



For National Grid's Residential Customers in New York

# Shared Metering

## Tenants/Owner's Rights and Responsibilities

Shared Meter Law may be found in Section 52 of the Public Service Law of New York State. Implemented in 1991 and amended in 1995, this law is enforced by all New York state utilities under the express direction and administration of the New York State Public Service Commission (PSC).

### What is Shared Metering?

A shared meter is any utility meter billed under National Grid's residential rate that measures gas and/or electricity used both inside and outside a tenant's dwelling and that is not under the tenant's exclusive use and control. An example would be a utility meter measuring heat and/or hot water used in other areas such as another apartment, a common area, hallway or separate room.

### A Message to Tenants

National Grid residential tenants are required to pay only for the electricity and/or gas used in their dwelling or in any area or equipment under their exclusive use and control. If shared metering exists in your building, you may be paying for electricity or gas used by others, or you may receive electricity or gas through another tenant's meter (third party). The Shared Meter Law states that the tenant billed for the shared condition must be reimbursed by the landlord and or third party or, under certain conditions, the tenant must enter into a mutually acceptable agreement with their landlord. If you are receiving electricity or gas through another tenant's meter, you may be billed for the energy that is used in your dwelling or in any other area under your control.

If you think you may be affected by shared metering, please call National Grid at 1-800-642-4272 and let us know what you believe is shared.

To verify a shared meter condition, we will need:

- access to your apartment;
- access to the meters;
- access to other areas of the building under your control, if any; *and*
- the owner/building manager's name, address and telephone number.

Please note: Shared Meter Law requires National Grid to notify your building owner or manager of our intent to investigate.

### A Message to Owners and Apartment Managers

If National Grid finds a shared metering condition, we will describe the condition to be remedied and give you 120 days to comply. When the condition is corrected, or at the end of the 120 days (whichever is sooner), all applicable shared-area charges previously billed to your tenant will be billed to you or the third party benefiting from the shared metering condition. If the shared metering condition is not corrected within the 120-day period, the law requires that National Grid establish an account in your name for all future service measured on the shared meter until National Grid is requested to verify that you have made the necessary corrections.

The intent of the Shared Meter Law is to eliminate, whenever possible, any shared meter conditions that may exist at a dwelling. When National Grid identifies a shared metering condition, the law requires National Grid to further bill the owner and refund to the tenant an estimated amount of charges (assessment) for 12 months of service measured by the shared meter. You must pay this amount regardless of whether the shared metering condition is corrected. The law also states that



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this charge may be reduced if you send a written request to the PSC Shared Meter designee *within* 45 days of being billed by National Grid.

Exceptions as defined by the law are:

- **Legal impediment:** a restriction that prevents separate metering, rewiring or repiping due to (a) zoning ordinances that limit the number of, type or location of meters in a building; (b) the historical significance of the structure; or (c) such other legal restrictions as determined by the PSC in its rules.
- **Extraordinary cost:** the cost, as determined by a qualified professional, of installing equipment necessary to eliminate a shared meter in a dwelling, or portion thereof, which is in excess of the amount of rent for four months' rental of the dwelling.
- **Minimal/Diminimus Use:** whenever the quantity of service that is used outside of the tenant's dwelling is estimated to be less than 10 percent of the total monthly kwh consumption recorded on the meter based on the average monthly service for the preceding 12-month period or 75 kwh (whichever is greater) or 5 ccfs of gas used per month.

If one of the conditions described above exists, a mutually acceptable written agreement can be reached between you and your tenant(s). A copy of this agreement must be provided to National Grid *before* the 120-day period expires. Additionally, any new tenant applying for service on the shared meter will be required to provide a mutually acceptable agreement *before* they will be given service.

If your tenant(s) believes that a shared metering condition exists, National Grid is required by law to investigate this claim within 30 business days. If you do not provide National Grid access to all common areas of the building or cooperate with any other reasonable request made by National Grid, we may investigate through your tenant and may determine that the tenant's dwelling is served by a shared meter.

### For More Information

To find out more about shared metering, please call National Grid's Customer Service Contact Center at 1-800-642-4272.

You may also contact the New York State Department of Public Service Consumer Service Division at 1-800-342-3377.



National Grid, through the transmission and distribution of electricity and natural gas, serves close to 4 million customers across 29,000 square miles of Massachusetts, New Hampshire, New York and Rhode Island. Its parent company, National Grid plc, is an international energy delivery business located in the U.K. with principal activities in the regulated electricity and natural gas industries.

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