Service or Billing Questions
To ask about your National Grid service or your bill, call 1-800-364-3272, weekdays 7 a.m. - 7 p.m. You may also access our Automated Account Services line at 1-888-932-0301 for day-to-day transactions such as account balance information, last payment information, proposed Budget Plan payment amounts or to enroll in the Budget Plan.
You may also visit www.nationalgridus.com for a number of convenient online self-service options. Choose links to access your National Grid account details and electric or gas usage history, find out about payment options, and stop or start National Grid service. 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 1-800-867-5222.
Your satisfaction is important to us, therefore, if after speaking with one of our representatives, you believe your question has not been resolved, please ask to speak with a supervisor. However, if after speaking with a supervisor you are still not satisfied, you may 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., Monday through Friday.
Our bills, which you will receive 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 season 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 equipment and meters.
If we 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 $25 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 reasonable customer will either be locked or removed, or the service line supplying gas to this premise will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

Payment Agreements
If you are having difficulty paying your bill, please contact us in order to make a Payment Agreement. We will determine your eligibility for a payment agreement that considers your financial circumstances. You may not have to make a down payment if you can show financial need. Installment payments may be as low as $10 per month. We will make every effort to help you find a way to pay your bill. Our Customer Advocates may be able to help you get assistance from other resources. If you heat your home with gas or electric, we will not shut off your gas service between November 1 and April 15 without first trying to contact you or another adult in your household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment agreement.

Please see reverse side for Special Protections form.
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 is 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 you 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 or 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 coded 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 the 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 form 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, 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 down 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 guarantee, we will turn your service back 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 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 mailing the above conditions—except when it is beyond our control—we will pay you a fee for each 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 hold 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 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 pay 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.

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