

Dear Valued Customer,

I hope this message finds you well. As conditions evolve with the COVID-19 pandemic, I wanted to provide you with a quick update on National Grid's services.

Ensuring the health and safety of our customers and our employees remains our top priority. We will continue to focus on delivering essential customer services, while temporarily suspending non-essential work.

Services Continuing

- **Emergency response** – As always, please contact us for all gas and electricity-related emergencies.
- **Electricity and gas service** – We have a comprehensive emergency response plan in place to keep the lights on and the gas flowing.
- **Customer-requested service** – We will continue to respond as usual to essential customer needs, such as turning on or off gas or electric services (i.e., for customer moves) — subject to municipal permitting and work restrictions.
- **Regular billing and ability to make payments** – Our regular billing process will continue. Customers are encouraged to manage their accounts online. We offer a variety of [payment and billing options](#) designed to make transactions easy and convenient.

Services Temporarily Paused

- **Collections activities & disconnections** – We have temporarily suspended collections-related activities, including service disconnections. Customers needing assistance, can [view our help making payments page](#) for more information or call to speak with one of our Customer Advocates. Note: Call wait times may be longer than usual.
- **Non-essential planned electric outages** – We know many individuals are working from home and children are home from school. We are limiting planned service interruptions during this time.
- **Non-essential electric & gas related services** – Planned maintenance and services such as manual meter reads, oil-to-gas conversions, gas service upgrades, and meter changes, may decrease the ability to keep social distance. You will be notified of appointment cancellations.
- **Energy efficiency on-premise services** – We are temporarily suspending all energy efficiency service activities that require home or business visits, such as energy audits.

- **New York City and Long Island walk-in payment offices** – Our National Grid downstate New York payment offices are temporarily closed. For additional payment options, visit ngrid.com/billpay. If you are a cash paying customer, please visit a [Western Union location](#).

We appreciate your attention to this information and value your support. For updates and information on this evolving situation, please continue to visit ngrid.com/covid-19 and look for updates on our [Facebook](#) and [Twitter](#) pages.

Sincerely,

A handwritten signature in black ink that reads "Gregory Knight". The signature is written in a cursive style with a large initial "G".

Gregory Knight
Chief Customer Officer