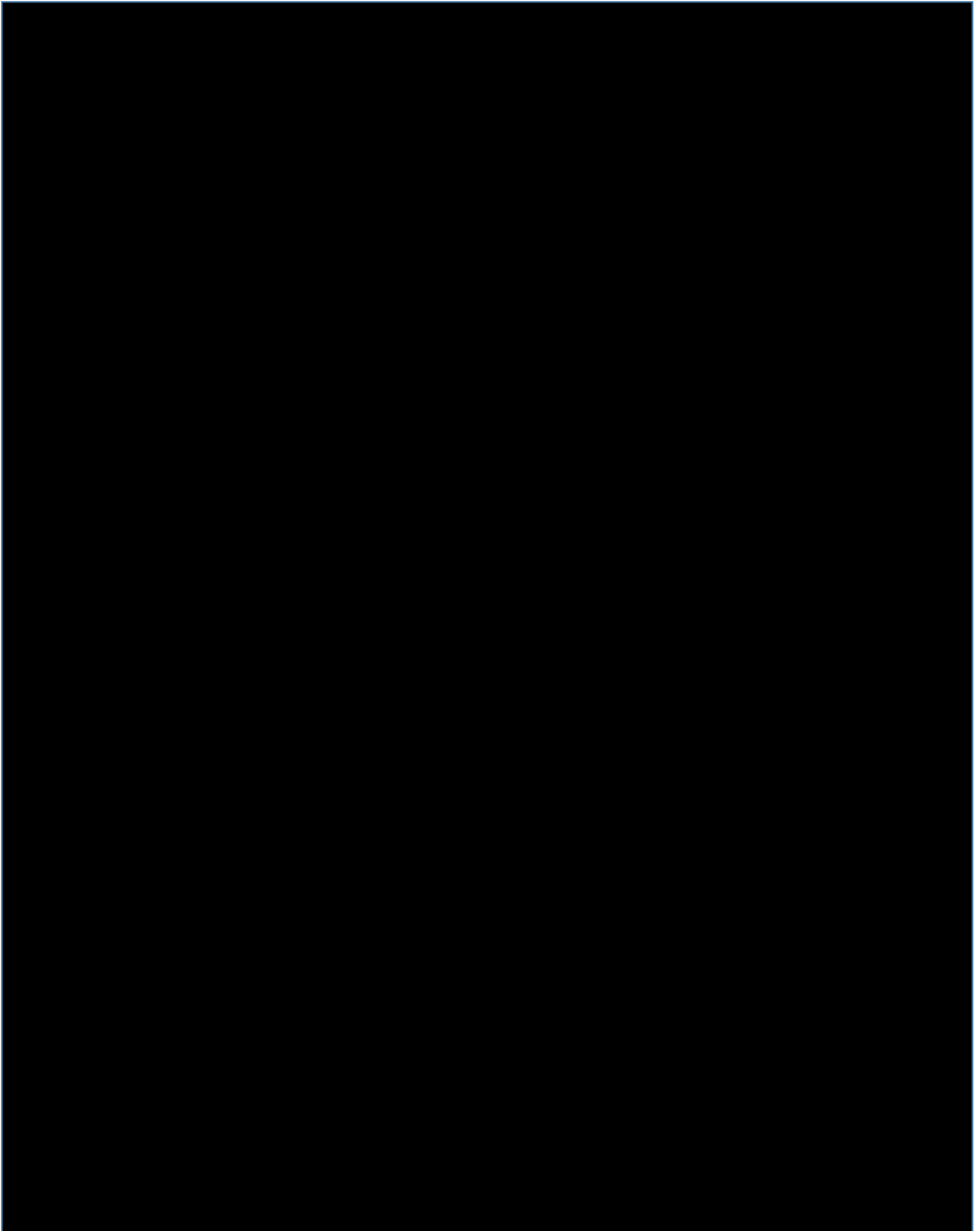












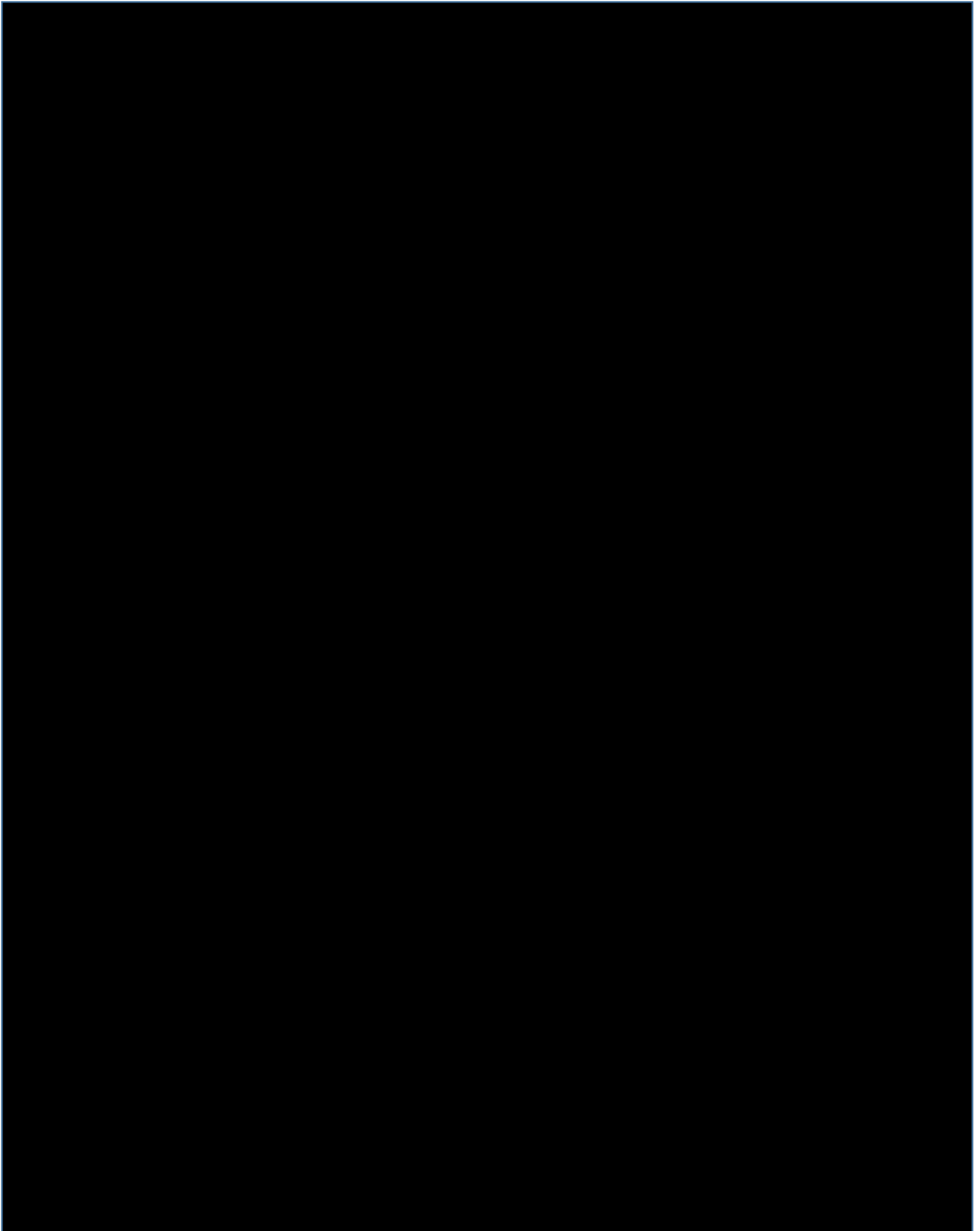






















Case Number 737535

Utility	National Grid - Upstate	Complaint Type	QRS
Cust. City	Oneida	Complaint Code 1	Can Not Contact Company
Created	10/25/2017	Complaint Code 2	Deferred Payment Agreement

Details

<<10/25/17 - 16:09 - Shakeyva Moran - >>Custoemr also advised that he made a payment of \$103 on 10/18/17 and states he was advised by NG that the payment hasnt yet posted. Also, provided customer DPS site to upload his DPA documents so that they can be scanned into case.

<<10/25/17 - 16:07 - Shakeyva Moran - >>1. What is the problem you are experiencing?
2. What resolution(s) are you seeking?

1. Customer called in stating that after falling behind on payments due to an illness, customer contacted NG to set up a DPA to avoid his services from being terminated. Customer states he received the DPA papers to sign and is now attempting to email the papers back to NG to initiate the DPA but his email keeps getting returned saying NG mailbox is full. Customer states that he called NG to advise them of the situation and to see what to do but customer states he was told there was nothing they could do aside from faxing the paper in. Customer states he cannot go outside to fax the papers due to the nature of his illness where he was advised that he cannot be outside for extended periods. Customer is trying to get his papers to NG but does not want to be at fault because their mailbox is full.

2. Customer would like a call from NG to discuss this matter and ensure his DPA will still be honored.

DPS
Determination













