



National Grid's Consumer Appeals Team

Upstate NY

Get the help you need.

National Grid's Consumer Appeals Team is available to assist our customers experiencing financial hardship and who are unable to come to an acceptable resolution with Collection Services.

The Team serves as an additional resource to ensure all customers' rights have been afforded within the New York State Public Service Commission regulations. In addition, we work closely with Community Agencies that serve our customers.



Contact us to speak with a Consumer Appeals Team member:

- ▶ We will evaluate each customer's financial situation to determine available options

- ▶ We will make appropriate referrals to various local assistance programs and services
- ▶ We will work together with each customer to come to a reasonable resolution that is both beneficial for the customer and the company

Programs Offered:

If you are having difficulty paying your utility bill, National Grid's Consumer Appeals Team may be able to assist you with information on the following programs and services:

- ▶ HEAP program — Home Energy Assistance Program fund information
- ▶ Human Services Agencies and other Assistance programs — available through the New York State Department of Social Services or assistance agencies such as Red Cross, Catholic Charities and Community Action
- ▶ Consumer Advocates — National Grid's Consumer Advocates are available to assist low-income and special-needs customers

"As a Community Action agency serving the needs of low-income residents in the city of Schenectady, we could not say enough about our interaction with the National Grid's Consumer Appeals Team. Having the ability to directly advocate for our consumers who have utility issues has been a wonderful tool to help people who are in crisis. The Consumer Appeals Team staff have shown themselves to be sensitive and accommodating in addressing the needs of our consumers. This service is a lifeline for people who are faced with a choice of paying their power bill or feeding their family."

-Mike, Community Services Coordinator from Schenectady

Resource Contacts:

National Grid Customer Service

1-800-642-4272

Credit and Collections

1-800-443-1837

Power Outage/Downed Lines

1-800-867-5222

Life Support Outage Hotline

1-800-460-0316

Consumer Advocates

1-800-642-4272

Energy Efficiency Program

1-800-716-8099

www.nationalgridus.com

Contact us at:

consumerappealsteam@us.ngrid.com

1-877-444-6337

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Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

nationalgrid

The power of action.™