

# A new bill experience and updated account number are on the way.



**We're upgrading our billing system over the extended Memorial Day weekend. As a result, you'll notice that your bill has an easier-to-read design and a new, 10-digit National Grid account number.**

What Massachusetts gas customers can expect from their new bill

**To ensure upcoming payments are properly credited to your account, please take the following actions when your new bill arrives:**

- 1** Note your new account number. You'll find it in the top section of your bill.
- 2** If you pay through your bank, please update your payment instructions with your new, 10-digit National Grid account number.
- 3** If you pay by personal check, please ensure the payment slip is included and note the account number in the memo field.

**If you pay your bill through one of these methods, no action is required:**

- ▶ National Grid DirectPay
- ▶ National Grid My Account
- ▶ National Grid My Business Account
- ▶ National Grid automated phone system
- ▶ SpeedPay
- ▶ Western Union
- ▶ All other third-party payment services

**As we prepare to upgrade our billing system, some regular services will be temporarily unavailable during certain dates.**

**We thank you for your patience and apologize for any inconvenience this may cause.**

### **May 9-May 27**

Enrollment and unenrollment from Paperless Billing and DirectPay will be unavailable.

### **May 22-27**

Our online billing system will be unavailable during these dates. This will impact the availability of some of our regular services and bill payment options. Late payment fees will not be assessed through June 30 for Massachusetts commercial customers.

***We will continue to respond to gas emergencies 24 hours a day.***

### **May 28**

Our website will return to normal business operations. You may log in to your profile to see your new account number.

**We understand you may have more questions about your new bill experience.**

**To learn more or to watch our *How to Read My Bill* video, please visit [ngrid.com/newbillexp](https://ngrid.com/newbillexp)**

