

OPTIONAL CREDIT CARD PAYMENT PROVISION

- 1.0 AVAILABILITY:** Customers of National Grid (“National Grid” or “Company”) have the option of paying their bills issued by National Grid through the use of a payment-processing agent (“Third Party Vendor”). Residential and non-residential customers, as determined by the Company’s rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company’s ability to arrange for such an option. This payment option is available to all of the Company’s customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the Commission’s Rules Governing the Acceptance of Credit Card Payments (the “Rules”) and this provision, the Rules shall govern.
- 2.0 PAYMENT TYPES:** The following payment methods shall be accepted under this provision:
1. Visa;
 2. Mastercard;
 3. American Express;
 4. Discover;
 5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
 6. Electronic Checks
- 3.0 FEES:** Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a residential customer or a non-residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

Residential Fees:

The residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$2.25. The Third Party Vendor

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will assess a fee of \$2.25 per transaction for any additional payment transactions up to \$600 each.

Non-Residential Fees:

The non-residential fee per payment transaction, up to a maximum transaction amount of \$1,000, is \$7.95. The Third Party Vendor will assess a fee of \$7.95 per transaction for any additional payment transactions up to \$1,000 each.

4.0 PAYMENT AMOUNT: Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

5.0 COMPANY OBLIGATION: The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute involving matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

6.0 TERMS & CONDITIONS: The Company's Terms & Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.