

An update for customers whose October bills were delayed.

Many of our customers experienced a delay in their October electric bills as National Grid worked to implement price changes approved by the Massachusetts DPU, effective October 1. This has resulted in a number of customers receiving their November bill soon after the October bill, with due dates for payment in close proximity to one another.

I paid my October bill, but it wasn't reflected on my November bill. Will I be assessed late payment charges or my bill sent to a credit agency?

If payment was made by the due date shown on the October bill, no late payment fee will be charged and there will be no impact on your credit history. For situations where October and November bills arrived in close proximity to one another, there may not have been enough time for the October payment to be reflected in your November bill. Your December bill should show all payments made within the due dates.

[You can verify we received your payment by logging into your account online and checking your payment history.](#)

All bill due dates are determined when the bill is produced, so you would have had the same number of days as if it were produced on schedule.

All late payment charges are based on the bill due date, which could have been later than normal. Therefore, late payment charges would not be charged until the bill due date has passed.

Will I receive my November bill on the regular schedule?

Yes. Normal billing has resumed and you should receive your bills as expected.

Were my automated payments impacted?

Possibly, depending on whether you are enrolled in DirectPay or recurring payments.

- If you are on the **DirectPay program** which withdraws payments 15 days after your bill date, the October bill withdrawal date may have been

later than usual, but would have been 15 days from that bill date. If you paid your October bill, the amount withdrawn in November will only be for your November bill.

In November, your bill may not reflect the October payment withdrawal and therefore may show an inaccurate November withdrawal amount due.

[Please be assured that the actual November withdrawal amount will take your October payment into account.](#) You can view the amount to be withdrawn by logging into your account.

- If you are on a **recurring payment** program in which you chose your preferred withdrawal date, your payments should have been withdrawn as scheduled.

What will happen to my payment agreement if my bill is delayed?

Customers on negotiated payment plans whose October bills were delayed received a new due date only for their delayed October bill. In November, billing dates and payment due dates have returned to the original negotiated agreement.

How will my budget plan be impacted?

Your budget plan stays in effect, however the payment due may have changed if your bill was delayed in October.

Will my meter be read on schedule?

All meter reads will be taken on their normally scheduled read dates.

Are there any benefits or help you provide to low income customers?

Low income customers may be eligible for a discounted rate on electric service. To be eligible, you must be a National Grid customer and already enrolled in specific benefit programs, or enrolled in the Home Energy Assistance Plan (HEAP).

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HERE WITH YOU. HERE FOR YOU.

Do you offer bill assistance programs?

We offer a variety of billing and payment programs and solutions, including the Budget Plan, to give you greater control of your energy use and monthly bills.

(For those who receive their electricity from an alternate supplier): Will the supplier be notified of the delay in billing?

Yes. National Grid communicates with the suppliers when the bill is produced.