

December 10, 2019

**Update on your November bill.
Action required.**

Dear Valued Customer,

Please be aware that, due to a system error, you will receive separate November bills for gas and electricity service, rather than the combined monthly National Grid bill you would normally receive. We ask that you pay only the “Amount Due” reflected on the electricity statement (as discussed below) and disregard the gas statement. We apologize for this error and any confusion it may cause.

Your National Grid bill typically displays supply and delivery charges for both gas and electricity. **While your November electricity bill accurately reflects the total amount due for both gas and electricity under the “Amount Due” line of the statement**, it does not display the details of your gas charges. That information is reflected in the “Previous Balance” line item on the electricity bill (located just above “Amount Due,” as seen in the diagram below).

We ask that you please pay the “Amount Due” as it appears on your **electricity statement**, which reflects current, correct charges for electricity supply and delivery, gas supply and delivery and any previous balances.

We understand that you want to see details of your gas charges for the month and have sent a separate gas-only statement with complete details. The gas statement is for your records only. Please pay only the “Amount Due” on your electricity bill.

To correctly identify your electricity bill, and to understand where your November gas charges will be reflected, please see the example included in this mailing.

EXAMPLE

ACCOUNT BALANCE	
Previous Balance	70.08
Payment Received <i>No payments have been received during this billing period</i>	- 0.00
Balance Forward	70.08
Current Charges	+ 143.39
Amount Due ▶	\$ 213.47

To avoid late payment charges of 1.5%, \$ 213.47 must be received by Dec 18 2019.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	90.12	53.27	143.39
Total Current Charges	\$ 90.12	\$ 53.27	\$ 143.39

The “**Previous Balance**” portion of your November bill will include your November gas charges, along with any balance you may have from bills prior to November.

The “**Amount Due**” portion of your bill reflects your total November gas and electricity charges. Please note: Any charges owed from bills prior to November also will be reflected here.

To ensure you are paying your November electricity bill, please navigate to the “**Summary of Current Charges**” portion of your bill. Here you will see “**Electric Service**” as the charge listed. This will let you know you are paying the electricity bill.

To further assist, here are answers to the questions you may have regarding this issue.

Should I pay both November statements?

No, please only pay the “Amount Due” on the electricity bill. Your gas charges are reflected in the “Previous Balance” portion of your electricity bill.

What if I already paid the gas bill?

If you have already paid your November gas bill, please only pay the total for “Electric Service”, as seen in the example below.

EXAMPLE

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	90.12	53.27	143.39
Total Current Charges	\$ 90.12	\$ 53.27	\$ 143.39

Will I incur any late fees because of this error?

Late payment charges have been waived for 30 days from the bill due date. Payments after 30 days will incur late payment charges.

My bill is automatically withdrawn from my banking institution. What should I do?

There is no need to contact your bank. The correct amount will be debited from your account.

If you are a Direct Pay customer, you will see two separate payments coming from your account, one for the electricity bill and one for the gas bill. You will be paying for each bill separately and will not be charged twice for the same bill.

Will this have an impact on my Budget Plan amount?

No, Budget Plan amounts will not change. Customers will only pay one budget amount for the month of November.

Will I also receive two separate statements for my December bill?

We expect that normal billing will resume and your December bill will include complete charges for gas and electricity.

We appreciate your patience while we work to correct this error. For any additional questions, please call our Customer Contact Center at 1-800-642-4272

Monday - Friday, 7:00am - 7:00pm

Sincerely,

National Grid