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 Energy Service Companies (ESCos). This brochure is provided annually by National Grid and includes basic information about the Company's policies and procedures, as well as your rights as a customer billed under residential rates.

For questions about your National Grid service or your bill, call 1-800-867-5222, weekdays 8:30 a.m. - 4:00 p.m. To ask about your National Grid service or your bill, call our Automated Account Services line at 1-800-867-5222. You may also reach us via email from our website at www.nationalgridus.com.

To report an electric or life-threatening gas emergency, please call 1-800-892-2345 or call 911. For electric emergencies, please call 1-800-867-5222.

To our representatives, you believe your question has not been resolved, please ask to speak with a supervisor. At any time, you have the right to call the Public Service Commission’s (PSC) New York office at 1-800-342-3377. They are staffed from 8:30 a.m. to 4:00 p.m.

Our bills, which are sent monthly, show the amount of gas and/or electric you have used. Bills can be paid online at www.nationalgridus.com, by phone using our automated payment service, by mail using the return envelope enclosed with your bill, or at an authorized payment agent that accepts National Grid bill payments. Please note that many payment agents charge a fee for this service. Our free DirectPay program can transfer your bill payments automatically from your bank account.

**Budget Billing**

Our Budget Plan takes the seasonality 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. This is particularly helpful if you heat with electric or gas.

**Meter Reading & 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 equipement and meters.

If you 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 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 $5 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.

**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.

**Payment Agreements**

National Grid is happy to assist you in finding a payment method that best suits your current financial situation. Whether you need a short term collection arrangement or a longer term deferred payment agreement, our agents are happy to assist. Staying current on your bill will ensure the account has no collection action taken on it.

A collection arrangement is a short-term (40 days or less) repayment plan with flexibility to customize each installment’s due date and amount. These payments would be in addition to your current charges. A collection arrangement need not be signed, but a written copy of your agreement terms will be provided upon request. Please refer to our Payment Options brochure for more information. - www.ngrid.com/bill help

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**Program Enrollment Form**

Name ____________________________
Address ____________________________ Apt.________
Town/City ________________________ Zip________
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.

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Please see reverse side for Special Protections form. >
Residential Rights and Responsibilities for National Grid Customers in Upstate New York (cont.)

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 however you are still responsible for paying your National Grid bill.
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 household are faced with a medical emergency, you will need to contact us to provide pertinent information. To renew the medical certificate after 30 days, you will be required to provide financial information to determine if your are eligible for a renewal. If eligible your doctor or the Board of Health are required to explain in writing why you still need the emergency service. 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 billed 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 equipment is in use at your 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, you would like to sign up for DirectPay or would like more information, please complete the attached Program Enrollment Form.

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 deferred payment on your bill, OR You face a serious threat to health or safety.
If you receive public assistance in the form of direct payment or written statement of inability to pay, we will turn your service 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.
If we do not reconnect your service within 24 hours of meeting the above conditions—except when it is beyond our control—we will pay you a fee for such additional day you are without service.

Deposits
If you are a short-term or seasonal customer, we may ask you for a deposit. Deposits will earn interest at a rate set by the PSC. We will return the deposit until 12 consecutive months of timely payments have been received. At that time, we will refund your deposit plus interest. If your payments are not current, we will hold the deposit and credit the interest to your account annually.

Shared Meters
If you are a residential building tenant, you are not obligated to pay for electric or gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call 1-800-642-4272.

Tenants in Multiple Dwellings
If you live in a building with three or more apartments where your landlord fails to pay the electric and/or gas bill for which he or she is responsible, you may be able to keep the service on if you join with the other tenants to pay the bill. The tenants only have to pay the current bill and you can, by law, deduct your share from your rent. Similar protections apply to tenants in two-family dwellings.

This is an important notice. Please have it translated.

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