

# Financial Statement submission guide

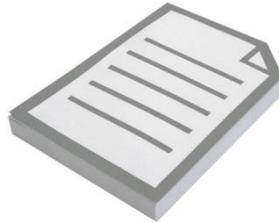
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## STEP 1



***Read Financial Statement Guide***

## STEP 2



***Gather all your supporting documents (all documents must be recent; within the past 30 days).***

## STEP 3



***Accurately fill out the financial statement form provided. Fields marked asterisk (\*) indicates a required field.***

## STEP 4



**Upload and attach all relevant supporting documentation. Then click** **Submit**



# Minimum Deferred Payment Agreement: FAQs

nationalgrid

1. Why do I have to submit all these documents?

**Answer:** *Per our regulators, a utility may require that a customer or applicant complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form, provided that all such information shall be treated as confidential.*

2. My documents contain sensitive information, how secure are my document?

**Answer:** *The documents sent to the National Grid server whether by email, or by fax are secure, as long as the customer does not send the document to themselves or others in addition to National Grid, as we are unable to determine the level of security of other's servers.*

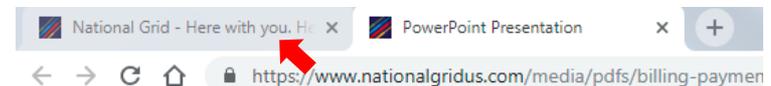
3. When and how will I know if I qualify for the Deferred Minimum Payment?

**Answer:** *You will know you qualify when you receive a DPA in the mail or email/electronically. The account holder needs to sign (electronic signature available for e-mail option), and return the signed Deferred Payment Agreement. For cut-ins DPA(re-establishing service that was cut for non-payment) and Account Initiation DPA (new service initiated), we would call the customer to see how they would like to receive the DPA either fax or email. This category of DPA's need to be sent asap in order to get the customers power back on.*

4. Did you receive my documents (Proofs)?

**Answer:** *Once you hit **Submit** you will get an email and a notification that you application has been receive, and Next steps.*

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# Minimum Deferred Payment Agreement: FAQs

5. How many times can I apply for a Minimum Deferred Payment Agreement (MDPA)?

**Answer:** *An application can be sent once within 30 days. However, once an agreement has been reached and you are enrolled on the MDPA program, you must not default.*

*Agreement. IF agreement is greater than you positive (+) cash flow, then you will qualify for a MDPA.*

*Also, if you received Emergency HEAP in the most recent HEAP season, you automatically qualify for a MDPA.*

6. What happens when I Default on a MDPA?

**Answer:** *your only other option will be to seek assistance from Department of Social Services (DSS).*

7. What if I have a positive (+) cash flow and unable to enroll in a MDPA?

**Answer:** *You have 3 options.*

- a. *You can either seek assistance from DSS.*
- b. *If there has been a change in your financials, wait 30 days and re-apply for a MDPA with proper documentation supporting said financial changes.*
- c. *Call customer Service to set up a Negotiated Standard*