

COVID-19

Assistance for our most vulnerable customers

This is a quickly evolving situation. For the most up-to-date information, please visit ngrid.com/covid-19.

We are all facing a good deal of uncertainty as the result of the COVID-19 pandemic. For those who were already dealing with food and energy insecurity issues, we anticipate the weeks and months ahead may be particularly difficult.

At National Grid we are committed to helping you and your clients work through these challenging times and finding ways to assist where we can.

A few of the actions National Grid has taken to help our customers in need include:

- On March 13th we temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardships for our customers. These policies will remain in effect at least until the end of April, when we will evaluate their continued need.
- Our regular billing processes will continue, but we are offering more flexible billing and payment arrangements. National Grid is not charging late payment charges.
 - ◆ We are encouraging customers who are struggling to pay their National Grid bill to take advantage of a variety of payment and billing options designed to make transactions easy and convenient.
 - ◆ We are offering the expertise of our Consumer Advocates, who provide crisis intervention support for customers in need, working closely with County Social Services and community assistance organizations.
- We have implemented measures that will allow us to safely continue providing essential services to our customers. Our employees are taking precautionary measures and are required to strictly follow CDC guidelines.
- We know many individuals and families are spending increased time at home. We are limiting non-essential service interruptions during this time.
- We have also suspended all in-home energy efficiency services to ensure our customers, employees and contractors stay healthy.
- Scams related to the COVID-19 outbreak are on the rise. Imposters claiming to be National Grid employees may contact customers to collect past due balances, promising savings on the next bill or threatening to disconnect service. More information is available at ngrid.com/covid-19.

We want to thank our community partners and essential service providers for the assistance you are providing to individuals and families in need right now. We know it will take a sustained effort from all of us to ensure the safety and wellbeing of our communities now, and in the days ahead.