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## National Grid Customers Can Now Receive Their Bill at Financial Institution Websites with e-Bill Distribution from Fiserv

- 1 Customers can receive an electronic bill (e-bill) at any one of the 3,000 financial institutions in the Fiserv bill pay network.
- 1 Thirty-seven percent of consumers who receive e-bills at a financial institution site say e-bills have improved their relationship with the biller.
- 1 Online billing and payment gives customers more control over their payments, increases convenience and reduces clutter.

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that [National Grid](#), an international energy company that delivers gas and electricity to millions of people in Massachusetts, New Hampshire, New York and Rhode Island, has expanded its electronic bill (e-bill) offerings with [e-Bill Distribution<sup>SM</sup> from Fiserv](#). Now, National Grid's 3.3 million electricity customers and 3.4 million natural gas customers will have access to secure e-bills if they bank with one of the 3,000 national and local financial institutions in the Fiserv network. By offering e-bills National Grid is meeting customers at their payment point of preference, helping them better manage their daily financial tasks.

With an increasing number of consumers paying bills online at their bank or credit union website, the option to receive their bill at the same site is an added convenience. E-bills contain all the same information as traditional paper bills, are delivered directly to the online banking site and are stored there for 12 months or longer. Consumers who receive e-bills at their financial institution can view and pay all their bills in one place, alongside all their day-to-day financial information.

"Our customers are increasingly relying on electronic billing and payment because it is fast, convenient and helps eliminate the clutter of paper-based statements," said Jeff Martin, director, billing and systems at National Grid. "Delivering bills to financial institution sites is an important complement to our existing billing capabilities, and helps enhance customer satisfaction."

National Grid customers will be able to receive e-bills at any of the financial institutions in the extensive Fiserv network including leading banks in National Grid's footprint across Massachusetts, New Hampshire, New York and Rhode Island. With e-Bill Distribution, National Grid customers will be able to review their bill online, select the payment date of their choice and take advantage of helpful features such as e-mail due-date reminders.

According to the [2010 Billing Household Survey by Fiserv](#), customers who receive e-bills have an overall customer satisfaction score that is significantly higher than the average paper billing customer. Thirty-seven percent of consumers who receive e-bills at a financial institution site say e-bills have improved their relationship with the biller.

"National Grid shares our vision to deliver bills to consumers at their preferred payment point," said Jardon Bouska, president, Biller Solutions, Fiserv. "Now that National Grid has joined the Fiserv network of more than 400 billers, they can provide added convenience to customers who choose to view and pay their bills at their financial institution website."

### Consumer Benefits of E-Billing

Online billing and payment offers consumers many key benefits, including:

- 1 **Convenience and Control:** Consumers can review each bill and schedule the date they want to pay or automate the scheduling of bill payments.
- 1 **Organization and Reduced Clutter:** According to Fiserv research, 64 percent of consumers have lost a paper bill in their home. By receiving bills online, consumer can eliminate misplaced bills and paper clutter.
- 1 **Security and Peace of Mind:** Receiving and paying bills online removes sensitive financial records from unsecured

mailboxes, helping protect against identity theft.

- 1 **Environment:** According to a report by Javelin Strategy & Research, if all U.S. homes received and paid bills online, it would save more than 800,000 tons of waste and 16.5 million trees each year, in addition to reducing toxins in the air.

Consumers can find out if their financial institution is part of the Fiserv bill payment network and access a list of companies that offer e-bills at [www.eBillPlace.com](http://www.eBillPlace.com).

### **About National Grid**

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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