

# News about your natural gas bill.

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

On December 15, 2016, the New York Public Service Commission (NYPSC) approved a three-year rate plan for gas delivery rates for our customers in New York City (KEDNY). These new rates, which will go into effect January 1, 2017, will allow National Grid to modernize our natural gas network and meet our customers' energy needs.

## Why did National Grid propose to raise natural gas delivery rates at this time?

After a decade of rate stability, our new delivery rates will help fund the increasing investments in our gas networks in New York City to make them safer, stronger and more reliable.

### With approval of the new rate plans, we will be able to:

- invest \$1.1 billion and replace 108 miles of aging pipes in New York City by the end of 2019
- bring gas to more customers in New York City
- improve customer service
- and ensure we have a 21st century natural gas system in place that best meets our customers' needs.

## Why is this a three-year rate plan?

The approval establishes gas delivery rates that level the increase on an equal percentage basis over three years. This approach allows us to minimize impact to bills.

The approximate bill impact for a typical residential heating customer in Brooklyn, Staten Island and parts of Queens using 1,000 therms on an annual basis in 2017 will be \$9 per month or 9% on the total bill (15% on delivery portion).

Additional bill impacts in 2018 and 2019 for all customers, including larger customers, would be for similar percentages.

It is also important to remember that the total bill impacts (delivery plus commodity costs) will continue to be offset to some extent by low natural gas supply prices, which

underpin a 50% discount in overall natural gas bills when compared to competing heating fuels.

Please visit [gasrates.nationalgridus.com/nyc](http://gasrates.nationalgridus.com/nyc) in January, 2017 for a complete list of the new delivery rates.

## Are there programs available to help me manage my natural gas bill?

**Energy Saving Programs** – From simple no-cost tips to more comprehensive energy efficiency programs, we offer solutions whether you rent or own your home. Plus, National Grid offers rebates on energy-efficient boilers and furnaces, programmable thermostats, Wi-Fi enabled thermostats, water heaters and more.

**Balanced Billing** – This program allows you to spread out your energy costs over the course of the year, so your bill is more predictable. To qualify, your account must be current, with no outstanding balance.

**Payment Assistance** – Lower-income families and customers needing special assistance may qualify for programs to help meet their energy needs. We also offer payment arrangements for customers who have fallen behind on payments and cannot pay their bill in full. For additional information on payment assistance programs, please call our Customer Contact Center at **718-643-4050**.

**Energy Suppliers** – You can choose who supplies your natural gas. We encourage you to consider all available energy supply options. Whoever you choose as your supplier, we'll continue to deliver your natural gas, maintain our system and respond to emergencies.

To learn more about these solutions and options, please visit [ngrid.com/billhelp](http://ngrid.com/billhelp)

## Where do my bill charges come from?

**Supply prices** - Natural gas supply prices are set by the market, not National Grid. When we purchase natural gas on your behalf, we pass those costs directly, without a markup.

**Delivery charges** - Delivery charges (approved by the NYPSC) cover our costs to operate and maintain the distribution system. While National Grid aims to maintain fair delivery rates, this portion of your bill varies based on your energy use. These charges include a profit for National Grid and are fixed by regulatory rate agreements.