



## The New Choices® Program Frequently Asked Questions

### Highlights

The New Choices® program is aimed at promoting greater participation in the competitive retail energy markets among residential and small commercial electric and gas customer classes. The objective of the program is to encourage customers currently taking supply from National Grid to explore the competitive energy market. This program provides you with a one-time offer of 7% off the energy supply costs you would have otherwise paid National Grid for a two-month introductory period.

You are free to designate a participating supplier you would like to sign up with, or let National Grid randomly select a participating supplier for you. Regardless of the supplier selected, National Grid will still deliver the energy to your home or small business.

### Why is National Grid promoting a program like New Choices®?

This program offers you the opportunity to try the competitive market for two months, risk free. National Grid believes that competition for electricity and gas supply will produce more choices than traditional regulation. National Grid is committed to finding ways to best foster the migration of customers to alternate suppliers.

### What are the highlights of the New Choices® program?

- New Choices® is a one-time introductory program that offers a guaranteed 7% discount on gas and electric supply costs for a two-month period.
- If you sign up both electric and gas services, you will receive the discount on each (7% off electric and 7% off gas).
- You can choose a supplier from the list of participating suppliers, or have National Grid randomly select one for you.
- Savings beyond the introductory period are not guaranteed
- Once you sign up, you will receive a letter from National Grid confirming your participation in the program.
- After enrollment, the supplier will send you a sales agreement that will contain the pricing for both the introductory period and for the period after the introductory period. Terms and pricing offers will vary by supplier.
- You have three business days from receipt of the sales agreement to cancel the sales agreement by contacting National Grid or the supplier. If you do this, you will not receive the introductory period discount.
- If you want to cancel your participation after the introductory period, you can contact the supplier or National Grid directly to cancel further participation in the program. You need to make this request at least fifteen days prior to their scheduled read date at the end of the second month or fifteen days prior to the first of the month for gas. You may choose a different supplier or return to National Grid for electricity and/or gas supply.
- You can receive only one discount per service per the life of the account.
- You will get one bill from National grid and make only one monthly payment to National Grid. National Grid will pay the supplier for you.

### Who is eligible to participate in New Choices®?

You are eligible to participate in the New Choices® program if you are:

- Served under SC-1, SC-1B, SC-1C and SC-2ND for electricity
- Served under SC-1 or SC-2 for gas
- Not currently enrolled with another supplier
- Never been enrolled in the program before (you are only allowed one discount per service (electric and gas) for the life of the account)
- Not participating in our GreenUp program
- Dual service customers taking supply for only one service will be eligible for the program with respect to the other service.

### **What happens if I'm not eligible because I already take service from a supplier, but still want to get the 7% discount for two months?**

To be eligible to participate and enroll in this program you must currently be taking supply from National Grid. You are free to contact your current supplier for more information.

### **How does a customer sign up for the program?**

It is very easy to sign up for the program. Beginning in July 2006, there are three ways to sign up:

1. Complete and return the postage-paid enrollment card that will accompany your National Grid bill in certain months.
2. Beginning July 7<sup>th</sup>, enroll via our website at [www.nationalgridus.com/NewChoices](http://www.nationalgridus.com/NewChoices). If you submit an enrollment form on our website you will receive a response advising you of your eligibility.
3. A representative can enroll customers when asked to do so.

### **What can I expect next if I agree to sign up for the New Choices<sup>®</sup> program and switch to another supplier?**

You will receive a confirmation letter from National Grid stating that your enrollment request was processed. The letter will be specific to the New Choices<sup>®</sup> program and will include information about the program. The letter will include:

- The effective date of the enrollment
- Your new supplier and whether you signed up for electricity, gas, or both.
- A description of the discount
- Where to find the discount on the bill
- A notice informing you that the supplier will be sending you a sales agreement and how to return to utility service if you don't like the offer
- A notice letting you know that you can cancel during the introductory period
- The PSC complaint procedure

You will also receive a sales agreement from the supplier, which will include the pricing terms and conditions for the supply service they signed up for (electric, gas or both). The terms and conditions will include the pricing for the introductory period and for month three and beyond.

### **How do I know which supplier will offer the best price? How should I evaluate the sales agreement and what questions should I ask the supplier?**

National Grid cannot endorse suppliers or advise customers to choose one over the other. It is your responsibility to research suppliers and determine which one best fits your needs.

The New Choices<sup>®</sup> program gives you the opportunity to enter the market risk free for two months. You can either select a supplier or have the option of being randomly assigned to a participating supplier. If you decide to participate, you will get a sales agreement from the supplier to review. Below are frequently asked questions you may want to consider when evaluating the sales agreement you receive from the supplier:

- What is the term of the sales agreement?
- Are there minimum bill amounts?
- Are the energy prices fixed, or will they change throughout the term?
- Are there penalties for early termination of the sales agreement
- What is included in the price per kWh?

As the competitive market continue to grow, and new suppliers enter the market, more suppliers are offering value-added services such as energy efficiency consulting, heating and appliance maintenance, load control, various pricing structures, etc. Those services will most likely be reflected in the price.

**Will I receive two separate bills now?**

No, you will receive one bill that shows National Grid's Delivery Charges along with your supply charges from your new supplier.

**How will I know that I received the discount?**

A message indicating that the New Choices® Program discount was applied to your supply charges will be appear in the (electric, gas) supply section of your bill, below National Grid's delivery charges.

**When will I see the discount on my bill?**

The effective date of the introductory period will appear on the confirmation letter you receive from National Grid. The switch to the new supplier will take effect on a scheduled read date so an entire billing period will have the 7% applied to it.

**Can I be on the Budget Plan and participate in the New Choices® program?**

Yes, the Budget Plan continues to be available to you with this program.

**If I don't want to sign up with the supplier after I have received the agreement, what do I have to do?**

If you decide to cancel your participation in the program, you must call our Customer Service Contact Center at 1-800-642-4272 or the supplier within three days of receiving the agreement. If you decide to cancel after the introductory period has expired, you will need to contact the supplier or National Grid to be removed from the program.

If you do not continue to take service from the supplier after the introductory period, you may choose a different supplier or return to National Grid for electricity and/or gas supply service. However, you will no longer be eligible for the New Choices® program.

**Is there a penalty for withdrawing from the New Choices® program?**

There are no penalties for withdrawal and there are no fees associated with this offer.