



ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

\$ 69.81

www.nationalgridus.com

CUSTOMER SERVICE

1-800-322-3223

CREDIT DEPARTMENT

1-888-211-1313

POWER OUTAGE OR DOWNED LINE

1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960

Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO BOX 371396

PITTSBURGH, PA 15250-7396

DATE BILL ISSUED

ACCOUNT BALANCE

Previous Balance 0.00

Payment Received *No payments have been received during this billing period* - 0.00

Current Charges + 69.81

Amount Due ▶ \$ 69.81

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.

Welcome to National Grid, we're proud to be serving you.

DETAIL OF CURRENT CHARGES**Delivery Services**

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
	30	0 Actual		0 Actual		140 kWh

METER NUMBER 11111914 NEXT SCHEDULED READ DATE ON OR ABOUT

RATE Residential Regular R-1

Customer Charge				2.10
Dist Chg	0.07764	x	140 kWh	10.86
Transition Charge	-0.00067	x	140 kWh	-0.10
Transmission Charge	0.0405	x	140 kWh	5.67
Energy Efficiency Chg	0.02198	x	140 kWh	3.08
Renewable Energy Chg	0.0005	x	140 kWh	0.07
Distributed Solar Charge	0.0042	x	140 kWh	0.59
Electric Vehicle Charge	0.00064	x	140 kWh	0.09

Total Delivery Services \$ 22.36

KEEP THIS PORTION FOR YOUR RECORDS.

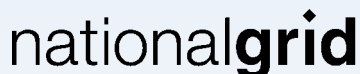
RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

\$ 69.81



PO Box 960
Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable
to National Grid

NATIONAL GRID
PO BOX 371396
PITTSBURGH PA 15250-7396

016469

000006981 37881150636000006981147

Enrollment Information

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

Loadzone WCMA

Acct No: Cycle:

Electric Usage History

Month	kWh
	140

We offer a wide variety of payment plans for four or more months, including the standard plan, negotiated plans, and Balanced Billing. Budget or Balanced Billing is a great plan for heating customers that helps balance your seasonal bills.

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, including the time over which your arrearage is to be paid, 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, or if you continue to dispute the time over which your arrearage is to be paid, you have a 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 or TTY (for the hearing impaired only) 1-800-439-2370.

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	0.33891	x	140 kWh	47.45
Total Supply Services				\$ 47.45

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 calculated on your typical monthly usage rather than on an actual meter reading, usually rendered because 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: Cost of providing electrical distribution equipment to accommodate your largest electrical load.

Supplier Service Charges consist of:

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

Delivery Service Charges are comprised of:

Customer Charge: The cost of providing customer related services such as metering, meter reading and billing. These 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 which foster the formation, growth, expansion and retention of renewable energy and related enterprises.

Distributed Solar Charge: Recovers the cost of the Massachusetts solar program, including payments to owners of solar systems.

Electric Vehicle Charge: Recovers the cost of the Electric Vehicle Program, including rebates for installation of EV charging infrastructure and for off peak charging.

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.

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 registered physician, physician assistant, nurse practitioner or local Board of Health official and have them telephone the Company immediately at 1-888-211-1313. Within seven (7) days of the phone call your registered physician, physician assistant, nurse practitioner or local Board of Health official 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.

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

- **All adults in the home are age 65 or older and a minor also resides in the 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; the Company cannot 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 or visit www.nationalgrid.com**

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, TTY (for the hearing impaired only) 1-800-439-2370 or web site www.mass.gov/dpu.