

Food and Prescription Medication Spoilage Claim Form

In New York State, customers who experience an electricity or natural gas outage at their service address that lasts at least 72 consecutive hours are eligible to request reimbursement for spoiled food and/or prescription medication under the terms of Public Service Law 73. Requests for such reimbursements must be filed within 14 days of the 72-hour outage mark, regardless of current outage status.

Please fill out the information below and email the completed form and verifiable proof of loss* with supporting documentation to **foodloss@nationalgrid.com** or mail to **National Grid – NYS Food Spoilage Claims (PSL73), 55 Bearfoot Road, Northboro, MA 01532**

| | |
|--|--|
| Customer First and Last Name: | |
| Customer Address: | |
| Customer Phone Number: | |
| Customer Email: | |
| Customer NG Account Number: | |
| Start Date of Outage: | |
| Start Time of Outage: | |
| End Date of Outage: | |
| End Time of Outage: | |
| Amount of Food Spoilage Claimed: | |
| Amount of Medication Spoilage Claimed: | |
| Further Description: | |

National Grid | 300 Erie Boulevard West, Syracuse, NY 13202 | 315-428-3370

*To receive the maximum reimbursement, proof of loss is required. Verifiable proof of loss means documentation of the market value of the item to substantiate the claim. This can include, but is not limited to, credit card receipts, grocery flyers with item identification and pricing, or screenshots of items with pricing. National Grid may request an interview to clarify any submitted documentation and/or request further documentation. Please note that a list of spoiled food or prescription medicine is not itself proof of loss absent verifiable evidence.