

The National Grid Arrears Management Program

The National Grid Arrears Management Program (AMP) is a program designed to help customers manage their current energy bills while resolving past-due debt.

Through AMP, customers who have a balance of at least \$300 that is more than 60-days past-due have the opportunity to eliminate the entire past-due balance over the course of 12 or more months, depending on how much they owe.

The AMP Program:

- ▶ National Grid will review the customer's account billing history and set a monthly budget payment amount based on the average of their monthly bills. Once a payment amount is set, this amount will need to be paid on time each month in order to remain in the program.
- ▶ When an AMP monthly payment is made, a portion of your past-due balance will be eliminated, or "forgiven," thus reducing the amount owed to National Grid.
- ▶ The amount that will be forgiven each month is calculated by taking the total past-due balance and dividing it by the number of months in the agreement.

Example:

- ▶ A budget amount of \$150 per month and a past-due balance of \$1,200. For every month that a required \$150 budget payment is made towards the current bill, National Grid will reduce your past-due balance by \$100 (calculated as $\$1,200 \div 12 = \100).
- ▶ As long as a customer continues to make their AMP budget payment each month, 1/12th of the past-due balance will be eliminated. After 12 months on the program, your past-due balance will be reduced to zero.
- ▶ The AMP program allows forgiveness of up to a maximum of \$1,500 per year. If the arrears are greater than \$1,500, the length of the AMP agreement may be extended for more than 12 months to accommodate the full balance.
- ▶ If the customer remains actively enrolled in the program and makes monthly AMP payments on time, their service will not be shut off for non-payment.

Eligibility:

- ▶ The customer must be a National Grid residential customer in Massachusetts with active service.
- ▶ The account balance must be \$300 or more and at least 60 days overdue.
- ▶ The account must have confirmed enrollment in our National Grid Low Income Rate (R2).
- ▶ The customer must pay their monthly budget amount each month and on time.
- ▶ The customer must not have previously participated in our AMP program.

Customer Inquiry and Enrollment

Electric 1-800-322-3223

Gas 1-800-233-5325

nationalgrid

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