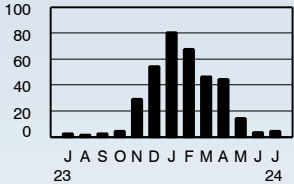




www.nationalgridus.com  
CUSTOMER SERVICE  
1-800-233-5325  
Monday-Friday, 7AM-7PM  
GAS EMERGENCIES  
1-800-233-5325  
24 Hours/Day - 7 Days/Week  
(Does not replace 911 emergency  
medical services)  
PARA ESPANOL  
1-800-233-5325  
CORRESPONDENCE ADDRESS  
PO Box 1040  
Northborough, MA 01532

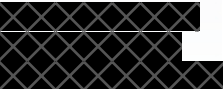
PAYMENT ADDRESS  
PO BOX 371338  
PITTSBURGH, PA 15250-7338  
DATE BILL ISSUED  
Jul 22, 2024

GAS USAGE HISTORY (Therms)



Daily Averages	Jul 23	Jul 24
Therms	0.1	0.2
Cost	\$ 0.50	\$ 0.60

Actual Estimated



ACCOUNT BALANCE

Previous Balance	17.89
Payment Received on JUL 5 (Direct Deposit) THANK YOU	- 17.89
Current Charges	+ 19.25
Amount Due	\$ 19.25

DO NOT PAY. Your Automated Payment Transfer will occur on August 7, 2024.

Payment concerns? We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Gas Service	17.72	1.91		19.63
Other Charges/Adjustments			-0.38	-0.38
Total Current Charges	\$ 17.72	\$ 1.91	-\$ 0.38	\$ 19.25

Utility Worker Safety Reminder: State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

KEEP THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
	Aug 15, 2024	\$ 19.25

Please do not mail payment  
Your account is set up for  
automatic payment. Thank you .





Enrollment Information

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

Acct No: [REDACTED]

Gas Usage History

Month	Therms	Month	Therms
Jul 23	03	Feb 24	68
Aug 23	02	Mar 24	47
Sep 23	03	Apr 24	45
Oct 23	05	May 24	15
Nov 23	30	Jun 24	04
Dec 23	55	Jul 24	05
Jan 24	81		

**Choosing an Energy Supplier** You can choose who supplies your energy. No matter which energy supplier you choose, National Grid will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. National Grid is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at <https://www.nationalgridus.com/energy-service-companies/MA-Gas/>

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Measured CCF	x	Therm Factor	=	Therms Used
Jun 18 - Jul 20	32	1829 Actual		1824 Actual		5		1.02923		5

[REDACTED] NEXT SCHEDULED READ DATE ON OR ABOUT Aug 21

RATE R-3B Residential Heating

Minimum Charge		12.80
Delivery Off-Peak	0.4991 x 5 therms	2.50
Distribution Adjustment	0.4858 x 5 therms	2.42
<b>Total Delivery Services</b>		<b>\$ 17.72</b>

Supply Services

SUPPLIER National Grid

Gas Supply Off-Peak	0.3813 x 5 therms	1.91
<b>Total Supply Services</b>		<b>\$ 1.91</b>

Other Charges/Adjustments

Paperless Billing Credit	-0.38
<b>Total Other Charges/Adjustments</b>	<b>-\$ 0.38</b>



www.nationalgridus.com

## Glossary of Terms

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

**CCF –** The unit of gas volume (100 cubic feet) as measured by your meter.

**Thermal Factor –** The factor that converts the quantity of gas used (CCF) to a quality measurement (Therms).

**Minimum Charge –** Fixed charge prorated for the number of days of service.

**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.

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

## Questions About Your Bill

Please call the Customer Assistance number on the front of your bill, or write to:  
National Grid  
PO Box 1040  
Northborough, MA 01532-4040  
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 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 can 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 immediately and send in a financial statement.

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

To qualify please call us 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 a 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 clergyman or religious institution

## Notice about Electronic Check Conversion:

By sending in 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 of your check.

If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process a 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 prior consent of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill, 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 birthdate of the minor.

## Right to Dispute Your Gas Bill

If you believe your bill is not correct or wish to dispute it, or if you have a service quality problem or dispute please contact us. 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 the arrearage is to be paid, or the service quality problem has not been addressed you have the right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at 877-886-5066 or 617-737-2836 or TTY (hearing impaired only) 1-800-439-2370, by writing to the DPU, Consumer Division, One South Station, Boston, MA 02110, or by visiting the DPU's site [www.mass.gov/dpu](http://www.mass.gov/dpu).

## 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 the 2-year US Treasury notes for the preceding 12 months ending December 31, plus 10%. Non-residential customers will be notified of late payment charges percentage with their February bill. Esta informacion se puede obtener en Espanol.

## Privacy Notice

The DPU requires us to cross reference our residential customer database against the 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 Arrearage 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).