

Bay State Gas DirectLink

It's our promise to you...

to deliver accurate answers to your questions, reliable service for your energy needs, and quick response to emergencies. Whenever you need us, 24 hours a day, 365 days a year, Bay State Gas is there.



DIRECTLINK

Service, convenience, accuracy and reliability with one call anytime day or night

Simply call us at the appropriate phone number shown on your bill. With Bay State Gas DirectLink, you can get many of the answers you need when you need them without having to speak with a customer service representative. Of course, if your request requires personal attention or if you're calling from a rotary-dial phone, our knowledgeable representatives are available to help you during normal business hours, too.

Here are just a few of the services we provide at the touch of a button on your touch-tone phone:

- Access account information
- Find out about convenient payment methods
- Pay your bill by credit card or electronic check
- Report a payment receipt number
- Submit your meter reading
- Request an application for DirectPay direct payment service
- Sign up for the Budget Payment Plan
- Apply for a credit agreement, if eligible

Be sure to have your Bay State Gas account number handy when you call. First, you'll be asked to enter the phone number of the account's service address you're calling about. If the phone number doesn't match the number we show on the account, you'll be asked to enter your account number for confirmation.

Privacy Protection

We respect your privacy and want to be sure that we speak with a person who's authorized to conduct business on your account. Unless your name appears on the account, we won't be able to handle your request. If you need to speak with a customer service representative and your name is not on the account, please ask the account holder to call us and request to authorize you.

cut and save



DirectLink

Billing and Payment Information, Budget Plans, and Meter Reading Press 1

Current Accounts – DirectLink will automatically tell you the current amount due, due date and last payment information. Budget information will also be provided if you're on a budget plan.

Repeat account information	Press 1
Payment options	Press 2, then
• Budget Payment Plan	Press 1
• DirectPay, or pay by phone	Press 2
• Pay by credit card	Press 3
• Payment mailing address	Press 4
• Authorized payment locations	Press 5

Past-due Accounts – DirectLink will automatically provide your total balance, the previous balance, the last payment amount, and the next due date. Budget information will also be provided if you're on a budget plan.

Repeat account information	Press 1
Payment options	Press 2, then
• Report payment receipt number	Press 1
• Make payment by check, credit card, in person, or by mail	Press 2
• Apply for credit agreement, if eligible	Press 3
• Fuel assistance agencies	Press 4

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