

Residential Rights and Responsibilities for National Grid Customers in New York State

Upstate New York

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 Energy Service Companies (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.

Service or Billing Questions

To ask about your National Grid service or your bill, call **1-800-642-4272**, weekdays 7 a.m. - 7 p.m. You may also access our Automated Account Services line at **1-888-932-0301** for day-to-day transactions such as account balance information, last payment information, proposed Budget Plan payment amounts or to enroll in the Budget Plan.

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 and electric or gas usage history, find out about payment options, and stop or start National Grid service. You may also reach us via email from our website at **www.nationalgridus.com**.

To report an electric or life-threatening gas emergency, please call **1-800-892-2345** or call **911**. For electric emergencies, please call **1-800-867-5222**.

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.

At any time, you have the right to call the Public Service Commission's (PSC) New York office at **1-800-342-3377**. They are staffed from 8:30 a.m. to 4:00 p.m., Monday through Friday.

Our bills, which are sent monthly, show the amount of gas and/or electric you have used. Bills can be paid online at **www.nationalgridus.com**, by phone using our automated payment service, by mail using the return envelope enclosed with your bill, or at an authorized payment agent that accepts National Grid bill payments. Please note that many payment agents charge a fee for this service. Our free DirectPay program can transfer your bill payments automatically from your bank account.

Budget Billing

Our Budget Plan takes the seasonal differences out of your monthly energy bill. Under this plan, we look at your energy use over the past year and estimate your annual energy costs. We then divide that amount into 12 monthly payments. This is particularly helpful if you heat with electric or gas.

Meter Reading & Access

It's important that we access our meter for readings, inspections and maintenance. In accepting service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unlocked private property at all reasonable times to access our equipment and meters.

If we are unable to read the meter for six months or three billing periods of calculated bills, whichever is greater, we will send you a "no access" notice or contact you requesting that you either provide us with a reading or arrange access to the meter.

If the meter has not been read in eight consecutive months or four billing periods, whichever is greater, you or your building owner may be subject to a \$25 charge on your next bill.

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.

Estimated Readings

We use actual readings based on automated meter readings to determine your monthly bill. There may be rare occasions for using estimated readings, such as severe weather or equipment failure. We also continue to use estimates for connecting and disconnecting service.

Inactive Gas Meters

All premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

Payment 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.

Installing every Advoc you heat your home with gas or electric, 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.

Residential Payment Terms Rights Disclosure
See attachment 5 for replacement text

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 "VOID." (Please complete the following *only* if enrolling in DirectPay.)

Name exactly as it appears on bank statement

Bank Name

Bank Account Number

Bank Routing Number (the 9-digit number on the bottom of your check)

Checking Savings

Your Signature

Date

Budget Plan

To obtain your Budget Plan amount and/or to enroll in the Budget Plan, please call **1-888-932-0301**.

Detach

Please see reverse side for Special Protections form. >

Residential Rights and Responsibilities for National Grid Customers in Upstate New York (cont.)

Detach here



Special Protections Registration Form

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

National Grid, 300 Erie Boulevard West, Syracuse, NY 13202

ACCOUNT INFORMATION (Be sure to complete before mailing)

Name _____

Address _____ Apt. _____

Town/City _____ Zip _____

Telephone _____
(Daytime) (Evening)

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 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

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

Third Party Notification

I request that any Final Termination Notice of my National Grid service for nonpayment is also mailed to the following person or agency.

Third Party Name _____

Address _____ Apt. _____

City _____ State _____ Zip _____

Telephone _____
(Daytime) (Evening)

Customer Signature _____

Date _____

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third Party Signature _____

Date _____

Special Protections

National Grid provides special protections for elderly, blind and disabled persons; persons with medical emergencies; and customers receiving 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 metered 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 renew the medical certificate after 30 days, you will be required to provide financial information to determine if you are eligible for a renewal. If 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.

Life Support Customers - Your account will be coded and your meters will be tagged if equipment such as home dialysis kidney machines, continuous ventilation devices, suction (aspiration) machines, apnea monitors for infants or other life-sustaining equipment is in use at the residence. This coding will alert our phone center representatives and field service workers of the household's special needs, as well as alert us to your situation during unplanned power outages.

Third Party Notification - If circumstances make it difficult for you to keep track of your National Grid account, you can designate a relative, friend or agency to help you. They will receive a reminder from us if your bill is overdue or your service is going to be turned off. This person or agency is NOT responsible for paying the bill, but can work with us to avoid problems with your account.

If you qualify for special protections under this section, would like to sign up for DirectPay or would like more information, please complete the attached Program Enrollment Form.

Reconnecting Services

We will reconnect service within 24 hours when: You pay the full amount due, OR You are eligible and sign a payment agreement and make any necessary down payment on your bill, OR You face a serious threat to health or safety.

If you receive public assistance in the form of direct payment or written guarantee, we will turn your service back on within 24 hours after we receive a notice of payment from the social service agency helping you.

Reconnection Fees

We charge a fee to reconnect service. This charge is higher if we restore service outside normal working hours: 8 a.m. – 4 p.m., Monday–Friday, except holidays. The fee is also higher if it requires work at a pole or in the street instead of at the meter.

If we do not reconnect your service within 24 hours of meeting the above conditions—except when it is beyond our control—we will pay you a fee for each additional day you are without service.

Deposits

If you are a short-term or seasonal customer, we may ask you for a deposit. 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 electric or gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call **1-800-642-4272**.

Tenants in Multiple Dwellings

If you live in a building with three or more apartments where your landlord fails to pay the electric and/or 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.

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 CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.