RETROACTIVE APPLICATION OF THE DISCOUNT RATES:
KEY UTILITY CONTACTS

PLEASE READ THIS: DO NOT GIVE THESE DIRECT PHONE NUMBERS TO YOUR CLIENTS. THE COMPANIES HAVE AGREED TO PROVIDE THESE CONTACT NUMBERS FOR ADVOCATES/CASEWORKERS.


Contact Kathy Orrick, 781 441-3183, Kathleen.Orrick@nstar.com.

Bay State Gas:

Contact Virginia Anthony, 978 687-1105 x4402, VAnthony@Nisource.com.

Western Mass. Electric Co. ("WMECo"):


Fitchburg Gas and Electric:

Contact Sue Corson at 603 227-4611 or corson@unitil.com

Berkshire Gas:

Contact Margaret DiMouro, mdimouro@berkshiregas.com

NGRID:

1. Advocates (NOT customers themselves!!!) send an e-mail to: CSCCredit&Collections@us.ngrid.com and request that an account be credited. Include the name of the customer and identifying information, to the extent available: full name, address and account number.

2. NGRID will rely on the advocate to maintain the back-up documentation that the client is retroactively eligible for the discount, and for what period of time. NGRID may occasionally request that the advocate send the proof.

3. The maximum number of months NGRID can credit is 16, and less in some cases.

The Customer Service Contact Center will not be able to process the requests over the phone.
**Final note:** Please let me know if you encounter any problems in working with any of these folks. These companies have been very cooperative and helpful in agreeing to offer retro application of the discount rates, and I would like to hear from you if you encounter any problems.

Charles Harak  
National Consumer Law Center  
7 Winthrop Sq, 4th Floor  
Boston, MA 02110-1006  
617 542-8010 (voice)  
charak@nclc.org