

How to pay your bill

[View my bill](#) | [Help](#)

You can make a payment 24 hours a day quickly and easily.
All payments scheduled, may take up to two business days to process.

Pay using my bank account:

All fields are required.

Bill payment amount: \$

Payment date: (Maximum 25 days)

Due date:

01/04/2011

Account type:

Bank routing number:

Bank account number:

Verify bank account number:

Save this payment method [Why should I do this?](#)

By clicking "Submit this payment" you are accepting the [Terms and Conditions](#)



[Submit this payment](#)

Other payment options:

National Grid automatic payments

[Recurring payment signup](#)

[DirectPay signup](#)

Credit/Debit Card

If you prefer, you can also [pay by Credit or Debit card](#) via the Western Union Speedpay website.

A convenience fee will apply.

Phone

To make a payment by phone call: 1-888-849-4310

A convenience fee will apply.

www.nationalgrid.com
 CUSTOMER SERVICE
1-800-642-4272

AUTOMATED SERVICES
1-888-932-0301

GAS EMERGENCIES
1-800-892-2345
(Does not replace 911 emergency medical service)

OUTAGE AND ELECTRIC EMERGENCIES
1-800-867-5222

CORRESPONDENCE ADDRESS
**300 Erie Blvd West
 Syracuse, NY 13202**

DATE BILL ISSUED
Feb 13, 2013

ACCOUNT BALANCE

Previous Balance	XX.XX
Payment Received on FEB 7 (Check) <i>THANK YOU</i>	- XX.XX
Current Charges	+ XX.XX
Amount Due ▶	\$ XX.XX

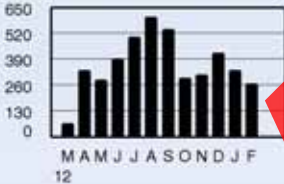
To avoid late payment charges of 1.5%, \$ 57.34 must be received by Mar 9 2013.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	XX.XX	XX.XX	XX.XX
Total Current Charges	\$ XX.XX	\$ XX.XX	\$ XX.XX

- ⚡ National Grid buys low cost energy and receives a Residential Consumer Discount monthly payment from the New York Power Authority (NYPA) to be used as a benefit for residential customers. This bill reflects a savings of \$ 1.04 from these benefits.
- 📌 **STAY INFORMED DURING A STORM:** Text the word STORM to NGRID (64743) to register for broadcast text alerts. For more information, visit nationalgridus.com/stormnotifications.
- 📌 **PAYMENT CONCERNS?:** We're here to help you. We have several plans that can help you manage your energy bills. Go to www.nationalgridus.com/paymentoptions to find out more or call us at 1-800-443-1837.
- ★ **WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?:** During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to www.nationalgrid.com/myaccount to update your information so that we may be able to reach you with important information during power outages.

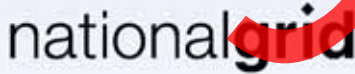
ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Feb 13
kWh	9.2
Cost	\$ 1.97

Actual Estimated

KEEP THIS PORTION FOR YOUR RECORDS.
 RETURN THIS PORTION WITH YOUR PAYMENT.



300 Erie Blvd West
 Syracuse NY 13202-0960

*****AUTO**5-DIGIT 12047
 JOHN SMITH
 123 ANY ST
 ANYTOWN NY 11111

ACCOUNT NUMBER XXXXX-XXXXX	PLEASE PAY BY Mar 9, 2013	AMOUNT DUE \$ XX.XX
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ENTER AMOUNT ENCLOSED
 \$

Write account number on check and make payable to National Grid

NATIONAL GRID
 PO BOX 11742
 NEWARK NJ 07101-4742

000045

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:

Loadzone: Capital
Acct No: XXXXX-XXXXX Cycle: 10, QUEV

Electric Usage History

Month	kWh	Month	kWh
Mar 12	66	Oct 12	296
Apr 12	332	Nov 12	309
May 12	284	Dec 12	420
Jun 12	389	Jan 13	334
Jul 12	501	Feb 13	267
Aug 12	601		
Sep 12	539		

Choosing an Energy Supplier You can choose who supplies your energy. No matter which energy supplier you choose, National Grid will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. National Grid is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at www.nationalgridus.com/energychoice

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Jan 10 - Feb 8	29	39689 Actual		39422 Actual		267 kWh

METER NUMBER XXXXXXXX NEXT SCHEDULED READ DATE Mar 13

RATE Electric SC1 Non Heat

Basic Service (not including usage)				
Delivery	RATE	X	USAGE	TOTAL
Incr State Assessment				
SBC/RPS				
Legacy Transition Chrg				
RDM				
Transmission Rev Adj				
Tariff Surcharge				
Sales Tax				

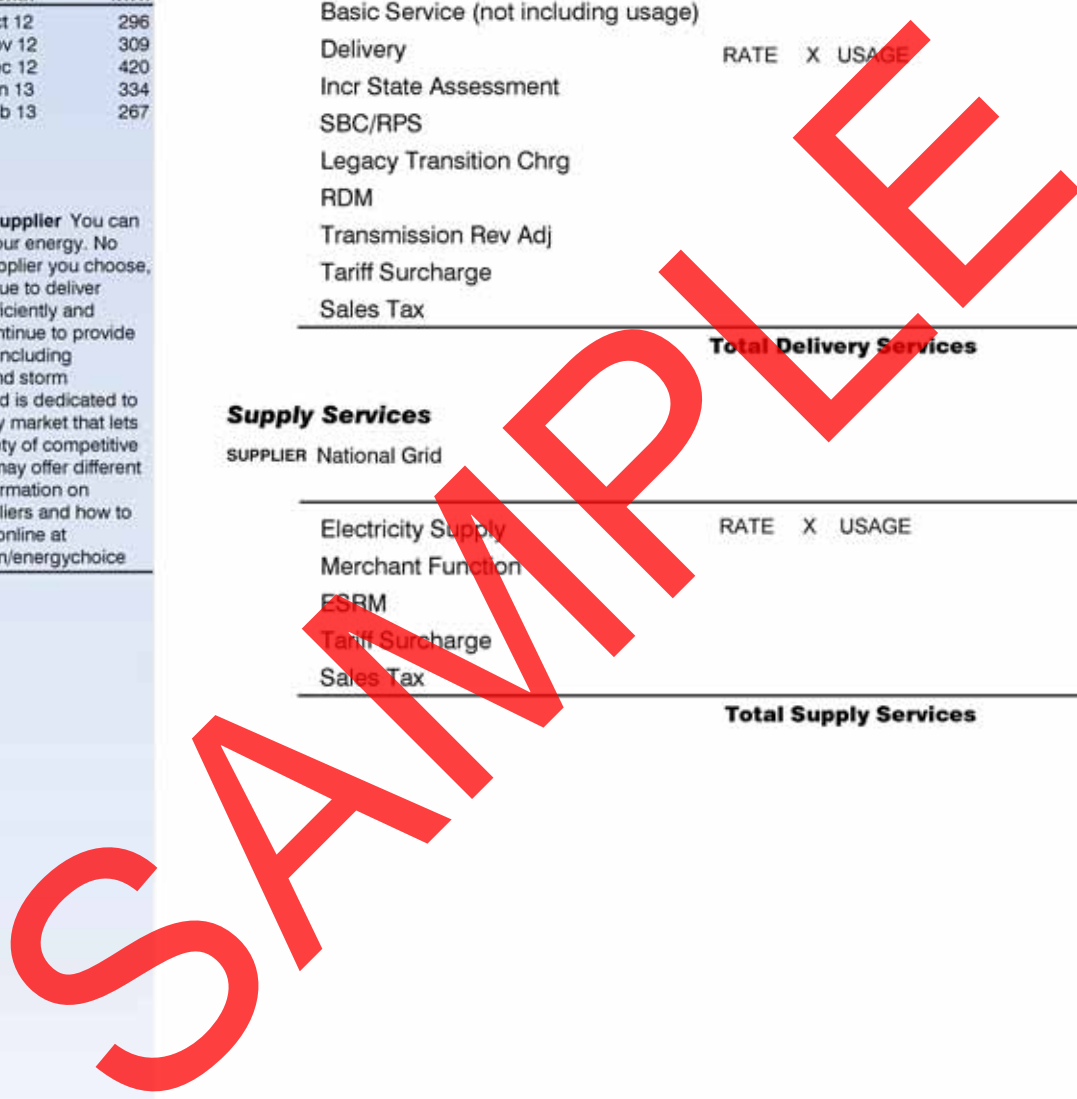
Total Delivery Services \$ XX.XX

Supply Services

SUPPLIER National Grid

Electricity Supply	RATE	X	USAGE	TOTAL
Merchant Function				
ESRM				
Tariff Surcharge				
Sales Tax				

Total Supply Services \$ XX.XX



www.nationalgrid.com

HEAP recipients receive extra savings through National Grid's Low-Income Programs

Upon National Grid's receipt of your HEAP Assistance Payment, you will automatically receive the following monthly credits to your account:

- ▶ **\$5.00** monthly credit for Electric Non-heating Customers
- ▶ **\$15.00** monthly credit for Electric Heating Customers
- ▶ **\$7.50** monthly credit for Gas Heating Customers

No application is required to receive these credits on your National Grid account.

To determine whether your household may be eligible for a HEAP benefit, please visit

www.otda.state.ny.us/main/heap/

or contact your County Department of Social Services.

HEAP funds are limited and awarded on a first-come, first-served basis.

► **For Your Information**

The following charges are already included in the "Delivery Services" portion of your bill. If you were to choose an alternate supplier, billing charges may be included, instead, in that suppliers' charges.

Billing Services

Billing	XX.XX
Total Billing Services	\$XX.XX



For Your Information

We want you to easily understand your bill, the terms we use and the charges that appear. Following is a brief explanation of items that appear on your bill, as well as payment programs and billing services we offer. If you have questions or want more detailed explanations, please visit our website at www.nationalgrid.com or call 1-800-642-4272.

Paying Your Bill/ Payment Options

• **DirectPay:** If you choose, National Grid will automatically withdraw your monthly bill payment from your checking or savings account. You will avoid the inconvenience of check writing, stamps, mailing and due dates. Your service bill will indicate your energy usage and the date of your next automatic withdrawal.

• **By Mail:** Send us your payment in the envelope provided with your bill. For your protection, please do not send cash. Put your 10-digit account number on your check or money order and include your bill stub. Please do not staple or paper clip your check to the stub.

• **In Person:** Pay at an authorized payment location by cash or check. Please bring your bill with you. Most locations charge a fee for providing this service. For the payment locations nearest you, visit our website or contact us.

• **Online:** Enroll online to receive and pay your bill online. The online function will begin with the next billing cycle following your enrollment.

• **Late Payment Charge:** To avoid Late Payment Charges, your payment must be received by the date shown on the front of the bill.

Charges

Charges for electric or gas service are based on rates or prices approved by the New York State Public Service Commission (PSC). When changes in prices are approved by the PSC, information will be included with your bill. Complete price schedules are available on our website or by contacting us.

Basic Service: A charge to cover costs for meter reading, billing, equipment and maintenance. This charge is the same regardless of how much energy is used during the billing period.

Tariff Surcharge: New York State and many local municipalities impose taxes on National Grid's revenue. These operating costs are recovered through a tariff surcharge applied to all rates and charges and may vary among taxing municipalities within the National Grid system area.

Sales Tax: In some areas National Grid is required to collect state and local sales taxes. Some school districts also impose taxes.

Incremental State Assessment Surcharge: A surcharge collected on behalf of New York State in accordance with Public Service Law, Section 18-a which established the Temporary State Energy and Utility Service Conservation Assessment. The surcharge is scheduled to end June 30, 2014.

Billing & Metering Charges

Within the "Delivery Services" section of your bill charges for Billing & Metering are included in the Basic Service Charge.

Billing: A charge to cover the calculating and rendering of your bill.

Metering: A charge to cover the procurement, installation, maintenance and reading of the meter.

Energy Measurement Terms

kWh: The unit of electricity usage measured by your meter. One kilowatt-hour (kWh) is 1000 watts-hours, and will light a 100-watt bulb for 10 hours. The number of kWhs is used to determine the electricity charges on your bill.

Meter Multiplier: Due to their design, some meters record a fraction of the total usage. The multiplier is used to convert the recorded meter reading on these types of meters to total actual consumption.

Electric Service

Delivery: National Grid's charges for bringing electricity from your supplier to your premise, regardless of supplier.

Merchant Function Charge: A charge for the Company's cost to procure electricity supply. The Company will not bill you this charge if you choose an alternate supplier.

Legacy Transition Charge (LTC): All delivery service customers are billed the cost or benefit of electricity supply contracts the Company entered prior to June 1, 2001. Residential customers also receive the benefit of low cost hydropower and a discount payment from the New York Power Authority

SBC/RPS: These charges reflect costs associated with mandated public policy programs—low income assistance, energy efficiency programs, and certain research and development programs including the advancement of renewable energy resources.

Revenue Decoupling Mechanism ("RDM") – Reconciles actual billed delivery service revenues to annual target revenues. Delivery service revenues above target are refunded to customers. Target revenues above actual delivery service revenues are collected.

Transmission Revenue Adjustment: Reconciles wholesale transmission service revenue to the forecasted transmission service revenue embedded in electric delivery rates. Transmission service revenues above those forecasted are credited to customers. Forecast revenues above actual revenues are collected.

Electricity Supply: The market price of electricity supply used during the billing period. If you choose an alternate supplier, the price will be what you agree upon with that supplier.

Electricity Supply Reconciliation Mechanism (ESRM): Reconciles National Grid's electricity supply service revenues to the market cost of Company-purchased electricity. Costs above revenues are recovered from customers. Revenues above costs are credited. The ESRM also provides hedges for most residential and small general service customers.

Estimating Your Usage

When we are unable to obtain a reading, we estimate your usage based on your past usage, taking current weather conditions into account. Because our meters keep a continuous record of usage, any difference between estimated and actual usage is reconciled with the next meter reading. To avoid estimated readings, you can take your own reading on or just before the scheduled date shown on your bill and call it in at 1-888-932-0301.

Payment Programs

National Grid has a number of payment programs and billing services to meet the varied needs of our customers.

• **Budget Plan:** Helps customers avoid high seasonal payments by spreading the cost for utility service over the entire year.

• **Bill Extender:** Gives eligible customers extra time to pay their monthly National Grid bill.

• **Deferred Payment Agreement:** Designed for customers who have fallen behind on their payments and cannot pay their bill in full.

• **Hospitalized Customer Assistance Plan:** Allows customers temporarily disabled due to hospitalization to extend payment of their National Grid bill 30 days from the day it is due.

For more information, visit us at: www.national-grid.com or call 1-800-642-4272

Customers with problems paying their National Grid bill should call 1-800-443-1837.



PAYMENT INSTRUCTIONS



SYSTEM REQUIREMENTS



SECURITY

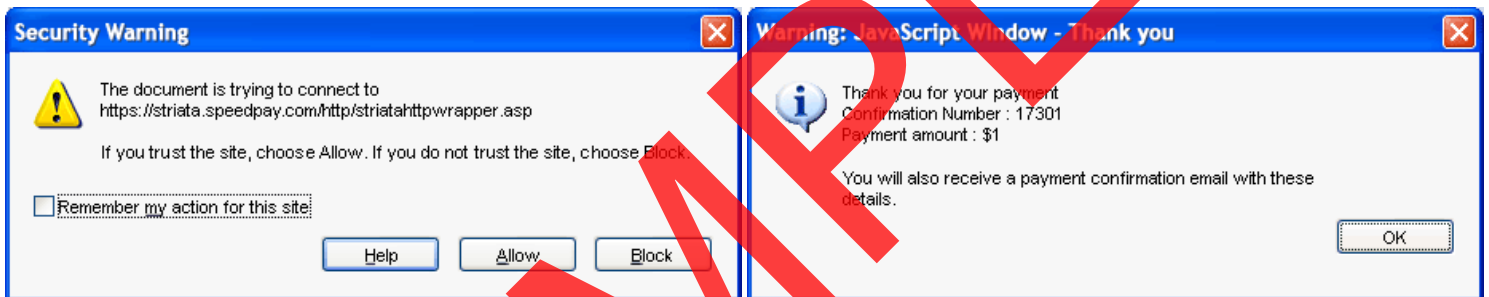


PAYMENT FAQs



PAYMENT INSTRUCTIONS

1. Enter account details for your selected payment type.
2. Confirm payment details at the bottom of the form.
3. Click the **Submit this payment** button.
4. Click **OK** to submit payment.
5. Select **Allow** when you see the security pop-up.
6. You will receive both onscreen and e-mail payment confirmations.



Adobe will verify that you are about to connect to the Internet when submitting a payment to Western Union. Click the "Allow" button when you see the warning above. **Note:** If you do not wish to see this warning again select the check box "Remember my action for the site"

Example of an onscreen confirmation.

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SECURITY

PAYMENT SECURITY

Payments from this Paperless Bill are submitted securely to a bank accredited payment processor using the same 128 bit SSL connection as online payment (HTTPS). As this payment is paid directly from your encrypted PDF (and not on a web site), it is significantly more secure.

Payments are processed by accredited and audited payment providers.

- **NACHA** - The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.

PAPERLESS BILL DOCUMENT SECURITY

The PDF that contains this payment form has been encrypted. Encryption is of the highest 'banking-industry' standard. Your secure PDF is being viewed offline (locally on your computer) and the information is not accessible over the Internet. It is only available on your computer when you open the secure document using the **first five digits of your service address ZIP code**. This information is only held locally on your machine for as long as you have the document open.

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SYSTEM REQUIREMENTS



FOR MAC USERS

Payment requires Adobe Reader Version 7 or above. ([Download now](#)). **You cannot use your Mac Preview.**

Complete these steps to open your secure PDF in Adobe Reader:

1. Open the e-mail that contains the attachment.
2. Save the attachment to your hard disk.
3. Open Adobe Reader and select File - Open... .
4. In the screen that pops up, select the saved PDF from the location where you saved it.

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ADOBE READER

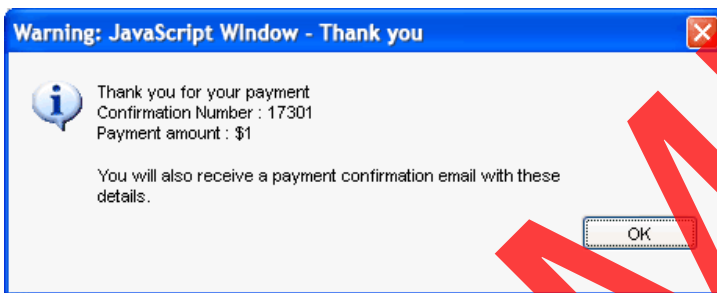
Payment requires Adobe Reader Version 7 or above. [Click here](#) to download.



PAYMENT FAQs

Q: How do I know if my payment went through?

A: When the process is complete and you have selected "Submit this payment", the payment is processed and you will receive an immediate pop-up window that looks like the following:



You will also receive a payment confirmation e-mail with relevant payment details and confirmation number. It may take up to two business days for your account to reflect the payment.

Q: I don't think my payment went through. Who should I contact?

A: If you have any questions about your payment, please use Contact us from the e-mail.

Q: What does the "Save payment details" option do?

A: "Save payment details" will remember your partial payment information, so next time you receive a secure PDF, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "Submit this payment" button.

Q: Why should I do this?

A: By clicking on the checkbox, this payment method will automatically be saved. This eliminates the need to enter your payment method details again, making future online payments using this method easier and faster.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Save payment details" again, the new banking information will be stored once you click "Submit this payment" and successfully make a payment.

Q: How do I prevent the secure PDF from saving my payment information?

A: Uncheck the "Save payment details" box, and the system will not save your details. Once you click "Submit this payment" and successfully make a payment, your details will not be stored for future use.

Q: How do I permanently remove previously saved payment details?

A: Contact a customer service representative to have your payment details removed from the system.

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