

Elderly Protection Status

Third Party Notification or 62 - Plus

Dear Customer:

Thank you for your recent inquiry. National Grid offers three programs to help our senior customers. The following information is a description of each of these programs:

PROTECTED STATUS: If you and all other adult residents in your home are 65 years of age or older, you are entitled to “protected status.” This means that you are protected against termination of electrical service for failure to pay a past due bill. Your service may not be shut off without the approval of the Massachusetts Department of Telecommunications and Energy.

THIRD PARTY NOTIFICATION: This program allows you to select a friend, relative, member of the clergy or other person of your choice to act on your behalf should you receive a collection notice from us. We will send copies of any collection notices to this third party who will then be able to look into the situation and help to make payment arrangements. The third party is not responsible for, nor obligated to pay, your bill.

62-PLUS: Retired National Grid customers living on pension and/or Social Security checks can take advantage of our senior program called “62-Plus.” We recognize that most retirees receive their income the first of each month. 62-Plus is designed to accept payment of your electric bill after the due date without placing your account in arrears.

If you are interested in signing up for any of these programs, please complete the enclosed form and return it to National Grid, Protections Team D-1, 300 Erie Blvd W, Syracuse, NY 13202. If you have any questions, please call Customer Service at 1-800-322-3223 for electric service or 1-800-233-5325 for gas service. You can also visit our website at:

Electric Service: ngrid.com/mae-specialprotection

Gas Service: ngrid.com/mag-specialprotection

Sincerely,

National Grid
Customer Service

Enclosure

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Customer Name: _____

Address: _____

Account Number: _____ - _____ Phone Number : (_____) _____ - _____

Social Security Number: _____ - _____ - _____ Date of Birth: _____ / _____ / _____

Please indicate the program in which you would like to enroll by placing a check in the appropriate box and provide the necessary information. Sign at the bottom of the page and return this form to:

Mail: National Grid, Protections Team D-1, 300 Erie Blvd W, Syracuse, NY 13202**Email:** NEProtections@nationalgrid.com **Fax:** 1-866-460-8549

☐ I qualify for "Protected Status." I and all other residents in my household are age 65 or older. Please complete the information below and provide valid proof of age for all adult household members. If additional space is required, please use the back of this form. Valid proof includes copy of Driver's License, Birth Certificate, Passport, Military ID or Marriage Certificate. Please be sure to print.

Resident Name	Social Security No.	Social Security No.	Signature

☐ I designate the following person to be contacted for "Third-Party Notification." I understand that this designated person is not responsible for paying my electricity bill.

Third Party Name: _____

Address: _____

Telephone Number: (_____) _____ - _____

☐ Enroll me in the "62-Plus" program. I depend on my pension and/or Social Security as my primary source of income.

Signature_____
Date