



Dear Customer:

Thank you for your recent inquiry. National Grid offers three programs to help our senior customers. The following information is a description of each of these programs:

PROTECTED STATUS: If you and *all* other residents in your home are 65 years of age or older, you are entitled to “protected status.” This means that you are protected against termination of electrical service for failure to pay a past due bill. Your service may not be shut off without the approval of the Massachusetts Department of Telecommunications and Energy.

THIRD PARTY NOTIFICATION: This program allows you to select a friend, relative, member of the clergy or other person of your choice to act on your behalf should you receive a collection notice from us. We will send copies of any collection notices to this third party who will then be able to look into the situation and help to make payment arrangements. The third party is not responsible for, nor obligated to pay, your bill.

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 payment of your electric bill after the due date without placing your account in arrears.

If you are interested in signing up for any of these programs, please complete the enclosed form and return it to National Grid, PO Box 960, Northborough, MA 01532-0960.

If you have any questions, please call Customer Service at 1-800-322-3223, available Monday-Friday, 7:00am-7:00pm; Saturday, 7:00am-5:00pm or, for your convenience, visit us at our website listed on this letter.

Sincerely,

National Grid
Customer Service

Enclosure

APPLICATION FOR PROTECTED STATUS, THIRD PARTY NOTIFICATION OR 62-PLUS

Customer Name	
Address	
Account Number	
Telephone Number	
Social Security Number	
Date of Birth	

Please indicate the program in which you would like to enroll by placing a check in the appropriate box and provide the necessary information. Then sign at the bottom of the page and return this form to:

National Grid, PO Box 960, Northborough, MA 01532-0960.

- I qualify for the "Protected Status" program. I and *all* other residents in my household are 65 years of age or older.

Please provide the following information regarding *all* residents of the above address other than yourself. If you require additional space, you may use the back of this form.

Resident Name (Printed)	Social Security No.	Date of Birth	Signature

- I designate the following person to be contacted for "Third-Party Notification." I understand that this designated person is *not* responsible for paying my electricity bill.

Third Party Name:
Address:
Telephone Number:

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

Signature of Applicant

Date