

# Rhode Island Elderly Protection Documentation

## ELDERLY PROTECTION DOCUMENTATION

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BÀN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Questa è un' informazione importante,  
si prega di tradurla.

Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

Dear Customer:

National Grid offers many programs to help our customers. It is our understanding that everyone in the household is 62 years of age or older and could be eligible for **elderly protection**.

**Elderly:** The Rhode Island Public Utilities Commission's regulations provide specific protections to elderly customers. For the purpose of determining whether any resident is elderly, National Grid requires that the customer, in whose name the service is listed, submit the enclosed elderly form along with proof of age for each household member. "Every public utility shall devise procedures and methods reasonably designed to identify, before termination of service for failure to pay an outstanding indebtedness for such service, accounts affecting households in which all adult residents are sixty-two (62) years of age or older (for purposes of this entire document, this includes a household in which there is only one adult member and that adult member is 62 years of age or older) or in which any resident is handicapped. A member of such a household may request the protection afforded by these rules by submitting to the public utility on a form supplied by the public utility the account number, the service address, and, in the case of the elderly, name, date of birth, and Social Security number of each elderly member of the household..."

To qualify as "elderly," you must, in addition to completing the attached elderly form, provide proof of age that all household members are 62 or older. Valid proof includes copy of Driver's License, Birth Certificate, Passport, Military ID or Marriage Certificate. National Grid will not terminate service to elderly customers without written approval by the Division of Public Utilities and Carriers.

**Please return the completed form and proof of age to one of the following. We will notify you in writing whether your completed information was either accepted or rejected. Failure to pay current bills or make an arrangement on past-due balances will subject you to collections activity.**

National Grid  
mail: Accounts Maintenance & Operations  
PO Box 960  
Northborough, MA 01532-0960

fax: 1-866-460-8549

We appreciate the opportunity to service your account. If you have any questions regarding Elderly protected status please contact our Customer Service Contact Center at (800) 322-3223, available Monday-Friday between the hours of 7:00 AM – 5:00 PM. To discuss a payment arrangement, please contact Credit and Collections Department at (888) 211-1313 Monday through Friday between the hours of 7:00 AM – 9:00 PM, or Saturday from 7:00 AM – 5:00 PM.

Sincerely,  
National Grid  
Credit and Collections Department

# Elderly Protection Form-RI

**nationalgrid**  
HERE WITH YOU. HERE FOR YOU.

Account Holder: \_\_\_\_\_

Contact Phone # \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Account Number: \_\_\_\_\_

Address: \_\_\_\_\_

**ELDERLY PROTECTED STATUS:** If you and all other adult residents in your home are 62 years of age or older, you are entitled to "protected status."

I qualify for the **Elderly Protection Program** on my account. Enclosed is proof of age that all adult household members are 62 or older. Valid proof includes copy of Driver's License, Birth Certificate, Passport, Military ID or Marriage Certificate

Names of ALL Household Members	Social Security Number	Date of Birth

**THIRD PARTY NOTIFICATION:** This program allows you to select a person to act on your behalf if you receive a collection notice from us. We send a copy of the collection notice to your designated third party who can look into the situation and help make payment arrangements. The third party can be a friend, relative, or member of the clergy. However, the third party is not responsible for nor obligated to pay your bill.

I designate the following person to be contacted for Third Party Notification. I understand the contact person is *not* responsible for paying my electric and/or gas bill.

Third Party Name	
Address	
Telephone Number	

**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 your bill payment after the due date without placing your accounts in arrears.

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

Account Holder's Signature \_\_\_\_\_ Date: \_\_\_\_\_

