

Payment Plans

National Grid offers residential payment plans. Please contact our Credit Department at (866) 395-0315 prior to the termination date printed on your bill to arrange a payment plan that will allow you to spread out your payments as follows:

No Protection / No Financial Hardship

Payments will be one-twelfth of your estimated annual electric bill (or the amount due for your current usage), plus one-sixth of your unpaid balance per month. If your service has been terminated, a down payment of 60 percent of the unpaid balance will be required with the remaining balance to be paid in three (3) monthly installments.

Protection / Financial Hardship

Payments will be one-twelfth of your estimated annual electric bill (or the amount due for your current usage) less the estimated annual payment from public energy assistance programs, plus one-twelfth of your unpaid balance per month. If your service has been terminated, a down payment of 25 percent of the unpaid balance will be required with the remaining balance to be paid in 12 monthly installments.

NOTE: Subsequent broken payment plans and service termination may result in more stringent requirements.

Important Notice

from National Grid in Rhode Island

This is a Utility Service Termination Notice. Please have it translated immediately.

Éste es un Aviso de Rescisión del Servicio. Por favor, pase a traducirla de inmediato.

Serve esta para notificar a interrupção do serviço de utilidade pública. Queira traduzir imediatamente.

Ceci est un avis de cessation de service public. Veuillez le traduire immédiatement.



nationalgrid

Our records indicate an unpaid balance on the account covering this residence. ELECTRIC SERVICE TO THIS RESIDENCE WILL BE TERMINATED WITHOUT FURTHER NOTICE ON OR AFTER THE DATE INDICATED ON YOUR BILL.

YOU MAY AVOID TERMINATION

Your utility service *will not* be terminated, on or before the termination date listed on your bill, if satisfactory arrangements are made to pay this balance. As a first step, you *must* call our Credit Department at (866) 395-0315 as soon as possible.

If a satisfactory arrangement cannot be agreed upon, you have the right to submit this matter to the Reviewing Officers of the Rhode Island Division of Public Utilities and Carriers at (401) 780-9700. If you are unable to reach a satisfactory arrangement over the telephone, you have the right to a hearing, which you must request, on whether termination is unjustified. National Grid will not disconnect your service pending proceedings before a reviewing officer appointed by the Administrator of the Division of Public Utilities and Carriers.

PROTECTION AGAINST TERMINATION

The Public Utilities Commission has Rules and Regulations that provide protection from termination of service for the seriously ill; handicapped; households with a child

under 12 months of age provided there is a financial hardship; and households in which all residents are at least 62 years of age.

Under certain circumstances, a customer may be protected from termination of service during the period between 12:01 AM November 1st and 11:59 PM April 15th. Please contact our Credit Department at (866) 395-0315 to determine eligibility.

LOW INCOME HEATING ASSISTANCE PROGRAM (LIHEAP)

LIHEAP provides eligible customers with public energy assistance aid. Customers who may qualify should contact their local Community Action Program.

RULES AND REGULATIONS

A copy of the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service is available for review at the office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 3:30 PM. A copy of the Rules and Regulations may also be obtained via the Internet at www.ripuc.org/rulesregs/commrules/termination.pdf