

Billing System Conversion for our Massachusetts gas customers



We're upgrading our billing system over the extended Memorial Day weekend (May 22-27). As a result, customers will notice that their bill has an easier-to-read design and a new, 10-digit National Grid account number.

Since January, we've been preparing customers for the change through multiple communications channels including — bill inserts, emails, postcards, webinars, etc. We'll continue to communicate important updates to all customers. The latest updates can be found on our dedicated web landing page at ngrid.com/newbillexp.

What Massachusetts gas customers can expect from their new bill

To ensure upcoming payments are properly credited to customers' accounts, we're asking them to take the following actions when their new bill arrives:

- 1 Note their new account number, which can be found at the top of their bill.
- 2 If they pay through their bank, they will need to update their payment instructions with their new, 10-digit National Grid account number.
- 3 If they pay by personal check, they will need to include the payment slip and note the account number in the memo field.

If customers pay their bill through one of these methods, no action is required:

- ▶ National Grid DirectPay
- ▶ National Grid My Account
- ▶ National Grid My Business Account
- ▶ National Grid automated phone system
- ▶ SpeedPay
- ▶ Western Union
- ▶ All other third-party payment services

As we prepare to upgrade our billing system, some regular services will be temporarily unavailable during certain dates.

May 9-May 27

Enrollment and unenrollment from Paperless Billing and DirectPay will be unavailable.

May 22-27

Our online billing system will be unavailable during these dates. This will impact the availability of some of our regular services and bill payment options. Late payment fees will not be assessed through June 30 for Massachusetts commercial customers.

We will continue to respond to gas emergencies 24 hours a day.

May 28

Our website will return to normal business operations. Customers may log in to their profile to see their new account number.

We understand customers may have more questions about their new bill experience.

To learn more or to watch our *How to Read My Bill* video, customers can visit ngrid.com/newbillexp

