

Pay my bill

[View my bill](#) | [Help](#) | [View insert](#)

You can make a payment 24 hours a day quickly and easily.
All payments scheduled, may take up to two business days to process.

Pay using my bank account:

All fields are required.

Bill payment amount: \$

Payment date: (Maximum 25 days)**Due date:**

12/10/2014

Account type:

Bank routing number:

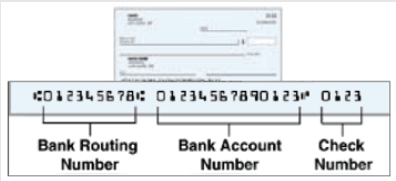
Bank account number:

Verify bank account number:

Save this payment method [Why should I do this?](#)

By clicking "Submit this payment" you are accepting the [Terms and Conditions](#)

Submit this payment



Other payment options:

National Grid automatic payments

Enroll in recurring payments

Enroll in DirectPay

Credit/Debit Card

If you prefer, you can also [pay by Credit or Debit card](#) via the Western Union Speedpay website. A convenience fee will apply.

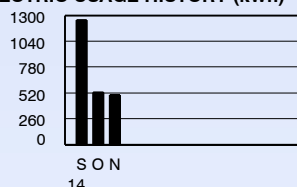
Phone

To make a payment by phone call: 1-888-849-4310

A convenience fee will apply.

www.nationalgrid.com
CUSTOMER SERVICE
1-800-322-3223
CREDIT DEPARTMENT
1-888-211-1313
POWER OUTAGE OR DOWNED LINE
1-800-465-1212
EMAIL BILLING INQUIRES
customerservice@us.ngrid.com
CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737
DATE BILL ISSUED
Nov 14, 2014

ELECTRIC USAGE HISTORY (kWh)



Daily Averages Nov 14
kWh 17.3
Cost \$ 2.98

■ Actual □ Estimated

nationalgrid

PO Box 960
Northborough MA 01532

COLE TOWNSEND
23 THOMAS ST
WILLIAMSTOWN MA 01267-2844

062518

NATIONAL GRID
PO BOX 11737
NEWARK NJ 07101-4737

ACCOUNT BALANCE

Previous Balance	291.93
Payment Received on OCT 20 (ACH) <i>THANK YOU</i>	- 291.93
Current Charges	+ 86.51

Amount Due ▶ \$ 86.51

Our records indicate that you have switched your supplier option to HAMPSHIRE POWER (WILLIAMSTOWNAGGREGATION) Supplier. If you have been switched without your authorization, a formal complaint can be filed with the Department of Public Utilities

➤ **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at www.nationalgridus.com/gopaperless.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Oct 15 - Nov 13	29	68994 <i>Actual</i>		68492 <i>Actual</i>		502 kWh

METER NUMBER 87679830 NEXT SCHEDULED READ DATE Dec 16

RATE Residential Regular R-1

Customer Charge	4.00
Dist Chg First 502 KWH	0.03698793 x 502 kWh 18.57
Transition Charge	0.00106 x 502 kWh 0.54
Transmission Charge	0.02304 x 502 kWh 11.56
Energy Efficiency Chg	0.01004 x 502 kWh 5.05
Renewable Energy Chg	0.0005 x 502 kWh 0.25

Total Delivery Services \$ 39.97

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER

14823-66095

PLEASE PAY BY

Dec 10, 2014

AMOUNT DUE

\$ 86.51

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable
to National Grid

000008651 14823660954000008651344

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:

Acct No: 14823-66095 Cycle: 12, TOWN

Electric Usage History

Month	kWh
Sep 14	1258
Oct 14	530
Nov 14	502

Payment Plans are Available for Four or More Months. Please Contact Us at 1-888-211-1313.

Aviso importante! Si usted no entiende este aviso, llame a la compañía al: 1-800-322-3223.

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact: National Grid at **1-800-322-3223** and request an investigation by a Company Complaint Officer. If you are not satisfied with the written decision or did not receive a written decision within 30 days, you have the right to appeal to the Massachusetts Department of Public Utilities, Consumer Division, One South Station, Boston, MA 02110. Telephone 617-737-2836 or 1-877-886-5066.

Department of Public Utilities

DPU regulations provide that a company may not terminate electric service for failure to pay any portion of a bill when a customer complaint or appeal is pending.

Arrearage Management Program (AMP)

AMP provides arrears forgiveness to income-qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details and an application, visit www.nationalgridus.com or call the number on the front.

Supply Services

SUPPLIER National Grid

Basic Service Fixed	0.11861412 x 502 kWh	59.54
Market Price Adjustment		-13.00
Total Supply Services		\$ 46.54

Explanation of General Billing Terms

KWH: Kilowatt-hour, a basic unit of electricity used.

Off-Peak: Period of time when the need or demand for electricity on the Company's system is low, such as late evenings, weekends and holidays.

Peak: Period of time when the need or demand for electricity on the Company's system is high, normally during the day, Monday through Friday, excluding holidays.

Estimated Bill: A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.

Meter Multiplier: A number by which the usage on certain meters must be multiplied by to obtain the total usage.

Demand Charge: The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

Supplier Service Charges are comprised of:

Generation Charge: The charge(s) to provide electricity and other services to the customer by a supplier.

Right To Electric Service

If you have a financial hardship you (or anyone presently and normally living in your home) have a Right to Electric Service in the following situations:

- **During serious illness:** Contact your physician or Board of Health and have them telephone the Company immediately at 1-888-211-1313. Within seven (7) days of the phone call your physician or Board of Health must certify in writing, to the Company, that serious illness exists. The certificate protects against termination for 90 days (180 days if chronic illness) and may be renewed. Your failure to renew such certification of serious illness as set out above may result in your service being terminated.

Questions:

If you have questions or complaints regarding this bill or National Grid's service quality, please contact Customer Service at 1-800-322-3223. You may also contact the Massachusetts Department of Public Utilities, Consumer Division at 617-737-2836 or toll free at 1-877-886-5066 or web site www.mass.gov/dpu.

Delivery Service Charges are comprised of:

Customer Charge: The cost of providing customer related service such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Distribution Charge: The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.

Transition Charge: Company payments to its wholesale supplier for terminating its wholesale arrangements.

Transmission Charge: The cost of delivering electricity from the generation company to the beginning of the Company's distribution system.

Energy Efficiency Charge: The cost of energy efficiency program services offered by the Company.

Renewable Energy Charge: A charge to fund initiatives for communicating the benefits of renewable energy and fostering formation, growth, expansion and retention of renewable energy and related enterprises.

- **You have a child under twelve months old living in that home.**

- **Between November 15 and March 15 if your service is heat related.**

- **Elderly Household:** If all residents in your household are 65 years of age or older; or a minor (under the age of 18), the Company can not terminate your service for failure to pay a past due bill without the approval of the Massachusetts Department of Public Utilities (DPU).

- **For additional information on the right to electric service, please contact our Credit Department at 1-888-211-1313.**

WeConnect

Energy news for our electric customers in Massachusetts



Are you connected?

Connect now for major storm alerts and information at **www.ngrid.com/connectma**

Electric Emergency

1-800-465-1212

Customer Service

1-800-322-3223

Update on electric supply rates.

What's happening, why it's happening and how we can help.

As colder weather settles into New England, we want to help you prepare for the winter heating season.

Earlier this fall we announced that our electric customers will see a significant increase in their bills due to higher power supply prices. This is the cost of the electricity National Grid buys for customers and passes on without a mark up. Starting in November, a typical residential customer will see an electric bill that is 37 percent, or about \$33 higher, than last winter for the same amount of electricity used. This is because with about half of New England's electricity generation now fueled by natural gas, electric commodity prices have risen due to continued constraints on the natural gas pipelines serving the region.

We encourage you to take advantage of our programs and services to help you manage your energy usage and energy bills this winter.



Ways to manage your energy bill.

Energy efficiency programs.

We offer no-cost and low-cost tips, and rebates on energy efficient appliances. For details, visit **www.nationalgrid.com** or call Customer Service.

The Budget Plan

The Budget Plan helps make it easier to manage your household energy payments each season by taking the "peaks and valleys" out of energy bills.

You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

The Budget Plan is easy! You get the same convenient payment options such as our popular automatic payment programs. To enroll, visit us online or call Customer Service.

*To qualify for the Budget Plan, your account must be current with no outstanding balance.

What makes up your energy bill?

Your energy bill is made up of two parts:

Supply

Energy supply prices are set by the market, not National Grid. When we purchase energy — either gas, electricity or both — on your behalf, we pass on those costs directly without a markup. For electric customers, the majority of the difference between this winter's bills and last winter's will appear in the supply section of your bill.

Delivery

Delivery charges enable us to operate and maintain our electricity and natural gas systems and are fixed by regulatory rate agreements. While National Grid is allowed to adjust delivery rates from year to year, this portion of your bill will mainly fluctuate based on the amount of energy you consume. National Grid does make a profit on this section of the bill.

Did you know...



Lowering your thermostat between six and nine degrees while sleeping can save up to 10 percent per year on heating costs.

Bill payment arrangements.

We offer payment arrangements to residential customers with past due balances, however this service is not currently available online. To establish a payment plan on your account, please call the phone number on your bill. A representative will work with you to establish a plan to address the overdue balance on your account.



Arrears management program.

National Grid’s Arrears Management Program (AMP) provides financial assistance to qualified low-income customers in Massachusetts who have unpaid energy bills. As part of the program, you may be eligible for forgiveness of past due bills. For more information on this and other National Grid assistance programs, visit **www.nationalgrid.com**

Report an outage and stay informed.

If your power goes out, call our emergency number, **1-800-322-3223**, right away. Don’t assume someone else will call – you may be the only one in the neighborhood without power.

Remember to treat all downed wires as live and dangerous. That includes the “service drop” that runs from utility poles to homes and businesses.

Choose carefully when using a payment agency.

Use caution when paying your National Grid bill through a bill payment service.

- Use only authorized payment agencies.
- Bring your bill with you to ensure that your payment is properly credited.
- Always keep a receipt or other record of your payment.

For a list of authorized agencies near you, visit **www.nationalgrid.com**

Be prepared for winter storms.

Snow. Wind. Freezing rain. It can happen all on the same day here in Massachusetts.

Be ready by preparing a storm kit that includes:

- A flashlight and fresh batteries
- A battery-powered radio
- Extra food, water and manual can opener
- Extra medicine and baby supplies
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

In addition to the items above, be sure to check that fire extinguishers, smoke detectors and carbon monoxide detectors are working. If you have a generator, please make sure you can operate yours safely.



Stay cozy, but please don’t move firewood.

Planning to stay cozy this winter with a fireplace or wood stove? Please don’t move firewood. Purchase the firewood you need from local wood vendors who comply with state firewood laws.

You’ll help slow the spread of invasive tree pests such as the Emerald Ash Borer and Asian Longhorned beetles.

Reduce computer energy use.

Running your computer and monitor constantly throughout the year wastes a significant amount of electricity. However, a computer idling in “sleep” mode uses less than half the energy of an active computer. Set your computer and monitor to go into “sleep,” “hibernate,” or an equivalent mode after 20 minutes of inactivity. These modes draw less power while keeping programs open when you return to use them.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.
Questa è un'informazione importante,
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.



PAYMENT INSTRUCTIONS



SYSTEM REQUIREMENTS



SECURITY



PAYMENT FAQs



PAYMENT INSTRUCTIONS

1. Enter account details for your selected payment type.
2. Confirm payment details at the bottom of the form.
3. Click the **Submit this payment** button.
4. Click **OK** to submit payment.
5. Select **Allow** when you see the security pop-up.
6. You will receive both onscreen and e-mail payment confirmations.



Adobe will verify that you are about to connect to the Internet when submitting a payment to Western Union. Click the "Allow" button when you see the warning above. **Note:** If you do not wish to see this warning again select the check box "Remember my action for the site"

Example of an onscreen confirmation.

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SECURITY

PAYMENT SECURITY

Payments from this Paperless Bill are submitted securely to a bank accredited payment processor using the same 128 bit SSL connection as online payment (HTTPS). As this payment is paid directly from your encrypted PDF (and not on a web site), it is significantly more secure.

Payments are processed by accredited and audited payment providers.

- **NACHA** - The Electronic Payments Association is the leading organization in developing electronic solutions to improve the payments system.

PAPERLESS BILL DOCUMENT SECURITY

The PDF that contains this payment form has been encrypted. Encryption is of the highest 'banking-industry' standard. Your secure PDF is being viewed offline (locally on your computer) and the information is not accessible over the Internet. It is only available on your computer when you open the secure document using the **first five digits of your service address ZIP code**. This information is only held locally on your machine for as long as you have the document open.

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SYSTEM REQUIREMENTS



FOR MAC USERS

Payment requires Adobe Reader Version 7 or above. ([Download now](#)). **You cannot use your Mac Preview.**

Complete these steps to open your secure PDF in Adobe Reader:

1. Open the e-mail that contains the attachment.
2. Save the attachment to your hard disk.
3. Open Adobe Reader and select File - Open... .
4. In the screen that pops up, select the saved PDF from the location where you saved it.

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ADOBE READER

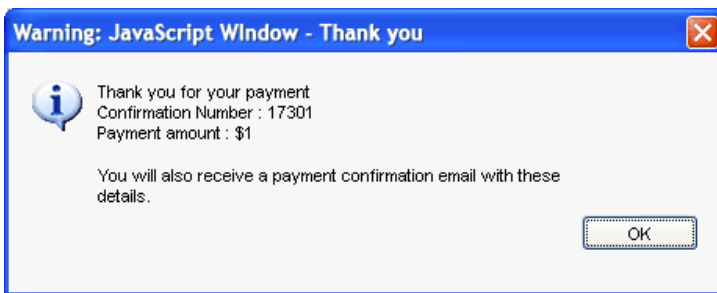
Payment requires Adobe Reader Version 7 or above. [Click here](#) to download.



PAYMENT FAQs

Q: How do I know if my payment went through?

A: When the process is complete and you have selected "Submit this payment", the payment is processed and you will receive an immediate pop-up window that looks like the following:



You will also receive a payment confirmation e-mail with relevant payment details and confirmation number. It may take up to two business days for your account to reflect the payment.

Q: I don't think my payment went through. Who should I contact?

A: If you have any questions about your payment, please use Contact us from the e-mail.

Q: What does the "Save payment details" option do?

A: "Save payment details" will remember your partial payment information, so next time you receive a secure PDF, the information will be pre-populated. When you select this option, instead of re-entering the information each time, you just click the "Submit this payment" button.

Q: Why should I do this?

A: By clicking on the checkbox, this payment method will automatically be saved. This eliminates the need to enter your payment method details again, making future online payments using this method easier and faster.

Q: Can I pay with a different account/payment method once my details have been remembered?

A: Yes, simply type over the pre-populated information with your new banking details or select a new payment option and complete the relevant details. If you select the "Save payment details" again, the new banking information will be stored once you click "Submit this payment" and successfully make a payment.

Q: How do I prevent the secure PDF from saving my payment information?

A: Uncheck the "Save payment details" box, and the system will not save your details. Once you click "Submit this payment" and successfully make a payment, your details will not be stored for future use.

Q: How do I permanently remove previously saved payment details?

A: Contact a customer service representative to have your payment details removed from the system.

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