



For National Grid's residential customers in New York

Having a Choice of Electricity and Natural Gas Suppliers

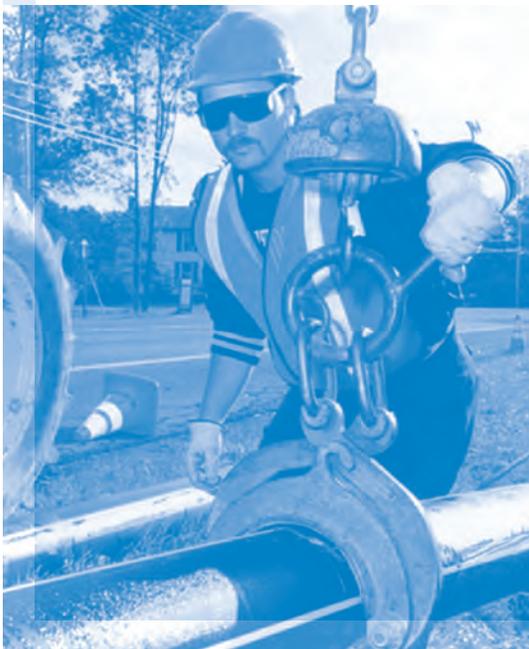
Now You Can Choose

National Grid customers can choose to purchase electricity or natural gas from a variety of suppliers, known as Energy Service Companies (ESCOs) or Gas Marketers (referred to as "suppliers" here).

If you are not within National Grid's electricity or natural gas service territory, please check with your utility company about your options.

You'll Still Be a Valued National Grid Customer.

Even if you switch to another supplier, National Grid will continue to deliver your electricity or natural gas, respond to service and emergency needs, and provide storm restoration services.



Questions and Answers

What is a supplier?

A supplier is a business that provides electricity or natural gas to customers in a competitive market. To do business in National Grid's New York service area, suppliers must be accepted by the New York State Public Service Commission and meet certain National Grid criteria.

How do I find a supplier?

Lists of suppliers that are eligible to provide electricity or natural gas to customers in National Grid's New York service area are available by visiting www.nationalgrid.com or by calling our Customer Service Contact Center at 1-800-642-4272. You are free to contact the suppliers to compare offers and make a choice.

Is it mandatory that I switch to a different supplier?

No. If you do nothing, or don't want to switch, National Grid will continue to supply your electricity or natural gas and associated delivery services.

If I do switch, will I have to worry about the reliability of my energy service?

No. No matter who supplies the energy, National Grid will still deliver it to you uninterrupted and ensure that sufficient electricity and natural gas are available. You will continue to have access to our customer service representatives 24

hours a day, 7 days a week, and our highly trained crews will still respond to emergencies and power outages.

Whom do I call if there is an emergency?

You will continue to call National Grid in case of an emergency such as a power outage or natural gas leak.

How will I be billed?

Currently, it depends on the supplier you choose. You may receive two bills—one from National Grid for the delivery of your natural gas or electricity, and another from your supplier for the energy itself. Or the National Grid bill may contain a separate line for the supplier's charges. You may also have the choice of a single bill from National Grid or from your supplier (details are still being discussed with the Public Service Commission).

Will I save money if I switch?

Your savings will depend on several things:

- How much you pay now for the electricity or natural gas you purchase.
- How much electricity or natural gas you use.
- Your agreement with the supplier.

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Who will read my meter?

National Grid will continue to read your meter.

Can a supplier turn off my service?

No. Only National Grid is authorized to connect or disconnect your service.

Once I choose another supplier, may I switch back to National Grid?

Check the terms and conditions of the contract with your supplier. A customer who chooses to discontinue service with a supplier and wants to resume receiving energy from National Grid must have the supplier return the account to National Grid, or the customer may contact National Grid directly to have the account switched.

If a supplier breaks or dissolves its contract with you, the supplier must notify both you and National Grid, in advance, that it is no longer your supplier. In this case, you will be switched to National Grid and return to standard National Grid rates at your next meter reading. Should a supplier go out of business or become ineligible, you will immediately be switched to National Grid until you select another supplier.

Can I switch companies more than once? Is there a charge for switching?

Check the terms and conditions of the contract with your supplier. Your first switch from National Grid to a supplier is free. National Grid does not currently charge for additional switches. However, the Public Service Commission does allow utilities to charge for additional switches under some circumstances and National Grid may choose to implement these charges in the future.

How do I enroll in the program?

You must contact a supplier. If you and the supplier agree that you will buy your energy from the supplier, the supplier will then contact National Grid to switch your account.

If I have questions about my bill, whom do I call?

Check the toll-free 800 number on your bill. If your questions relate to the delivery portion of the bill, please call National Grid's Customer Service Contact Center at 1-800-642-4272. For questions about the supply portion of the bill, call the supplier at the number provided.

Important Considerations Should You Choose to Switch

National Grid cannot endorse suppliers or advise you whether to participate in our choice programs. However, if you are considering buying electricity or natural gas from someone other than National Grid, make sure to get the following information from the supplier:

- What is the term of the contract?
- Are there minimum bill amounts?
- Are the energy prices fixed, or will they change from month to month?
- Does the supplier have a customer service center or website?
- Will the supplier bill you directly, or will charges be included in your National Grid bill?

Resolving Complaints With a Supplier

All suppliers must have a complaint resolution process in place. If you are not satisfied with the outcome, you may want to consider assistance through other dispute resolution services or other legal processes. You may also call the State Public Service Commission at 1-800-342-3377 to request assistance in mediating the dispute.

National Grid, through the transmission and distribution of electricity and natural gas, serves close to 4 million customers across 29,000 square miles of Massachusetts, New Hampshire, New York and Rhode Island. Its parent company, National Grid plc, is an international energy delivery business located in the U.K. with principal activities in the regulated electricity and natural gas industries.

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