

CONSUMER ADVISORY
regarding mailing from
National Grid Energy Services concerning
Exterior Electrical Line Coverage

Consumers in National Grid's service territory may have received a mailing advising of the availability of an optional repair plan for exterior electrical equipment. The mailing envelope identifies "National Grid Energy Services" in the return address section. The letter details an offer of repair coverage by a company named HomeServe. Please note that HomeServe is not affiliated with National Grid, and neither HomeServe nor National Grid Energy Services are regulated by the New York State Department of Public Service.

National Grid is responsible for installing, maintaining and repairing its electric distribution systems including exterior electric wiring to the point at which electric lines connect to a residence, as well as for installing, maintaining and repairing the electric meter. Customers pay for those services through the rates charged by National Grid. Customers, not National Grid, are responsible for installing, maintaining and repairing equipment beyond the service connection point, except for the electric meter.

In determining whether to purchase exterior electric line coverage from any provider, customers are advised to consider: (1) the frequency with which the applicable equipment is expected to require repairs and/or consulting an electrician; (2) whether the responsibility for the cost of repairs to particular items rests with the customer or is covered by homeowner's insurance; and, (3) carefully reading all terms, conditions, and exclusions that may be applicable to such coverage.

Customers needing further assistance may contact the New York State Public Service Commission's HelpLine at 1-800-342-3377.