

[Date]

[Customer Name]  
[Mailing Address]  
[Mailing Address]

**Forgiveness of up to \$12,000  
in past due bills may be  
available over the next year.**

Account Number: [#####/#####]  
Service Address: [STREET, CITY, STATE ZIP]

Dear [Customer Name]:

We understand that there are times when it may be difficult to manage your energy bills, especially given the impact of the COVID-19 pandemic.

We want to let you know about a program that may help. You may be eligible for our Forgiveness Program (also known as the Arrears Management Program or AMP). While enrolled in the program, a portion of your past due balance is eliminated or “forgiven” when you make the timely and full payment of your current monthly bill.

**Enrollment eligibility requirements are as follows:**

- You must be an active Massachusetts residential electric customer.
- Your account must be a confirmed eligible participant in the Massachusetts electric discount rate (R2).
- Your account balance must be at least \$300 in arrears and overdue by at least 60 days.
- You must agree to being placed on a Budget Plan – a program that helps spread payments out more evenly across the year, removing peaks and valleys from month to month.
- You must agree to pay your monthly Budget Plan amount in a timely fashion.

**If you would like to confirm your eligibility and apply for the program, please call us  
at 1-866-580-7617 from 8:30 a.m. to 4:30 p.m. Monday through Friday  
or email [AMPElectric@NationalGrid.com](mailto:AMPElectric@NationalGrid.com)**

Please note that this number is only able to answer inquiries regarding the Forgiveness Program/AMP. Please direct other inquiries regarding your account to the Customer Service phone number listed on your bill.

Sincerely,

National Grid Customer Service

**This is an important notice.  
Please have it translated.**

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение.

Пожалуйста, попросите чтобы вам его перевели.  
Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.