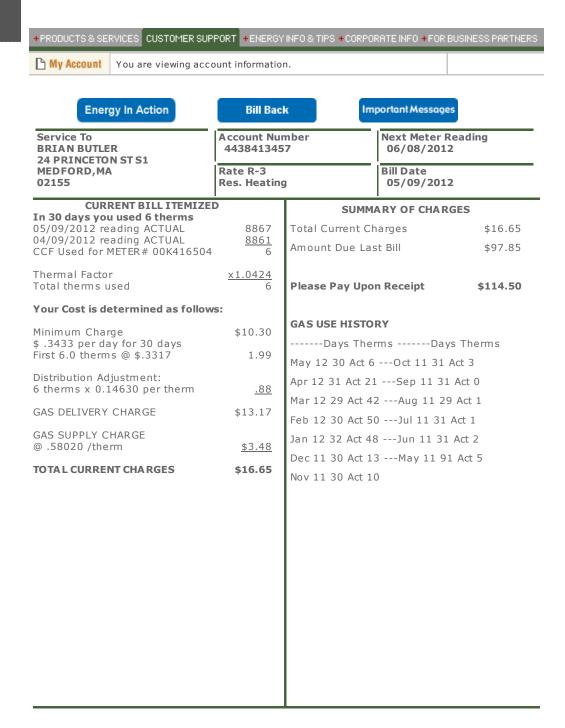
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Customer Support



MESSA GES

-----URGENT REMINDER-----

You have not responded to our previous notices and your account is seriously delinquent. If you have already made payment, thank you. If you have a financial problem you may be eligible for a deferred payment agreement that can bring your past bills up to date with monthly payments. If eligible, this is available using our automated telephone services at the Customer Assistance number above and online at www.nationalgridus.com.

12/14/12 National Grid | Customer Support | My Account

Need assistance Although we provide both natural gas and electricity, customer assistance for each service is handled separately. Please use the telephone number above for calls regarding gas service only.

As of May 2012, your billing rate component of your bill contains a Revenue Decoupling Adjustment Factor Surcharge of \$0.0045 per therm. Please see Company website.

Your unique online Access Code is: 928CAEC

We're online, anytime View and pay your bill, check your balance, submit meter readings. The code above provides free, instant access with My Account -visit www.nationalgridus.com. Many automated services are also available at the telephone number above.

Beginning in May and continuing through October, off-peak rates will be in effect. These rates reflect the cost of providing service during the summer months. The Local Distribution Adjustment Factor (LDAF) which is included in delivery charge will be \$ 0.1470 per THERM .

For gas consumption from May 1, 2012 to October 31, 2012, summer gas rates will be in effect. The Gas Supply Charge has decreased from last month's charge of \$0.6821 per therm to \$0.3893 per therm . The decrease is due to lower projected gas commodity costs.

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