

Attachment C – Instructions for Ordering Background Checks (12/28/2022)

Background checks can be ordered via Accurate Background's online system. Prior to ordering background checks, an account must first be setup with Accurate. To set up an account, contact Accurate Account Services using the contact information below, and tell them you need an account for National Grid contractor background checks. When your account setup is complete, Accurate will send you an instruction manual for using their online system.

Note: There is a 7–10 day lead time required for Accurate to set up an account.

For Account Setup or account setup type questions NGRID@accurate.com
Escalations jpenney@accurate.com

Questions about status of background checks in progress or other questions about completed background checks contact, Customer Service customer_service@accurate.com or 800-2168024 or from Live Chat upon logging in to the Accurate Portal.

Questions about a drug test drugtesting@accurate.com