

ARREARAGE MANAGEMENT PROGRAM

New England Gas Company's Arrearage Management Program (AMP) provides financial assistance to eligible low income customers with active accounts that have outstanding bills in arrears.

The Company's AMP Proposal:

The NEGCA AMP helps the Company's eligible low-income customers by allowing them to increase energy efficiency, develop a working budget and reduce debt. The AMP offers 100 percent arrearage forgiveness to eligible NEGCA discount rate customers. To qualify a customer must:

- a) be the NEGCA customer of record for the account;
- b) be eligible for the discount rate;
- c) have a minimum of \$300 in arrears;
- d) be in arrears at least 60 days;
- e) not be shutoff for nonpayment;
- f) not be a landlord account (where tenants pay utilities to the landlord); and
- g) agree to participate in the Discount Rate

How to Apply

You may apply for this program our Contact Center at 800-544-4944.

AMP Benefit:

For customers with an arrearage of greater than \$300, the Company forgives \$100 monthly for each payment made on time (annual cap of \$1,200 per participant), unless the remaining balance is less than \$100. These credits are displayed as a separate line item on the customer's bill.

Program Requirements:

Customers approved for the AMP program must:

1. Enter into a monthly payment plan that includes:
 - a. Current bill amount
 - b. Future projected bills for the term of the payment plan less any projected fuel assistance payments
2. Pay the monthly amount agreed to in order to receive the monthly AMP credit
3. Apply for, and agree to participate in, all other financial assistance programs available (e.g. fuel assistance, weatherization/conservation, etc.).

Failure to pay the monthly amount agreed to will result in termination of the payment agreement. Any remaining AMP benefit will be forfeited. The AMP payment plan may be reinstated if all missed payments along with the current payments are made.