

Important: Simple options to avoid continued estimated billing

<Sample A. Sample>
<12345 Any Street>
<Any Street 2>
<Any City, ST 12345-1234>

Account Number: <>

Call today to schedule an on-site appointment with us at 1-718-643-4050.

November XX, 2023

Dear Valued Customer,

We're committed to providing accurate and timely bills for your service every month. We noticed that we haven't received an actual meter reading on your account for the last six months or more. Therefore, your bills have been estimated.

Here are a few possible reasons why we haven't been able to correct this issue:

- Lack of current contact information with a designated telephone number for your account
- Unsuccessful field visit attempts
- Single-check payments on multiple accounts, making it difficult to locate affected meter(s)

To ensure actual meter readings and keep your account up-to-date, please call us at 1-718-643-4050 and do the following:



Read and report your meter reading by phone or email

To report an updated meter reading, please:

- Read and take note of your meter reading before calling. For more information on how to read your meter, visit ngrid.com/submitread-nyc.
- Have your account number handy, which is provided on your bill and at the top of this letter.



Schedule a convenient, ONE-TIME appointment with us to complete the necessary work

During your scheduled appointment, a member of our field team will need physical access to each impacted meter at your service address to manually read the meter and address any issues impacting our ability to remotely capture meter data.

Someone 18 or older will need to be home to grant our technician access to your home.

continued>

Let us know

If you don't control access to your meter, please call us at **1-718-643-4050** to provide the name and contact information of the person who does. We will let them know we're required to obtain actual readings on your meter. Please have your account number ready when you call.

We apologize for this inconvenience. Once this issue is resolved, we will review your actual meter readings and apply any needed adjustments to your bill.

We value you as our customer and appreciate your prompt attention to this concern.

Sincerely,

National Grid

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.