

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.

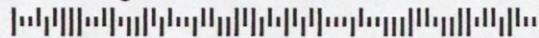
Thermal Factor - The factor used to convert units of gas into therms. A therm is a measure of heat energy.

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.

PLEASE PAY NATIONAL GRID GAS AND ELECTRIC BILLS SEPARATELY

National Grid
P.O. Box 371338
Pittsburgh, PA 15250-7338



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 dirección diez días antes

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 us or visit www.nationalgridus.com to find out more about this and other payment plans.

RIGHTS TO GAS SERVICE FOR RESIDENTIAL CUSTOMERS DURING FINANCIAL HARSHSHIP

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.

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 problem has not been addressed, you have the right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at (617)737-2836 or 1-877-886-5066 or TTY (for the 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 web site 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 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.

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

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