

News

FOR IMMEDIATE RELEASE
May 8, 2014

CONTACT: Media Relations
781-907-3980

NATIONAL GRID WARNS NEW ENGLAND CUSTOMERS OF ON-GOING PAYMENT SCAM

Utility Companies Report Incidents in Other States

WALTHAM, MASS. – Once again National Grid customers in New England are being targeted by utility bill scammers demanding immediate payment for electric bill balances, which customers might not even owe. The fraudulent callers are claiming to be from National Grid and threatening customers with immediate service shut-off unless they provide credit card or bank account information that can be used to access the accounts.

There have been numerous reports of these types of scams in several states over the past year and National Grid continues to advise customers to be wary of any caller who threatens immediate service termination unless an immediate payment is made.

National Grid does contact customers with past due balances by phone to offer payment options and to remind them that service shutoff is a possibility if they fail to pay their past due balance. If customers wish, they can arrange for a payment by check, credit card or debit card if they speak directly to a customer service representative. Payment can also be made by credit card or debit card without a representative's assistance.

Customers should verify they are speaking with a National Grid representative. One way to do this is to commit to memory the last five digits of their National Grid account number and ask the caller to provide those numbers. If the caller can't provide the information, if you doubt the caller is a National Grid representative, or if you have any questions about your balance, hang up immediately and call our customer contact center at 800-322-3223.

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About National Grid

National Grid (LSE: NG; NYSE:NGG) is an electricity and gas company that connects consumers to energy sources through its networks. The company is at the heart of one of the greatest challenges facing our society to create new, sustainable energy solutions for the future and developing an energy system that underpins economic prosperity in the 21st century. National Grid holds a vital position at the center of the energy system and it 'joins everything up'.

In the northeast US, we connect more than seven million gas and electric customers to vital energy sources, essential for our modern lifestyles. In Great Britain, we run the gas and electricity systems that our society is built on, delivering gas and electricity across the country.

National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New York and Rhode Island. It is the largest distributor of natural gas in northeastern U.S., serving approximately 3.4 million customers in New York, Massachusetts and Rhode Island.

For more information please visit our website: www.nationalgridus.com.

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