

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 7:00 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, One MetroTech Center, 16th Floor, Brooklyn, NY 11201. 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 you are still unsatisfied after trying to resolve your inquiry you may contact:

NYS Public Service Commission
Office of Consumer Services
90 Church Street
New York, NY 10007

The Public Service Commission (PSC) is staffed from 8:30 a.m. to 4:00 p.m. on business days. Their telephone number is **1-800-342-3377**. PSC 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 www.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 www.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 - 13th Floor, One MetroTech Center, Brooklyn, NY 11201-3850

Our Representatives can accept payments and make Deferred Payment Agreements with eligible customers at the time of gas service shut-off. They may accept full or a partial payment with a Deferred Payment Agreement (if the customer is eligible), thereby preventing service shut-off. (See section on Deferred Payment Agreements.)

RECONNECTION AFTER SHUT-OFF

If we shut off your service due to non-payment of bills, failure to provide access to read our meter, or for a violation of our Tariff, we will reconnect it within 24 hours after you have paid applicable charges and any applicable security deposits, made reasonable arrangements for access, or corrected the tariff violation. Should circumstances beyond our control prevent reconnection of service within 24 hours, service will be reconnected within 24 hours after those circumstances cease to exist.

IMPORTANT INFORMATION FOR LANDLORDS

If you own a residential rental property, your tenants are not obligated to pay for gas service to any area outside of their own dwelling units. This is known as a "shared meter" condition. A dwelling unit is considered to be the tenant's living area, as well as any area under the tenant's exclusive use and control. With limited exceptions, a shared meter condition must be corrected or the owner must assume responsibility for the account, as well as up to six years of past service. In addition, when a shared meter condition is found following an inspection that was not at the owner's request, the owner may be assessed a bill equal to the estimated cost of 12 months of all service measured by the shared meter. You may contact us to request an inspection.

DEFERRED PAYMENT AGREEMENTS

If you cannot pay your entire bill when it's due, you may be eligible for a Deferred Payment Agreement (DPA). However, a DPA does not exempt you from being subject to a security deposit. To obtain a DPA, please visit any National Grid Customer Service Center, or call **718-643-4050** for more information.

Down Payment Requirements

We may request a down payment of 30% of the amount of your arrears, or two times your average monthly usage (whichever amount is greater), plus any amounts billed after the Final Disconnection Notice was sent that are in arrears when the agreement is signed.

If we visit your premises to disconnect your service, you may make an agreement at that time, but your down payment may be as high as 50% of your arrears, or the cost of four times your monthly average usage, whichever is greater.

Remaining Payments

The remaining balance due after your down payment is to be paid in monthly payments equal to the cost of one month's average usage, or in six monthly payments, whichever is greater.

NOTE: You are not eligible for a DPA if:

you have the financial resources to pay the bill; or

you are a publicly held company or a subsidiary of one; or

- ▶ you are a seasonal, short term or temporary customer; or
- ▶ your previous 12 months usage exceeded a combined total gas consumption of 4,000 therms; or
- ▶ you owe money under a prior or existing Deferred Payment Agreement, or failed to make timely payments under a prior Agreement in effect during the previous 12 months.

METER READINGS AND ESTIMATED BILLS

The date of your next scheduled meter reading is shown on your bill. Normal Reading hours are from 8:00 a.m. to 5:00 p.m. Please make every effort to admit our meter reader on this date. Under certain circumstances, we may issue an estimated bill. If we can't obtain access to read your meter, we'll ask you to provide the meter reading to us. If access continues to be unavailable, a series of bill messages will request assistance in reading your meter, offer a special reading appointment, and advise you of penalty charges for non-access. Non-access penalty charges start at \$25 plus tax per meter and increase until an actual meter reading is obtained.

BACKBILLING

A "backbill" is defined as that portion of any bill, other than a Balanced Billing plan bill that represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle.

If an error becomes apparent in our billing, we have, by law, six months to correct the discrepancy and send a backbill to a customer. When a backbill is issued, an explanation of the circumstances that caused the under-billing will be provided to the customer. If the backbill covers more than 24 months, a statement explaining the reasons why the backbill exceeded the established limitations will be enclosed with the bill. For any backbill covering more than a one-month period, the customer will receive a notice explaining that they may, upon request, receive a detailed billing statement showing how the charges were calculated. In addition, a backbill will be accompanied by an offer of a Deferred Payment Agreement for customers who are eligible, except in situations involving meter or service tampering.

We are permitted to revise a backbill within 12 months of the date we became aware of the circumstances that caused the underbilling if:

1. the customer knew or reasonably should have known that the original billing, or the first backbill was incorrect; or
2. new information shows that the first backbill was incorrect.

Limitations

We are not permitted to backbill a customer for service rendered more than 24 months before we became aware of the circumstances causing the backbill (12 months if it is due to our deficiency) unless we can demonstrate that the customer reasonably should have known that the original billing was incorrect.

INSPECTION AND EXAMINATION OF UTILITY APPARATUS

We have the right to enter a building at reasonable times to examine our equipment (meters, piping, etc.), or to determine

the quantity of gas consumed. A customer who directly, or indirectly, prevents our representatives from conducting this examination may be billed a \$100 penalty charge. Except where prevented by circumstances beyond our control, we will conduct a field inspection as soon as reasonably possible and within 60 days in the following situations:

1. a request contained in a service application;
2. a reasonable customer request;
3. a company field inspection order;
4. notification from any reasonable source that service may not be correctly metered; or
5. a directive from the New York State Public Service Commission, or its authorized designee.

INACTIVE GAS METERS

All premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

SERVICE CLASSIFICATIONS (BILLING RATES)

A detailed listing of our Non-Residential Gas Service classifications is available upon request at all Customer Service Centers, or by calling **718-643-4050**. This information is also provided to all new customers at the time of their application for service at our Customer Service Centers. A copy of our tariff is available in every Customer Service Center.

Non-HEFPA Residential Service

Certain classes of customers billed on a residential rate are covered under the non-residential rules described in this brochure and are not covered by the Home Energy Fair Practices Act (HEFPA). These classes are as follows:

1. three to five - family building supplying space heating and/or water heating;
2. religious organizations* where gas is used exclusively for religious purposes;
3. not-for-profit veterans organizations* that own or lease posts or halls;
4. community residences* for the mentally ill which are not-for-profit corporations and do not have a staff on the premises 24-hours a day; or
5. non-heating purposes (includes cooking and/or oil burner pilot usage only) in two or more—family buildings with 50% or less of the square footage used for nonresidential activities.

*National Grid allows this type of account more choices in selecting an appropriate and cost-effective rate. Please call **718-643-4050** for further information.

Discount rates for business customers

Are you moving or expanding your business? Or maybe you're considering starting your own business. We can help you to save money on your operating expenses or even help you to find a location. Ask us for more information when applying for service in a Customer Service Center, or call our Office of Economic Development at **1-877-MyNGrid**.

Website: www.nationalgridus.com

REQUEST FOR RESIDENTIAL ACCOUNT PROTECTIONS (under the Home Energy Fair Practices Act)

Name on Account _____

Service Address _____

City _____ State _____ Zip _____

Account Number _____

Telephone #: Home _____

Business _____

Customer's Signature _____

Title _____ Date _____

– For Company Use Only –

Insp. Req

Returned

Brochure Mailed

Quality: Yes No

Please check the item(s) that apply to you:

1.

I am a resident landlord in a two-family dwelling that is supplied gas by one meter.

2.

The account is in my own name (not a Business or Corporate Name); **and**

I live at the service address; **and**

I use more than 50% of the gas service for my own residential purposes.

-OR-

Note: If you checked item #1, or all items in #2, you may qualify for residential customer protections under the Home Energy Fair Practices Act.

Mail this completed form to the address shown on the other side.