

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

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 non-utility energy service providers (ESCOs). This brochure contains basic information about National Grid's policies and procedures and 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, 24 hours a day, 7 days a week. 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.nationalgrid.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.nationalgrid.com.

To Report an Emergency

To report an electric or gas emergency, please call 1-800-892-2345, 24 hours a day, 7 days a week.

Meter 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 we cannot gain access, you may be subject to special charges.
- ▶ 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.

Billing and Payment Procedures

When To Pay - Your bill is due when you receive it. It notes the date we must receive payment by to avoid late payment charges (23 days after the bill is sent to you). Late payment charges are 1.5% of the past-due amount and are assessed each month on any unpaid past-due balance.

Where To Pay - Most of our customers pay by mail, using the return envelope we provide. A number of customers use our DirectPay and Online Bill-Pay options, which are also mentioned in this brochure. You may pay in person at a local store or bank or other authorized payment agent that accepts National Grid bill payments. Please note that many payment agents charge a fee for this service.

DirectPay Program

You also have the option to pay your National Grid bill automatically. Once you authorize automatic payment, we withdraw the billed amount from your checking or savings account 15 days after your billing date. We continue mailing your regular bill to keep you informed of payments posted and received, your energy use and costs, and your next scheduled meter read date.

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. Every three months, we review your monthly payment amount and adjust it as needed, based on your usage and the price of energy. Budget Plan service is free, and you may leave the plan at any time.

Online Bill-Pay

You can enroll in the Online Bill-Pay program to receive and pay your bill online. You will receive an email notification when your online bill is available for viewing and payment.

For more information visit www.nationalgridus.com/paymentoptions.

Payment Arrangements

If you're having difficulty paying your National Grid bill, let us know by calling our Collection Services Department at 1-800-443-1837, Monday- Friday, 8 a.m.-8 p.m.; Saturday, 8 a.m.-1 p.m. Please have your account number ready. We will determine your eligibility for a payment agreement that considers your financial circumstances.

Disconnection of Service Procedures

We may disconnect service for nonpayment. Before we can turn off service for nonpayment, we must send you a Final Termination Notice. We do not send a Final Termination Notice until a bill is more than 25 days overdue. The Final Termination Notice provides you with 15 more days to pay the bill or make payment arrangements before service can be turned off. Prior to termination, we will send you by mail a deferred payment agreement. If you accept the agreement, sign it and send it to us together with the down payment before the Final Termination Notice date, we will not turn off your service.

Service Termination by an ESCo

Non-utility energy service providers (ESCOs) must also follow HEFPA procedures before terminating your supply service for nonpayment. A termination by an ESCo is the point at which your energy supply is no longer provided by that ESCo. National Grid customers will receive notice of a potential ESCo termination for nonpayment on the same Final Termination Notice described under the preceding "Disconnection of Service Procedures" section. If you purchase your supply service from an ESCo, you may want to contact your ESCo for more information.

Cold Weather Protections

We will NOT disconnect your electric or gas service between November 1 and April 15 without first trying to contact you or an adult member of your household at least 72 hours in advance of service termination. 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 plan. However, the customer is still responsible for bills and should make reasonable efforts to pay for service.

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.

Program Enrollment Form

Name _____

Address _____ Apt. _____

Town/City _____ Zip Code _____

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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.

See Reverse

Detach

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.

Security Deposits

If you are a short-term or seasonal customer, we may ask you for a deposit. A short-term customer is someone who has an account with us for less than one year. A seasonal customer is a person who applies for and receives utility service periodically each year, intermittently during the year, or at other irregular intervals. Deposit amounts are based on twice the average monthly bill for the heating season. Deposits are held for one year and, with a good payment record during the year, refunded with interest at a rate set by the Public Service Commission. If your payments are not current, we will hold the deposit and credit the interest to your account annually.

Important Information for Tenants and Landlords

If electric and/or gas service is included in rent and a landlord fails to pay, a tenant may be able to maintain service if the tenant can join with other tenants to pay the current bills, which may be deducted from rent. To notify tenants when a landlord fails to pay, we will post notices throughout the building. We will also send notices to each tenant to inform them if service is scheduled for shut-off. If tenants live in a two-family home or multi-unit building where heat or other utility services are part of rent, we will not shut off service without giving tenants a written 15-day notice. During that period we will determine whether any tenant has a medical or other problem that would be worsened by discontinuing service.

Shared Meter Law is enforced by all New York state utilities under the administration of the New York State Public Service Commission. Residential tenants are required to pay only for the electricity and/or gas used in their dwelling or in any area with equipment that is under their exclusive use and control. If shared metering exists in a building, tenants may be paying for electricity or gas used by others, or they may receive electricity or gas through another tenant's meter (third party). Shared Meter Law states that the tenant billed for the shared condition must be reimbursed by the landlord and/or third party and/or, under certain conditions, the tenant may enter into a mutually acceptable agreement with their landlord. The law also requires National Grid, under certain circumstances, to bill the landlord an

additional 12 months of estimated service on the shared meter regardless if the situation is corrected or not. Tenants or landlords who think their premise may be affected should call National Grid at 1-800-642-4272 and let us know what they believe is shared. To investigate for a shared meter condition, we will need access to the apartment, the meters and any common areas of the building. Shared Meter Law requires National Grid to provide written notification of a pending investigation and the resulting determination to all parties involved. Tenants will need to provide the owner/building manager's name, address and telephone number. When shared metering is found, landlords are required to either correct the condition or, under certain conditions, provide a mutually acceptable agreement with their tenant or place the shared meter under their name. Failure by the landlord to cooperate with our request to investigate may still result in our determination of a shared meter condition. If the landlord fails to take any action within 120 days of a shared meter determination, the law requires that National Grid establish an account in the landlord's name for all future service measured on the shared meter until compliance with one of the remedies listed above. More information about shared metering can be obtained at www.nationalgridus.com/sharedmeter or by calling 1-800-642-4272.

Complaint Handling

If our customer service representative did not meet your needs or expectations, ask to speak with a supervisor. If you have a question or concern that was not resolved to your satisfaction by National Grid, you can write to the **New York State Public Service Commission's (PSC) Office of Consumer Services at Three Empire State Plaza, Albany, NY 12223** or call the PSC helpline at 1-800-342-3377. The helpline is staffed from 8:30 a.m. to 4 p.m. on business days. PSC consumer representatives will investigate your complaint and issue a determination. The PSC also has a special emergency hotline for residential customers and non-residential customers with service provided to residential dwelling units. The hotline number is 1-800-342-3355.

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. 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 family is faced with a medical emergency, providing a medical certificate from your doctor or local Board of Health will continue emergency service for 30 days. To renew the medical certificate after 30 days, have your doctor or the Board of Health explain in writing why you still need the emergency service. You will be required to provide financial information to determine if you are eligible for a renewal. 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 electrically operated 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. Detach and mail in a stamped envelope to:

**National Grid Customer Service
300 Erie Boulevard West
Syracuse, NY 13202**

This is an important notice.
Please have it translated.

È una informazione importante. Preghiamo di tradurla.
Este es un aviso importante. Por favor, hágala traducir.

Questa è un'informazione importante. Si prega di tradurla.

Đây là một bản thông cáo quan trọng.
Xin vui lòng để họ dịch sang tiếng Việt.

これは重要なお知らせです。
お読みください。

National Grid Customer Service
300 Erie Boulevard West
Syracuse, NY 13202
Phone: 1-800-642-4272
www.nationalgrid.com
CM4395 Residential 7/09

nationalgrid
The power of action.™

Detach

Special Needs

The following equipment is in use in my household:
Life-support equipment (identify)

I receive Public Assistance (PA). My case number, which appears on my PA Identification card, is:

I receive Supplemental Security Income (SSI). (Note: SSI benefits are not the same as Social Security retirement benefits.)
My Social Security number is:

□ □ □ - □ □ - □ □ □ □ □

Every member of my household is age 18 or under, age 62 or older, blind, or permanently disabled.

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 Code _____

(____) _____ (____) _____
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 _____