

News

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CONTACT: Media Relations
781-907-3980

**NATIONAL GRID WARNS NEW ENGLAND CUSTOMERS
OF LATEST PAYMENT SCAM**
Utility Companies Report Incidents in Other Eastern 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 numbers. The calls are originating from a 617 area code phone number. When the number is called, the person answering identifies them self as being from National Grid.

There have been numerous reports of these types of scams in several states over the past year. National Grid has issued multiple consumer warnings advising customers to be wary of any caller who threatens service termination unless an immediate payment is made.

National Grid does contact customers with past due balances by phone to offer payment options, **but never demands direct payment over the telephone.** 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 who have received calls demanding immediate payment and are asked for bank account information should contact National Grid immediately. To verify information and for any billing-related questions in New England, customers should call National Grid's Customer Contact Center at 1-800-322-3223.

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NATIONAL GRID WARNS OF CONTINUING PAYMENT SCAM/2

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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