

DirectPay  
See Message

112.07 H

Please mail this part of bill with your payment  
Make checks payable to National Grid.

Write your account number on check.

Account Number

National Grid address on the back must show in return envelope window

Service To	Account Number	Next Meter Reading	Bill Date
		May 16 '24	Apr 19 '24
	Rate R-3 Res. Heating	For Customer Assistance Please call	

CURRENT BILL ITEMIZED

In 31 days you used 45 therms:

Apr 19 2024 reading ACTUAL 1805  
Mar 19 2024 reading ACTUAL 1761  
CCF Used for METER# 007030517 44

Thermal Factor x 1.0303  
Total therms used 45

Your Cost is determined as follows:

Minimum Charge \$12.40  
\$.4000 per day for 31 days  
First 45.0 therms @ \$.9537 42.92  
Distribution Adjustment:  
45 therms x 0.45740 per therm 20.58

GAS DELIVERY CHARGE \$75.90

GAS SUPPLY CHARGE 36.55  
@ \$.81220 /therm

Paperless Bill Credit - .38

TOTAL CURRENT CHARGES \$112.07

SUMMARY OF CHARGES

Total Current Charges \$112.07  
Amount Due Last Bill 116.12  
Your Total Payments Since  
Last Bill. Thank You! - 116.12  
DirectPay Amount \$112.07

GAS USE HISTORY

	Days	Therms		Days	Therms
Apr 24	31 Act	45	Sep 23	33 Act	3
Mar 24	28 Act	47	Aug 23	29 Act	2
Feb 24	29 Act	68	Jul 23	30 Act	3
Jan 24	33 Act	81	Jun 23	32 Act	3
Dec 23	30 Act	55	May 23	29 Act	11
Nov 23	32 Act	30	Apr 23	31 Act	25
Oct 23	29 Act	5	Mar 23	32 Act	62

IMPORTANT MESSAGES

For gas consumption from April 1, 2024 to April 30, 2024, the Local Distribution Adjustment Factor ("LDAF"), which is included in the delivery charge, will be \$0.4420 per therm.

On 05/03/2024, your bank will transfer the amount shown above -- \$112.07-- to National Grid. If you have a question, call (781) 751-3000 at least 3 business days before this date. If you do, no transfer will be made until we resolve the matter. Thank you for participating in DirectPay.

Go paperless and your bill will be delivered to your email.  
Visit ngrid.com/paperless to enroll.

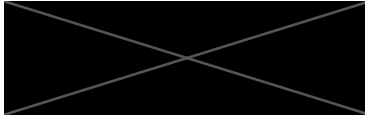
Your gas bill will be changing.  
We'll be updating our bill design and providing a new billing experience later this year. You'll be hearing more about these changes in the coming weeks. For more information and updates please visit ngrid.com/newbillexp.

## GLOSSARY OF TERMS

**Meter Read, Estimate** - Your meter was not read. Your bill was calculated based on the amount of gas you used during a similar period last year, or *weather conditions* for heating customers.

**Thermal Factor** - The factor used to convert units of gas into therms. A therm is a measure of heat energy.

**PLEASE PAY NATIONAL GRID GAS AND ELECTRIC BILLS SEPARATELY**



**Gas Delivery Charge** - The cost of operating and maintaining the National Grid distribution system.

**Gas Supply Charge** - The cost of purchase, storage, and interstate transmission of gas.

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When moving please give ten days notice and forwarding address. Al mudarse, favor de avisarnos de su nueva direccion diez dias antes

### QUESTIONS ABOUT YOUR BILL

Please call the Customer Assistance number on the front of your bill, or write to:



Please include your account number in all correspondence

### PAYMENT PLANS

To help pay down overdue charges, call to discuss your eligibility for one of our payment plans. We also offer Budget Billing (also known as Balanced Billing) which averages your annual energy costs to avoid large fluctuations in your monthly bills.

Please call us or visit [www.nationalgridus.com](http://www.nationalgridus.com) to find out more about this and other payment plans.

### RIGHTS TO GAS SERVICE FOR RESIDENTIAL CUSTOMERS DURING FINANCIAL HARDSHIP

If you cannot pay your gas bill because of a **financial hardship** and there exists a **serious illness**, or there is an **infant under the age of 12 months**, or **all adults living in the home are over the age of 65 and there is a minor child in the residence**, or if it is between November 15 and March 15, if your service is heat related, we will not shut off your gas service. To protect yourself, call us immediately and we will send you a financial statement, which you must complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

#### Serious Illness and Financial Hardship

Initially, your registered physician, physician assistant, nurse practitioner or local Board of Health official must call us to let us know of this condition. Within seven days of this phone call, you must return the financial statement and your registered physician, physician assistant, nurse practitioner or local Board of Health official must write to us and confirm the name and address of the seriously ill person and the business address and telephone of the doctor or agency. The statement must be renewed quarterly or semi-annually if certified to be chronic.

#### Winter Protection and Financial Hardship

If you heat your home with gas and cannot pay your overdue gas bill between November 15 and March 15 because of financial hardship, we will not shut off your gas. Contact us by phone immediately and send in a financial statement.

#### Infant Under the Age of 12 Months and Financial Hardship

To qualify, please contact us by phone immediately. Within seven days of the call, you must return the financial statement and send us the name, address, and birth date of the child and one of the following:

- birth certificate
- official records or letter from a registered physician, physician assistant, nurse practitioner, or local Board of Health, hospital or government official
- letter from the Department of Transitional Assistance
- letter from a clergyman, or religious institution.

**CCF** - Units of gas used measured in hundreds cubic feet.

**Minimum Charge** - Represents the basic cost of providing service to each customer regardless of gas usage, i.e., meter reading, billing, and account maintenance. Included is the customers' contribution to the Energy Audit Program.

**Distribution Adjustment** - Includes National Grid customer's contribution to local energy conservation and environmental programs.

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### NOTICE ABOUT ELECTRONIC CHECK CONVERSION

By sending your completed, signed check to us, you **authorize us to use the** account information from your check to **make** an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

### NOTICE TO ELDERLY CUSTOMERS

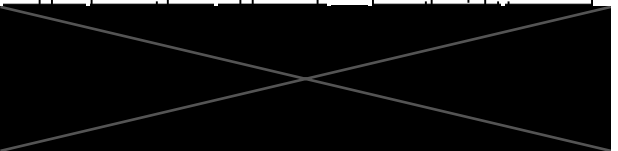
If all residents in your household are 65 or older, we won't shut off your gas service without the prior consent of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill at once, you may be able to work out a payment plan with us. If you have any questions, or want further information, call us at the number printed on the front of your bill. To protect yourself, please call the Company immediately if all residents in your home are 65 years of age or older.

#### Adults over 65 Plus Minor Child and Financial Hardship

To qualify, please contact us by phone immediately. Within seven days of the call you must return the financial hardship form, and send us the name, address and birthdate of the adults over 65 and the name and birthdate of the minor.

### RIGHT TO DISPUTE YOUR GAS BILL

If you believe your gas bill is not correct or wish to dispute it, or if you have a service quality problem or dispute, call us at the number on the **front** or **write** us at the address printed above or listed in your local telephone directory. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct, or continue to dispute the time over which your arrearage is to be paid, or the service quality



### NON-RESIDENTIAL CUSTOMERS

All unpaid balances more than 30 days in arrears are subject to late payment charges at the rate equal to the rate paid on 2-year United States Treasury notes for the preceding 12 months ending December 31, plus 10%. Non-residential customers will be notified of the late payment charge percentage with their February bill.

Esta información se puede obtener en Español.

### PRIVACY NOTICE

The DPU requires us to cross reference our residential customer database against a database of Transitional Assistance recipients to determine eligibility for our discounted delivery rate. If you do not want to be included in the automated matching process, please call us at the Customer Assistance number on the front.

### ARREARAGE MANAGEMENT PROGRAM

The Arrears Management Program (AMP) provides arrears forgiveness to income qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details, visit [www.nationalgridus.com](http://www.nationalgridus.com).

**Before you begin any excavation project call 1-888-DIG-SAFE or 811**

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