

News Flash

Important Information on your National Grid Bill

Tribal members that have any past due balances with National Grid are encouraged to contact them to set up payment arrangements to avoid termination of their electrical service.

Seven Steps to Avoid Termination of Electric Service

Step 1

A dedicated number will put you in touch with a trained customer service specialist. Please call us at **1-800-215-3464**. In the past National Grid has worked with community members to resolve arrears and establish a payment plan.

Step 2

Once you have contacted National Grid be prepared to discuss your bill and payment options, and any special circumstances (*qualified customers ONLY*).

If **everyone in the household is over the age of 65, blind or disabled, or there is a medical condition, please inform the National Grid representative at that time.*

Please note: If you are tax-exempt, please file a DTF-801 form for future tax exemption. If you want credit for past taxes you will need to contact New York State.

Step 3

The National Grid representative will discuss payment options with you and related terms. At the end of the call, if an agreement has been made, the appropriate paperwork will be generated and mailed to you.

Step 4

Once you receive the payment agreement you are **required** to sign and **return** it to National Grid within 10-days of receipt. Please fax, or mail, or email your signed agreement to National Grid using the information supplied to you by the specialist.

Step 5

Your payment plan will go into effect **ONLY** after National Grid receives the agreement. If your agreement is not received by National Grid you remain at risk of further collection activity, including possible termination of your electric service.

Step 6

You need to maintain the terms of the agreement. If you fall behind please contact National Grid immediately -- you are at risk of going into default and having your electric service terminated.

Step 7

If you would like to make a payment online, visit www.nationalgrid.com. If you would like to pay your bill directly, visit your nearest certified payment location (Hannaford Supermarket). Please dial the dedicated, toll free National Grid customer service number to inform the representative of your payment.