

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

**nationalgrid**

## Upstate New York

As a National Grid customer receiving non-residential service in New York State, you have certain rights and responsibilities. This pamphlet summarizes your rights, as well as your responsibilities and obligations. If anything in this pamphlet is not clear, you may call our Commercial and Industrial Business Team at **1-800-664-6729**, Monday-Friday, 8 a.m.-5 p.m. Our tariff is available for review at the New York Public Service Commission (PSC) headquarters in Albany or on our website at **nationalgridus.com**. These rights and responsibilities are provided for in Part 13, Rules of Sub-chapter B, Chapter 1. Title 16 of the New York Code of Rules and Regulations.

### Applications for Non-Residential Service

You may apply for service by telephone. However, you may be required to complete a written application for service.

Following the receipt of a completed application, we will either provide or deny service within 10 days, unless prevented by circumstances beyond our control. If service is denied, we will provide you with a written statement containing our reasons for denial, what you must do to qualify for service and notice of your right to appeal to the PSC. If you qualify for service, you may be required to pay any past due amounts for which you are responsible and comply with all other customer responsibilities as required by our tariff before service is turned on. Additionally, if another party controls access to our meters, you will be required to provide us with the name and contact information of that party.

### Eligibility for Residential Rates

Certain religious organizations, farms, community residences as defined in the Mental Hygiene Law, and posts or halls owned or leased by a not-for-profit corporation that is a veterans' organization, may be eligible for billing at residential rates. Residential rates may be more beneficial depending on factors including the type (gas or electric), amount, and pattern of usage. In order to qualify, National Grid requires evidence of eligibility. For more information about eligibility requirements, call **1-800-664-6729**, Monday-Friday, 8 a.m. - 5 p.m.

### Security Deposit Policy

**New Customers** may be required to pay a security deposit to open a new account. The deposit will not exceed twice the average usage during the previous 12-month period. The deposit will be reflected on your first monthly bill. You may pay your deposit in three installments - 50% down and the balance in two monthly installments.

**Existing Customers** may be requested to pay a deposit if the account is delinquent, the customer has filed for reorganization or bankruptcy or if back billed for service provided through tampered equipment or (where reliable evidence exists) are likely to default on payment of billed service charges.

Security Deposit will not exceed twice the average monthly usage. In the case of customers whose usage varies widely the amount can be twice the cost of your average monthly usage during the peak usage season.

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.

Security Deposit can be paid in the form of cash, check, irrevocable letter of credit and surety bonds. National Grid pays interest on deposits paid by cash or check. Deposits are held at a rate of interest set by the PSC. Interest will be credited annually for as long as we continue to hold the deposit.

Deposit will be reviewed after one year in order to ensure that the deposit amount is consistent with current usage. If the difference is more than 25%, an additional deposit may be requested, or a partial amount refunded. Deposits are then reviewed every two years or at your request.

Deposits are held for three years so long as 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.

### Meter Reading and Billing Policy

We are responsible for supplying gas and/or electric service to our customers in a reliable manner and accurately billing customers for the service they use.

You, as our customer, are responsible for arranging access to our meters and have an obligation to pay your utility bills in full and on time. Here are some important highlights of our billing policies and procedures:

**When To Pay** - National Grid bills are due and payable when received. A payment is considered overdue 20 days after the bill is mailed to you. You will see a date on your service bill that tells you what date you must pay the bill by to avoid late charges.

**Where To Pay** - Payments can be made by mail, at payment agencies located throughout our service area, through Online Bill-Pay, or by automatic withdrawal from your bank account (Direct Debit). By mail, use the return envelope included with your service bill. For more information, visit **nationalgridus.com** or call **1-800-664-6729**.

### Bill Contents

All of our service bills contain the following information:

1. Our Company's name and location of our main office.
2. The service classification (rate) on which we are billing you.
3. Your name, account number and service address.
4. The start and end dates of the billing period.
5. The quantity of service billed.
6. The amount of individual charges and total charges billed.
7. A date by which you must pay to avoid late payment charges.
8. A telephone number to call if you have a question about your bill.

### Budget Plan

If you want to spread your energy charges as evenly as possible over a 12-month period, National Grid offers the Budget Plan. This payment plan does not reduce your overall energy expenses, but it may help you manage your budget. This plan is available to all non-residential customers except:

1. Customers who have less than 12 months of billing history at the premises.
2. Seasonal, short-term or temporary customers.
3. Customers who have arrears.
4. Interruptible, temperature-controlled or dual-fuel customers.
5. Customers who, for any reason, ceased being billed on a previous levelized payment plan before the end of the plan year, in the past 24 months.
6. Customers whose pattern of consumption is not sufficiently predictable to be estimated on an annual basis with any reasonable degree of certainty.

This voluntary plan is designed to reduce fluctuations in payments caused by seasonal patterns of consumption. If you would like more information or wish to determine whether you are eligible, call **1-800-664-6729**, Monday-Friday, 8 a.m. - 5 p.m.

**Meter Reading/Access to Meters** - Normal reading hours are from 8 a.m. to 5 p.m. on business days. If we are unable to get to the meter, we will either estimate your bill or, in some cases, make additional attempts to actually read the meter.

If estimates continue, we are required by law to provide you with notices stating that we are unable to get to the meters and that you have an obligation to arrange access or be subject to additional notices and penalties in the form of charges that can be added to your service bill. Once you have exceeded the maximum number of allowable consecutive estimates, a \$100 continuing charge can be added each time a regularly scheduled reading fails to produce an actual reading. If there is a problem with access to your meter on a regular basis, please contact us to arrange a special appointment or report your reading at **1-888-932-0301** or **nationalgridus.com**.

**Estimated Bills** - If we are unable to read your meter, you may receive an estimated bill. The method we use to estimate service bills is approved by the PSC and each estimated bill clearly states that service charges billed are based on an estimate. Many estimated bills will also contain the Access to Meter notices mentioned previously. The Company has the right to revise estimated bills, which may result in additional charges to you. Subsequent revision of estimated bills may potentially be avoided by arranging for appropriate access to the meter.

**Back billing** - If we send you a bill for charges not previously billed, the bill will contain an explanation of our reasons for the back billing. Additionally, customers receiving back bills for a period of time exceeding one month have the right to request a billing statement showing how the charges were calculated and will be offered the opportunity to pay over a period of time by entering into a Deferred Payment Agreement.

### 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. For more information, visit **ngrid.com/moretime**. To obtain a DPA, please call **1-800-642-4272**.

### 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.

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## Non-Residential Rights and Responsibilities for National Grid Customers in New York State continued

*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
- you are an electric demand customer who has registered single demand on any of your accounts in excess of 40 KW in the last 12 months, or you have a combined monthly average demand in excess of 20 KW for all your accounts in the last 12 months; or
- you are a gas customer who had a combined total consumption in excess of 4,000 therms for all of your accounts in the last 12 months.; 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.

### Inspection and Examination of Meters and Other Utility Apparatus

**Right to Inspect** - National Grid personnel, or agents acting on our behalf, have the right to inspect meters and other equipment at all reasonable times, provided they can produce a photo identification badge that confirms they are authorized to do so. A customer who prevents or hinders such an inspection may be billed a \$100 penalty for each such offense.

**Duty to Inspect** - We have a duty to perform a field inspection of our equipment when we have received a reasonable request from a customer, a report of possible metering problems or a directive from the PSC. It is our obligation to provide such an inspection within 60 days of receipt of the request, unless circumstances beyond our control prevent completion of the inspection.

**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.

### Late Payment and Other Charges

We may impose a continuing late payment charge of 1.5 percent per month on the unpaid balance of past service bills, any unpaid late payment charges applied to previous bills, security deposits, amounts previously unbilled where service was provided through tampered equipment or the balance due under a Deferred Payment Agreement.

We may also impose a reasonable charge for other lawful purposes, such as handling a dishonored check, reestablishment of service, customer costs or customer failure to provide access to meters or other Company equipment.

### Final Termination Notice, Service Turn Off and Turn On Procedures

If you fail to pay past due bills, we may turn off your service after we have given the required notice. Some non-residential customers, however, qualify for Home Energy Fair Practices Act (HEFPA) special protections. To find out if you qualify for these protections, please contact us.

**Final Termination Notice** - A Final Termination Notice may be sent if your bill is not paid and 23 days have elapsed since the date it was sent. If a Final Termination Notice is personally served on you, service may be shut off in five days; if the Final Termination Notice is mailed, service may be shut off in eight days from the mailing date. The notice will tell you the amount you may be shut off for, the earliest date service may be shut off, how you can contact us to discuss payment of the bill and what procedures (both National Grid and PSC) are available should you have a complaint or feel there may be a problem with your bill.

**Termination of Service** - We are allowed to shut off service for nonpayment between 8 a.m. and 6 p.m. Monday through Friday. We cannot shut off service on Saturday or Sunday, a public holiday as defined in the General Construction Law of the State or on any day that either our offices or the PSC offices are closed. At the time service is to be shut off, you have the right to pay the Company field representative to avoid disconnection. If you have paid us with a dishonored check in the last 24 months, however, we have the right to accept only a certified check, money order or cash as payment. If service is to be shut off after 3 p.m. on a day preceding a day when termination of service is prohibited, our field representative will contact you and be prepared to accept payments (including personal checks) to avoid termination of service.

### Interruption of Service Without Advance Notice -

We can turn off service without prior notice in the following circumstances:

1. When an emergency threatens the safety of persons, areas or our equipment.
2. When there is a need to repair, change or improve our equipment.
3. When there is a governmental order directing us to do so.

National Grid will, however, attempt to notify our customers (when reasonably feasible) prior to such interruptions.

**Restoration of Service** - If your service is shut off for nonpayment of bills, failure to provide access to our meters or a violation of our tariff, we will restore service within 24 hours after you have paid the bill, entered into a Deferred Payment Agreement, made satisfactory arrangements to grant us access or corrected the conditions that constitute the tariff violation. If we are unable to restore service due to circumstances beyond our control, we will restore service within 24 hours after such circumstances cease to exist.

### Demand Charges

Applied to nonresidential customers' service bills, demand charges help National Grid provide and maintain its electric service equipment and meet peak consumption periods.

Demand usage levels are used to determine the appropriate service classification under which a non-residential customer will be billed.

A change in recorded demand may cause a customer to be moved to a different service classification (SC) with different rates and charges, and may require that National Grid install a demand meter. If installation of a demand meter is required, you may be required to make modifications to customer-owner electric equipment and service connections.

Whenever a nonresidential customer served under SC-2 has recorded energy consumption greater than 2,000 kWh per month for four consecutive months, or whenever the connected load of a customer indicates that the energy consumption will exceed 2,000 kWh per month, National Grid will install a demand meter. Once demand billing begins under SC-2, it does not end until after a customer's monthly energy consumption has been less than 2,000 kWh per month for 12 consecutive months. This requirement cannot be avoided by terminating service.

If a customer's monthly measured demand has equaled or exceeded 100 kW in each of the previous 12 months, or when in the Company's opinion the applicant's demand will equal or exceed 100 kW in 12 consecutive months, the customer will be moved to SC-3. A customer will remain on SC-3 until the monthly measured demand has been less than 100 kW for 12 consecutive months following the initial term of service. Information relating to the applicability of service classifications and demand billing can be found in National Grid's electric tariff.

### Important Information for Landlords

By law, tenants are required to pay only for the electricity or natural gas they use. Sometimes a tenant's electric or natural gas meter also registers electricity or natural gas used outside the tenant's dwelling. This is called a "shared meter" condition. A tenant that is billed for a shared condition must be reimbursed by law and/or, under certain conditions, with our approval, a tenant may enter into a mutually acceptable agreement with their landlord to address the situation. To determine if a shared meter condition might exist, we will need access to the apartment, the meters and any common areas of the building. National Grid is required by law to provide written notification of a pending investigation and the resulting determination to all parties involved. 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 they meet compliance requirements. Under certain circumstances, the landlord may be billed for other charges, where applicable, regardless if the situation is corrected or not.

More information about shared metering can be obtained at [nationalgridus.com](http://nationalgridus.com) or by calling **1-800-642-4272**.

### Complaint Handling Procedures

Contact National Grid as soon as possible if you have any complaints, questions or problems about your service. You are entitled to a prompt answer and National Grid representatives are available to help you by phone 24 hours a day. Call our Customer Service Contact Center at **1-800-642-4272**. You may also call our Commercial and Industrial Business Team at **1-800-664-6729**, Monday-Friday, 8 a.m.-5 p.m. Emergency service is available 24 hours a day, every day. In a life-threatening gas emergency, please call **1-800-892-2345** or call **911**. For electric emergencies, please call **1-800-867-5222**.

Our customer service representatives will do their best to handle your inquiry promptly and considerately. If, however, you are not satisfied by our representative's response or determination, please request that your inquiry or complaint be reviewed by a supervisor. If we are unable to help, you may contact the New York Public Service Commission online at [dps.ny.gov/complaints](http://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 Public Service Commission, Empire State Plaza, Albany, NY 12223. PSC consumer representatives will investigate your complaint and issue a determination. The PSC also has a special emergency hotline for residential customers and nonresidential customers with service provided to residential dwelling units. The hotline number is **1-800-342-3355**.

While your complaint is being considered by the PSC, we cannot shut off your service for failure to pay an amount in dispute or for any other reason that is the subject of the complaint. We do have the right, however, to terminate service for nonpayment of billed amounts not in dispute or for other valid reasons not at issue in the complaint.

**Commercial & Industrial Business Team**  
**300 Erie Boulevard West, Syracuse, NY 13202**  
**1-800-664-6729, Monday-Friday, 8 a.m.- 8 p.m.**  
[www.nationalgridus.com](http://www.nationalgridus.com)

**This is an important notice. Please have it translated.**

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение.

Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

這是一個重要的通知。請翻譯一下。

استدجرت یجرت مهم راطخ اذ

এটা একটা গুরুত্বপূর্ণ বজিঞপ্তা! অনুগ্ৰহ করন এটা অনুবাদ করন ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

אזאז עקיסכוי א זיא עטיב. גאזנא עקיערביא עטיב