

Arrears Payment Plans

National Grid is happy to assist you in finding a repayment method that best suits your current financial situation. Whether you need a short collection arrangement or a longer term deferred payment agreement, our agents can assist. Deferred payment agreement terms vary, but a need-based minimum agreement may provide for as little as zero dollars down with a ten dollar a month repayment plan in addition to your current charges. For a minimum agreement, you may need to provide the appropriate income and expense related documents. Staying current on any plan will ensure the account has no collection action taken on it.

Collection Arrangement

A collection arrangement is a short-term (40 days or less) repayment plan with flexibility to customize each installment's due date and amount. A collection arrangement need not be signed, but a written copy of your agreed terms will be provided upon request.

Deferred Payment Agreements

A deferred payment agreement is a longer term repayment plan with a fixed monthly installment amount over and above current charges. A deferred payment agreement must be signed. A standard deferred payment agreement generally requires a 15% down payment. More lenient terms are available if you qualify financially. Please call for more information.

Discount Rates

Income Eligible Program

New York State's new income eligible utility rate program can mean valuable savings for qualifying households. Call our customer service center to see if you qualify!

Assistance

TEMPORARY ASSISTANCE

Temporary Assistance is temporary help for those in need due to unemployment, unable to work or are not able to make ends meet. Temporary Assistance may be able to help you pay for expenses. Call your Local Department of Social Services or NYC HRA to apply.

HEAP

Each year, thousands of New Yorkers benefit from federal and state heating assistance programs. The increased two-tier income guidelines allow help to go out to more people than ever before. You might be surprised to find out you qualify! Call your County Agency or NYC HRA to apply.

EMERGENCY HEAP

Customers in danger of service termination may qualify for an emergency grant to prevent service disconnection. Call your County Agency or NYC HRA to apply.

National Grid

Payment Methods

Payment Plans

Payment Assistance

Bring

Energy to

Life

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. **Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.**
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Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG BÁO QUAN TRỌNG. XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO ẤY. Questa è un'informazione importante. Si prega di tradurla.

At National Grid, we understand that it can be difficult to make timely payments on your utility bills. We've worked hard to make it easy for you to manage your energy budget.

This payment guide holds valuable information to help you learn about:

- Automatic payments
- Single payment options
- Due date extensions
- Short term arrangements
- Installment agreements
- Budget billing
- Discount rates
- HEAP and other assistance

Customer Service	
Upstate NY	1-800-642-4272
NYC	718-643-4050
LI	1-800-930-5003
Credit & Collections	
Upstate NY	1-800-443-1837
NYC	718-643-4050
LI	1-800-443-1837
Payment Addresses	
Upstate NY	P.O.Box 11742 Newark, NJ 07101-4742
NYC	P.O.Box 11741 Newark, NY 07101-4741
LI	P.O.Box 11791 Newark, NJ 07101-9991

Set it Up and Let it Go!

Who has time to write checks every month? With our automated payment options, you can rest easy knowing that your utility charges will be paid each month.

Automatic Bill-Pay

Your most recent billing amount will be deducted from your savings or checking account each month, about 15 days after the billing date.

Recurring Payments

You can select a payment schedule to suit your finances. You select the payment frequency, timing, and amount. You can even set up a recurring payment to pay your balance each month on the day of the month that suits you best.

Bill Extender

Customers on a fixed monthly income may request a recurring 10-day due-date extension.

Payment Options

National Grid offers a variety of payment methods to suit your busy lifestyle.

Phone and Online Payments

During business hours, our phone agents can accept payments from your savings or checking account for free. We accept payments by credit card for a small fee. At any time, you can pay using our menu-driven phone payment system or on the National Grid website.

Walk-In Centers

National Grid has partnered with Western Union to offer over 3,000 walk-in payment locations across New York State. For a listing, visit the National Grid NY website. Our New York City area customers can still pay in person at our customer offices.

Check-by-Mail

Paper check payments are accepted at our Newark, NJ mailing addresses. Please allow sufficient time for mailing and processing when paying by mail.

Budget Billing

Tired of the ups and downs of utility bills? Whether it's the chill of a Plattsburg winter or the heat of a Brooklyn summer, seasonal energy costs can be tough to manage. With budget billing, your last 12 months of energy costs are averaged into a manageable regular monthly amount. As energy costs change from year to year, your budget payment may be adjusted at your annual reassessment. But most importantly, you'll avoid the stress of an unexpectedly high bill. Take control of your utility bill with budget billing!