

HAVE A QUESTION ABOUT YOUR BILL OR NEED SERVICE?

Please contact National Grid immediately if you have a question about your bill, or if you need our free emergency gas safety service. Contact National Grid first. We want to help! Your utility service application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers.

BY TELEPHONE - 718-643-4050. If you have a gas safety emergency, please call us at any time (24/7). Billing inquiries are normally handled from 8:00 a.m. until 8:00 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays.

IN PERSON - at one of our Customer Service Centers listed on the back of your bill. Hours are 8:30 a.m. until 5:00 p.m. - Monday through Friday. Since Mondays and Fridays are our busiest days, please try to visit us on another day, if possible, to save your time.

BY MAIL- Write to: National Grid, Customer Correspondence, 2 Hanson Place, Brooklyn, NY 11217. We will respond promptly and in writing, if you request a written reply. When writing, please include your account number and your telephone number.

What if you don't agree with National Grid's answer to your question?

If our representative is unable to handle your inquiry to your satisfaction, please ask to speak to a supervisor.

If we are unable to help you may contact the New York State Public Service Commission online at dps.ny.gov/complaints, by calling **1-800-342-3377** (toll free), 8:30 a.m. - 4 p.m. Monday-Friday, or by mail: New York State Public Service Commission, Empire State Plaza, Albany, NY 12223. The consumer representatives will investigate your complaint and issue a determination.

While your complaint is being considered by the PSC, you don't have to pay the bill amount that is in question. Bills that are not in dispute are payable when due.

APPLICATIONS FOR GAS SERVICE

An Application for Gas Service—available at any Customer Service Center—must be completed prior to starting gas service. Be sure to complete the application fully and accurately to ensure that your account is placed on the correct service classification (billing rate). Your application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers. We will either provide or deny service within 10 calendar days after receipt of a completed application.

Certain situations may delay the provision of service, including adverse weather conditions or our inability to gain access to the premises.

Before providing service to an applicant we may require full payment for all amounts due that are not the subject of a pending billing dispute, or have an existing Deferred Payment Agreement that is in good standing. If your application is denied solely for failure to make full payment, we

will provide service as soon as reasonably possible once the outstanding amounts due are paid.

If we deny your request for service, we'll give you a written notice explaining the reason for the denial, what you must do to qualify for service, and notice of your right to a review by the Public Service Commission.

SECURITY DEPOSIT POLICY

New Customers may be required to pay a Deposit to open a new gas account. The deposit will not exceed twice the average monthly usage during the previous 12-month period, and must be paid in full. You will receive a receipt for a paid deposit.

Existing Customers may be requested to pay a deposit if the customer's account is delinquent, the customer's financial condition is such that it is likely that the customer may default, the customer has filed for reorganization or bankruptcy or the customer has been rendered an adjusted bill due to tampered equipment.

A deposit may be paid in three installments—50% down and the balance in two monthly payments.

For existing customers who have 12 months or more of billing history, the amount of the Security Deposit will be based on billing history.

For customers who have less than 12 months of billing history, the amount of the deposit will be based on either the billing history of the customer, or that of the previous customer, provided there have been no significant changes in usage.

In lieu of cash security deposits, we may accept non-cash such as irrevocable letters of credit and surety bonds. The deposit will not exceed twice the average monthly usage during the previous 12-month period. Initial deposit amounts will be reviewed after one year in order to assure that the deposit amount is consistent with the current usage. If the variance is more than 25%, an additional deposit may be requested or a partial amount refunded. Deposits are then reviewed bi-annually after that or at your request.

Cash deposits only will have interest paid at a rate designated by the PSC. Interest will be credited to your account annually and paid to you when the cash deposit is returned. Deposits are held for three years. If all bills have been paid on time, in full, and no adverse financial conditions exist, we will refund a cash deposit, plus interest, within 30 calendar days, after crediting the amount to any outstanding bills. Non cash alternatives will be removed from the account.

PAYMENT OF BILLS

Pay online at nationalgridus.com by mail using the envelope with your bill, or join our FREE DirectPay automatic payment service. Pay in-person at any Customer Service Center listed on the back of your bill, as well as other "authorized" agencies. Visit nationalgridus.com for more information.

We appreciate your prompt payment of our bills. Bills are due and payable upon receipt. A payment is overdue 23 calendar days after payment is due (which is generally 23 days after the bill was sent).

Late Payment Charges (LPCs): We may impose a continuing late payment charge on the balance of any bill for service, and any unpaid LPCs applied to previous bills

or security deposits which are not paid within 23 calendar days. We may apply LPCs for previously unbilled services supplied through tampered equipment, providing we can demonstrate that the condition existed after the customer knew or reasonably should have known the original billing was incorrect. The Late Payment Date will appear on your bill.

BALANCED BILLING

If your gas usage has predictable highs and lows during the year, you may be eligible to join our Balanced Billing plan. It spreads your annual gas usage costs into 12 monthly payments. Contact us to enroll in the FREE service.

The following do not qualify for participation. Customers who:

1. have less than 12 months of billing.
2. are seasonal, short-term or temporary.
3. have arrears
4. are interruptible, temperature-controlled, or dual-fuel
5. for any reason, ceased being billed on a previous plan before the end of the plan year in the past 24 months; or
6. have a consumption pattern that cannot be accurately estimated.

DISCONNECTION OF SERVICE

If you fail to pay overdue bills (gas bills, Deferred Payment Agreement, Security Deposit requests), or fail to provide reasonable access to the premises, we may turn off your service only after we have given the required notice. If you are eligible, we will offer you a Deferred Payment Agreement.

If we disconnect your service because we found it being supplied through tampered equipment (meter), you have the right to a written unmetered service bill and oral notice of the conditions, if any, under which service will be continued.

We may disconnect service without providing advance notice of disconnection if a payment is made by a check which is later dishonored after a notice of disconnection has been sent.

Final Disconnection Notices

Before we can shut off gas service for an overdue bill, security deposit, or failure to provide access to the meter, we must send you a Final Disconnection Notice. We will not send a Final Disconnection Notice for non-payment unless you have failed to pay a bill within 23 calendar days of the date payment was due (about 24 days after the date of the current meter reading printed on the bill). Once a Final Disconnection Notice has been mailed to you, you will have at least eight calendar days in which to pay your bill, or enter into a Deferred Payment Agreement if eligible. (See section on Deferred Payment Agreements.) If you have any questions regarding your account, please call us. We'll review your account and postpone gas service shut-off while we investigate your questions.

National Grid will not shut off gas service on weekends and public holidays or a day on which our Customer Service Centers or the PSC are closed. Disconnections occur between 8:00 a.m. and 6:00 p.m., except on days preceding the days noted above, where disconnection may not occur after 3:00 p.m., unless prior notification has been made and we are prepared to accept a check for any payment required to avoid service shut-off.

YOU MAY BE ELIGIBLE FOR RESIDENTIAL PROTECTIONS

You may be eligible for protections under the Home Energy Fair Practices Act (HEFPA), a New York State law that is applicable to residential customers. These protections include, but are not limited to, the waiver of a Security Deposit, eligibility for Deferred Payment Agreements and protections from service disconnection.

You are eligible for residential customer protections if:

1. You are a resident landlord in a two-family dwelling that is supplied gas by one meter; -OR-
2. a. An application for gas service has been submitted in your name and not in a business or corporate name; and b. You live at the service address where the gas will be used; and c. You use more than 50% of the gas service for your residential purposes.

Important Notes: The HEFPA protections do not affect the rate you are billed for your gas service. Gas rates are determined by the type of gas service used and the premises supplied. National Grid reserves the right to inspect the customer's premises to verify the accuracy of any information provided. If you qualify for residential customer protections, please complete the other side of this form and mail to the address shown below.

Please complete the other side and mail this form to:

National Grid, Collections - 2 Hanson Place, Brooklyn, NY 11217

