

# Your Rights as a National Grid Residential Customer

nationalgrid

New York City

New York Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) provide comprehensive protection for residential customers of gas and electric utilities. HEFPA requires that consumer protections be provided by both National Grid and non-utility energy service providers (ESCOs). This brochure is provided annually by National Grid and includes basic information about the Company's policies and procedures, as well as your rights as a customer billed under residential rates.

## Tradiksyon an sou paj ki annapre a Service or Billing Questions

To ask about your National Grid service or your bill, call **1-718-643-4050**, weekdays 8 a.m. - 8 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays. You may also visit [nationalgridus.com](http://nationalgridus.com) for a number of convenient online self-service options. Choose links to access your National Grid account details, track usage and find out about payment options. You may also reach us via email from our website at [nationalgridus.com](http://nationalgridus.com).

To report a natural gas safety emergency, please call **1-718-643-4050**, 24 hours a day, 7 days a week. Hearing or speech-impaired customers can contact National Grid by using our special TTY communication system at **1-718-237-2857**.

## Billing Disputes/Complaint Handling:

Should you need assistance, please contact National Grid. If we are unable to help, you may contact the New York Public Service Commission online at [dps.ny.gov/complaints](http://dps.ny.gov/complaints), by calling **1-800-342-3377** (toll free), 8:30 a.m. - 4 p.m., Monday-Friday, or by mail: New York Public Service Commission, Empire State Plaza, Albany, NY 12223.

## PSC Hotline:

If you feel National Grid has been unable to help you, you may contact the PSC online at [dps.ny.gov/complaints](http://dps.ny.gov/complaints) or call the PSC Hotline at **1-800-342-3355** between 7:30 a.m. - 7:30 p.m. on business days.

Our bills, which you'll receive monthly, show the amount of gas you have used. Bills can be paid online at [nationalgridus.com](http://nationalgridus.com), by phone using our automated payment service, by mail, or in person at our Customer Service Centers. Our free DirectPay program can transfer your bill payments automatically from your bank account.

## Budget Plan

This program divides your annual gas costs into monthly payments. Under this program, we will spread your projected annual gas usage cost into 12 convenient monthly payments. This is particularly helpful if you heat with gas. To obtain your Budget Plan amount and/or to enroll in the plan, please call **1-718-643-4050**.

## Meter Reading & Access

It's important that we access our meter for readings, inspections and maintenance. In accepting service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unlocked private property at all reasonable times to access our equipment and meters. If we are unable to read your meter for three billing cycles, we will put a message on your bill asking for a reading or to make a special appointment for us to do it. However, if your meter has not been read for five consecutive bills, you or the building owner may be subject to a \$25 (plus tax) charge. For your protection, every National Grid employee carries a photo identification card. Always ask to see this card before granting entry to your home. Also, before entering, National Grid employees are required to knock and announce their presence to you.

## Inactive Gas Meters

All premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

## Payment Arrangements

National Grid is happy to assist you in finding a repayment method that best suits your current financial situation. Whether you need a short-term collection arrangement or a longer term deferred payment agreement, our agents can assist. Staying current on any plan will ensure the account has no collection action taken on it.

A collection arrangement is a short term (40 days or less) repayment plan with flexibility to customize each installment's due date and amount. These payments would be in addition to your current charges. A collection arrangement need not be signed, but a written copy of your agreed terms will be provided upon request.

A deferred payment agreement is a long-term repayment plan with a fixed monthly installment amount over and above current charges. A deferred payment agreement must be signed. A standard deferred payment agreement generally requires a 15% down payment,

with the balance payable in ten monthly installments. More lenient terms are available if you qualify financially. A more lenient agreement may provide for as little as zero dollars down and payments as low as ten dollars a month. For a more lenient agreement, you may need to provide the appropriate income and expense related documents. For more information, visit [ngrid.com/moretime](http://ngrid.com/moretime)

## Assistance

Our Consumer Advocates may be able to help you get assistance from other sources.

## Terminations

If you heat your home with gas, we will not shut off your gas service between November 1 and April 15 without first trying to contact you or another adult in your household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment agreement. It shall be the right of every residential customer of a gas or electric corporation, upon the discontinuation of utility service, to obtain, upon request, an actual meter reading by such customer's gas or electric corporation.

During the period of November 1 to April 15, we will suspend terminations of residential gas heating customers on days when either the local weather forecast (National Weather Service) predicts temperatures below 32 degrees Fahrenheit, or the forecast high temperature, factoring in the local wind chill, does not exceed 32 degrees Fahrenheit for two or more consecutive days in the geographic operating region.

## Special Protections

National Grid provides special protections for elderly, blind, and disabled persons; persons with medical emergencies; and customers receiving public assistance.

Our special protections programs include:

### Elderly, Blind, and/or Disabled

**Protection:** We will attempt to reach you by phone or in person at least 72 hours before your service is shut off for non-payment.

**Medical Emergency Program:** Your account will receive a 30-day protection from service termination for non-payment.

*Note: Your account cannot be enrolled in Medical Emergency and DirectPay at the same time.*

## Reconnecting Services

We will reconnect service within 24 hours when: You pay the full amount due, **OR** You are eligible and sign a payment agreement and make any necessary down payment on your bill, **OR** You face a serious threat to health or safety.

If you receive public assistance in the form of direct payment or written guarantee, we will turn your service back on within 24 hours after we receive a notice of payment from the social service agency helping you.

## Reconnection Fees

We charge a fee to reconnect service. This charge is higher if we restore service outside normal working hours: 8 a.m. - 4 p.m., Monday-Friday, except holidays. The fee is also higher if it requires work in the street instead of at the meter. If we do not reconnect your service within 24 hours of meeting the above conditions—except when it is beyond our control—we will pay you a fee for each additional day you are without service.

## Deposits

If you are a short-term or seasonal customer, we may ask you for a deposit. Existing customers may be asked to pay a deposit if their account is delinquent or had been disconnected for non-payment during the last six months. Deposits will earn interest at a rate set by the PSC. We will hold the deposit until 12 consecutive months of timely payments have been received. At that time, we will refund your deposit plus interest. If your payments are not current, we will hold the deposit and credit the interest to your account annually.

## Shared Meters

If you are a residential building tenant, you are not obligated to pay for gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call **1-718-643-4050**.

## Tenants in Multiple Dwellings

If you live in a building with three or more apartments where your landlord fails to pay the gas bill for which he or she is responsible, you may be able to keep the service on if you join with the other tenants to pay the bill. The tenants only have to pay the current bill and you can, by law, deduct your share from your rent.

## PROGRAM ENROLLMENT/ INTEREST FORM

Name \_\_\_\_\_  
Address \_\_\_\_\_ Apt \_\_\_\_\_  
Town/City \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_

Account number \_\_\_\_\_ - \_\_\_\_\_

### DirectPay Program

Please enroll me in the DirectPay program. I authorize electronic deductions from my bank account for payment of my bills 15 days after my billing date. I have enclosed a check clearly marked "VOID." (Please complete the following only if enrolling in DirectPay.)

Name exactly as it appears on bank statement \_\_\_\_\_

Bank Name \_\_\_\_\_

Bank Account Number \_\_\_\_\_

Bank Routing Number \_\_\_\_\_

(the 9-digit number on the bottom of your check)

Checking  Savings

Your Signature \_\_\_\_\_ Date \_\_\_\_\_

## SPECIAL PROTECTIONS INFORMATION REQUEST

Please complete this form if you qualify for any special protections.

### Return this form to:

National Grid, Credit & Collections Protections  
2 Hanson Place  
Brooklyn, NY 11217

## ACCOUNT INFORMATION

(Be sure to complete before mailing)

Name \_\_\_\_\_  
Address \_\_\_\_\_ Apt \_\_\_\_\_  
Town/City \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_

Email \_\_\_\_\_

Account Number (as shown on bill) \_\_\_\_\_

Please send me an Elderly, Blind and/or Disabled application form.

(You will be required to provide proof of Elderly, Blind and/or Disabled.)

### All household members must be:

**ELDERLY:** 62 years of age or older and if anyone else is in the home, they must be 18 years of age or younger

**BLIND:** Legally or Medically Blind (20/200 or less in better eye)

**DISABLED:** Receiving permanent disability, collecting SSI, SSD or Military Benefits due to a service-related disability

Someone in my household has a Medical Emergency

Patient Name: \_\_\_\_\_

Doctor Name: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_

Office Fax Number: \_\_\_\_\_

### I receive government assistance.

I receive Public Assistance (PA).

I receive Supplemental Security Income (SSI).  
Note: SSI benefits are not the same as Social Security retirement benefits.

Please send:  Large Print Bills  Braille Bills

### Third Party Notification

I request that any Final Termination Notice of my National Grid service for nonpayment is also mailed to the following person or agency.

Third Party Name \_\_\_\_\_

Address \_\_\_\_\_ Apt \_\_\_\_\_

Town/City \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Third Party Signature \_\_\_\_\_ Date \_\_\_\_\_

