

**OTHER MISCELLANEOUS CHARGES**

**OPTIONAL CREDIT CARD PAYMENT PROVISION**

**1.0 AVAILABILITY:**

Customers of National Grid (National Grid or Company) have the option of paying their bills issued by National Grid through the use of a payment-processing agent (Third Party Vendor). Residential and non-residential customers, as determined by the Company's rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company's ability to arrange for such an option. This payment option is available to all of the Company's customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the PUC's Rules Governing the Acceptance of Credit Card Payments (the Rules) and this provision, the Rules shall govern.

**2.0 PAYMENT TYPES:**

The following payment methods shall be accepted under this provision:

1. Visa;
2. Mastercard;
3. American Express;
4. Discover;
5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
6. Electronic Checks

**3.0 FEES:**

Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a residential customer or a non-residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

**Residential Fees:**

The residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$2.25. The Third Party Vendor will assess a fee of \$2.25 per transaction for any additional payment transactions up to \$600 each.

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Non-Residential Fees:

The non-residential fee per payment transaction, up to a maximum transaction amount of \$1,000, is \$6.95. The Third Party Vendor will assess a fee of \$6.95 per transaction for any additional payment transactions up to \$1,000 each.

**4.0 PAYMENT AMOUNT:**

Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

**5.0 COMPANY OBLIGATION:**

The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute involving matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

**6.0 TERMS & CONDITIONS:**

The Company's Terms & Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM ENHANCEMENT PLAN CHARGE**

**7.0 LOW INCOME HOME ENERGY ASSISTANCE ENHANCEMENT PLAN (LIHEAP) CHARGE:**

In accordance with R.I.G.L. § 39-1-27.12, commencing January 1, 2012 and for every month thereafter the Company shall bill to all customers a Low Income Home Energy Assistance Enhancement Plan charge (“LIHEAP Charge”) approved by the PUC, provided however that the annual charge shall not exceed ten (\$10) dollars per customer, per year. For purposes of this section a “customer” is defined as any person taking service at a single point of gas delivery or gas meter.

The monthly rate for the LIHEAP Charge is \$0.73 per customer and shall appear as a separate line item on a customer’s bill.

**7.1 LIHEAP Enhancement Fund:**

The Company shall establish a LIHEAP Enhancement Plan fund that shall be used to account for the combined funds collected through the LIHEAP Charge from both gas and electric service customers. The State Office of Energy Resource shall designate to the Company the qualifying customer accounts and the amounts to be credited from the LIHEAP Enhancement Plan fund. The cumulative amount of credits applied to customer bills will be limited to an amount no greater than the cumulative aggregate projected LIHEAP Charges billed through the end of the current calendar year. Once the aggregate credits applied to customer bills equals the aggregate projected LIHEAP Charges billed through the end of the current calendar year, including interest as defined below, the application of the LIHEAP Enhancement Plan credits would cease. Any difference in aggregate cumulative actual LIHEAP Charges billed and aggregate cumulative credits applied to customer bills, will accrue interest at the customer deposit interest rate.

The projected annual revenue in the LIHEAP Enhancement Plan fund collected through the gas and electric service LIHEAP Enhancement Plan charges shall not exceed seven million five hundred thousand dollars (\$7,500,000) and shall not be less than six million five hundred thousand dollars (\$6,500,000).

**7.2 LIHEAP Eligible Customer:**

For purposes of receiving funds from the LIHEAP Enhancement fund in subpart 2.0 above, a qualifying LIHEAP eligible customer shall be a household with a combined gross income equal to or less than sixty percent (60%) of the state median household income as calculated by the U.S. Bureau of Census and as adjusted for family or group

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size by the U.S. Department of Health and Human Services regulation 45 CFR Sec. 96.85  
or its successor regulation.

**OTHER MISCELLANEOUS CHARGES**

**PAPERLESS BILL CREDIT**

**8.0 PAPERLESS BILL CREDIT:**

Customers receiving bills may elect to receive their bill electronically. Customers electing to receive their bills electronically will receive a paperless billing credit of \$0.34 each month per account.