



February 23, 2023

**VIA ELECTRONIC FILING**

Hon. Michelle L. Phillips  
Secretary to the Commission  
New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, New York 12223-1350

**RE: Case 14-M-0565 Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers**

Dear Secretary Phillips:

Pursuant to Ordering Clause 12 of the New York State Public Service Commission's (the "Commission") January 19, 2023 "Order Authorizing Phase 2 Arrears Reduction Program" (the "Order") in Cases 14-M-0565 and 20-M-0266, Niagara Mohawk Power Corporation d/b/a National Grid ("NMPC"), The Brooklyn Union Gas Company d/b/a National Grid NY ("KEDNY"), and the KeySpan Gas East Corporation d/b/a National Grid ("KEDLI") (collectively, the "Companies") was directed to confirm that it has revised its deferred payment agreement communications process.

The Companies have made the necessary enhancements to their standard deferred payment agreement ("DPA"), as detailed in the Order. The updated DPA (copy attached) reflects the feedback from a meeting on the topic with the Public Utility Law Project of New York. We are not currently utilizing the updated DPA because the updates must be implemented in the Companies' respective billing systems. We will confirm deployment once the functionality is enabled in our systems.

Please contact me if you have any questions regarding this filing.

Respectfully submitted,

/s/ Philip DeCicco  
Philip A. DeCicco

Attachment



**RESIDENTIAL DEFERRED PAYMENT AGREEMENT**

Customer Inquiries Telephone Number 1-800-930-5003

**(IF FULL PAYMENT HAS ALREADY BEEN MADE, PLEASE DISREGARD THIS OFFER)**

Name:

Account Number:

Service Address:

Date: October 12, 2022

Dear Customer:

Thank you for your interest in a Deferred Payment Agreement.

Payment Agreement Rules and Information are on the reverse side of this letter. After review, please sign and return the entire form. An additional copy of the agreement is enclosed for your records.

Sincerely,

National Grid

This is an important notice. Please have it translated.

**DO NOT DETACH VOUCHER**

Accounts Processing - KEDLI, One MetroTech Center, Brooklyn, NY 11201-3948  
1-800-930-5003 • www.nationalgrid.us.com

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Bill Account Number	Date Due	Past Due Balance	Downpayment Amount
	10/26/2022	\$254.08	\$99.00

ENTER AMOUNT ENCLOSED

Write account number on check and make payable to National Grid

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National Grid 371471  
PO Box 534081

-9957

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Name:

Account Number:

**PAYMENT AGREEMENT RULES AND INFORMATION**  
**PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU SIGN THIS AGREEMENT**

- National Grid is required to offer you a payment agreement that you are able to pay.
- Normally, payment agreements require that you make a down payment, 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 down payment with monthly installments as low as \$10 above the amount of your current bill.**
- 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.
- Recipients of Public Assistance or Supplemental Security Income (SSI) may wish to consider contacting their local Department of Social Services 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 1-800-930-5003, Monday - Friday, 8 a.m. - 8 p.m.

**HOW PAYMENTS WILL BE MADE IF YOU ACCEPT THIS AGREEMENT**

As of 10/12/2022, you owe a previous balance of \$254.08 and a current bill amount of \$120.08 for a total owing of \$374.16. A down payment of \$99.00 must be made by 10/26/2022 leaving a balance of \$275.16. This remaining balance is to be paid in 0003 monthly installment(s) as follows: 002 payment(s) of \$99.00 and a final ( 3rd) payment of \$77.16. 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 form below, enclose the required down payment, and mail using the enclosed envelope.** To avoid termination of service, the signed agreement and down payment must reach us by 10/26/2022.

**WHAT HAPPENS IF YOU DO NOT MAKE THE PAYMENTS**

If you do not make any payment required by the terms of the agreement, we may insist upon full payment of all monies owed to us and take steps to shut-off service where legally permitted. Please contact us if the reason for not making payment is that your financial circumstances (income and expenses) have changed significantly due to conditions beyond your control. We will determine your eligibility for a payment agreement that considers your financial circumstances which may require no down payment and installments as low as \$10 per month above current bills.

**ASSISTANCE**

If you wish to speak with a National Grid representative, call 1-800-930-5003, Monday - Friday, 8 a.m. - 8 p.m. If further help is needed, you may contact the New York State Public Service Commission online at [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints), by phone at 1-800-342-3377 (toll free), 8:30 a.m. - 4 p.m. Monday through Friday, or by mail.: New York State Public Service Commission, Empire State Plaza, Albany NY 12223.

**BUDGET BILLING OPTION**

If you wish to enroll in our Budget Plan, place a check mark in the box below. Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments. The Budget Plan is a free program. This plan pertains only to new bills and does not change the specific terms of the payment agreement. If you have any questions regarding the plan, please call 1-800-930-5003, Monday - Friday, 8 a.m. - 8 p.m.

Yes, I would like to be put on the Budget Plan.

**ACCEPTANCE OF AGREEMENT**

**Company Acceptance:** By this statement, National Grid verifies that specific terms offered on this document are an acceptable agreement for payment of monies owing.

**Customer Acceptance:** To indicate acceptance; sign, date, and print name. I have read, understand, and accept the terms of this agreement.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINT NAME: \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_\_

By signing and returning one copy, you are agreeing to make payments according to the terms of this agreement. In return, National Grid will agree not to shut off your service for non-payment, for as long as you continue to honor the terms of the agreement. If you do not sign and return the agreement (or contact us to discuss alternative terms) and a final termination notice is in effect, we will take necessary steps to terminate your service. You may also fax this agreement to (315) 460-8015 or email it to [LIDPAanationalgrid.com](mailto:LIDPAanationalgrid.com).

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