

Policy for Retroactive Application of the Low-Income Discount Rate

This policy explains how Massachusetts Electric Company, Nantucket Electric Company, and Boston Gas Company, each d/b/a National Grid (collectively, the “Company”), handle requests for retroactive applications of the low-income discount rate for qualifying customers. This policy may be updated from time to time.

The following guidelines apply:

- Requests for retroactive application of the low-income discount rate are considered on a case-by-case basis.
- Requests will be accepted only from National Consumer Law Center or other organizations and agencies that assist customers with problems with their utility bills.
- All requests must be submitted to consumeradvocatesne@nationalgrid.com.
- Supporting documents showing the customer’s continuous qualification for the low-income discount rate, up to 12 months prior to the date of the customer’s request, must be provided with the customer’s request.
 - Examples of such supporting documents include, but are not limited to:
 - Proof of prior application: Documents showing that the customer previously applied for the low-income discount rate and no action was taken by the Company to enroll the customer;
 - Copy of the relevant agency’s documentation demonstrating a qualifying benefit for the low-income discount rate.

Upon receipt of a request, a Company Customer Advocate will review the submission to determine if the request meets the requirements of this policy. If the Company determines that the customer qualifies for the retroactive application of the low-income discount, the Customer will be placed on the applicable low-income discount rate within 30 days. Any retroactive application of the low-income discount rate will be effective as of the date the customer was qualified for the discount based on the supporting documents provided, up to a maximum of 12 months from the date of the request.