

THIS BUSINESS IS NOT BBB ACCREDITED

National Grid

Phone: (800) 642-4272

[View Additional Phone Numbers](#)

300 Erie Blvd W Dept B-3, Syracuse, NY 13202

<http://www.nationalgrid.com>



On a scale of **A+** to **F**

Reason for Rating

[BBB Ratings System Overview](#)



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BBB Accreditation

This business is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets [BBB accreditation standards](#), which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *lowered* the rating for National Grid include:

- › Failure to respond to 12 complaints filed against business
- › 11 complaints filed against business that were not resolved

Customer Complaints Summary

188 complaints closed with BBB in last 3 years | 71 closed in last 12 months

Complaint Type	Total Closed Complaints
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