

Important account update

<NM_COMPRESSED>
<LN_1>
<LN_2>
<CITY>, <STATE> <ZIP>

Re: Account Number <ACCOUNT_NUM>

For service at: <AD_COMPRESSED>

April <CURRENT DATE>, 2022

Dear <customer name>,

We are writing to let you know that natural gas supply charges were not reflected on your March bill for energy used during the period between February 28 through March 28, 2022. Please disregard this incomplete bill. A new, corrected bill will be sent to you within the next few weeks.

We apologize for this error and any inconvenience it may have caused.

Should I pay both statements?

No, please pay only the second, most recent statement which will include your supply charges for the month of March covering the period of 2/28/22 to 3/28/22.

What if I already paid the incorrect bill?

The amount you paid on the first bill will show up as a credit on the corrected bill, if the payment was received before the second bill was generated.

Will I incur any late fees?

No, the due date will be reset on the second, corrected bill you receive. You will not incur late fees if you pay this bill by the date due.

My bill is automatically withdrawn from my banking institution. What should I do?

There is no need to contact your bank. The correct amount will be debited from your account.

Will this have an impact on my Balanced Billing amount?

No. Budgeted amounts under the Balanced Billing program will not change.

What if I receive an additional drop notice?

You may receive an additional drop notification letter stating that "Effective 05/31/2022, Great American Gas & Electric (Lynbrook CCA) will no longer provide you with your natural gas supply for the above account." Please disregard this letter; the original letter indicating that your supplier had changed effective 04/01/2022 was correct. Participants of this CCA were temporarily dropped and will be re-enrolled in November for the next heating season.

For any additional questions, please call Customer Service at **1-800-930-5003** Monday-Friday, 8 a.m. to 8 p.m.

Thank you for your patience as we work to resolve this issue.

Sincerely,
National Grid

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.