



For National Grid's residential customers in New York

# Billing and Payment Options from National Grid

At National Grid, we know you're busy. We also know that it can sometimes be a struggle to make ends meet. To help, we've designed payment programs that can make life easier—whether you're trying to get a better handle on your expenses or your time.

Enroll online, or by completing and mailing the Payment Options Order Form in this flyer.

## DirectPay Plan

DirectPay lets you pay your bill automatically, with no check writing, stamps, due dates or additional fees to deal with. We simply withdraw the billed amount from your checking or savings account 15 days after your billing date. Every month you will be mailed a statement indicating your energy use, energy costs and the date of your next withdrawal.

Once we receive your DirectPay enrollment form, along with a copy of a check clearly marked "VOID," DirectPay begins within the next couple of billing statements. When your DirectPay begins, you will see the following statement across the bottom of the payment stub on your bill: "Do not pay. DirectPay Transfer."

Some important considerations should you choose DirectPay:

- ▶ Please review your bill for accuracy every month and report any errors to **1-800-642-4272** within five days after you receive your bill.
- ▶ If we are unable to withdraw the necessary payment for any other reason, you may choose to pay the past-due

amount by check. Otherwise, the missed payment and any fees assessed will be carried to the following month's statement, and the FULL BALANCE, including any arrears, will then be withdrawn from your bank account.

- ▶ Customers participating in the Bill Extender Plan are not eligible for DirectPay.
- ▶ If you change your bank or bank account, it will be necessary to reapply and provide us with your new checking or savings account information.
- ▶ If you close your National Grid account, the entire amount due at final billing will be withdrawn from your checking or savings account 15 days after your final billing date.

## Deferred Payment Agreement

If you've fallen behind on your payments and cannot pay your bill in full, you may qualify to pay the past-due balance over time. After we determine that you qualify for deferred payment and review your financial circumstances, we will offer you the opportunity to pay a specific amount toward your past-due balance each month. To apply, please call **1-800-443-1837** weekdays.

## Budget Plan

Our Budget Plan takes the seasonal "peaks and valleys" out of your National Grid bills, which can make it easier to manage household expenses.

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## Payment Options

Detach and mail your completed form in a stamped envelope addressed to National Grid, Payments & Controls B-3, 300 Erie Boulevard West, Syracuse, NY 13202.

### SECTION 1

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Daytime Phone Number: \_\_\_\_\_  
 ( ) \_\_\_\_\_

National Grid Customer ID:

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### SECTION 2

#### Balanced Billing

Please enroll me in Balanced Billing.

#### DirectPay

Please enroll me in the DirectPay Plan. 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 fill out the following only if enrolling in DirectPay.**

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

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

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

Personal Checking  Commercial Checking

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

### SECTION 3

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Detach along dashed lines

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. Este es un aviso importante. Sirvase mandarlo traducir. Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение. Пожалуйста, попросите чтобы

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Under this plan, we look at your energy use over the past year and estimate your annual energy costs. We then divide that amount into 12 monthly payments.

Every three months, we review your monthly payment amount and adjust it as needed, based on your usage and the price of energy. We also take long-term weather forecasts into account, particularly when extreme temperature changes are expected, such as an unseasonably cold winter.

Any payment adjustments are made to help you avoid a large credit or payment

### 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. In making this request, I understand that National Grid has no liability if it fails to provide the requested notice for any reason.

Third Party Name:

Address:

City: State: Zip:

Telephone Number:

( )

Third Party Signature:

Date:

### SECTION 3

Customer Signature:

Date:

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at the end of your Budget Plan year. Before your monthly payment amount changes, you will receive a message on your National Grid bill.

To find out your proposed Budget Plan amount or enroll, call **1-888-932-0301** or visit **www.nationalgrid.com**. There are no fees to participate in the Budget Plan, and you can cancel at any time.

### Online Bill-Pay

The Online Bill-Pay program enables you to view your bill online and send your payment through the Internet each month. If you sign up for Online Bill-Pay, you can review your bill, schedule your payments and pay your bill online from your checking or savings account.

Each month, you'll receive an email notification from National Grid, letting you know your bill is available online. You will no longer receive a printed bill in the mail. You will be responsible for accessing your account every month and submitting your payment to avoid late-payment fees and keep your bill from becoming past due.

### Bill Extender

You may be eligible for our Bill Extender Plan if your principal source of income is one of the following types:

- ▶ Retirement Benefits: Social Security or pension
- ▶ Disability Benefits: Social Security Disability (SSD) or disability benefits
- ▶ Supplemental Security Income (SSI)

If you qualify, National Grid will extend your payment due date 10 additional days. This gives you 10 extra days to pay without being charged for late payment, which helps protect your credit rating and saves you money on late-payment fees.

To be eligible for National Grid's Bill Extender Plan:

- ▶ You must be a residential customer with the National Grid account in your name.
- ▶ Payment on your National Grid account or deferred payment agreement with us must be up-to-date.

### Third Party Notification

With Third Party Notification, you name a third party to be notified along with you if you receive any final termination notices. You may choose a friend, relative, neighbor, clergy member, or a community or governmental agency. While your third party is not responsible for paying the bill, he or she may be helpful in working out the problem and avoiding termination of your National Grid service.

### Home Energy Assistance Program (HEAP)

The federally funded HEAP program assists income-eligible families in paying their energy bills. Households receiving public assistance, Supplemental Security Income (SSI) or food stamps are most likely eligible. If you do not receive public assistance, you may still be eligible if your monthly income is at or below income guidelines for your household size. Your local Department of Social Services determines eligibility.

To apply, please contact your local Department of Social Services.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the north-eastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

National Grid  
300 Erie Boulevard West  
Syracuse, NY 13202  
1-800-642-4272  
www.nationalgrid.com

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