

www.nationalgridus.com  
CUSTOMER SERVICE  
**1-800-642-4272**  
  
GAS EMERGENCIES  
**1-800-892-2345**  
*(Does not replace 911 emergency medical service)*  
  
OUTAGE AND ELECTRIC EMERGENCIES  
**1-800-867-5222**  
  
CORRESPONDENCE ADDRESS  
**300 Erie Blvd West  
Syracuse, NY 13202**  
  
DATE BILL ISSUED  
**Oct 2, 2024**

ACCOUNT BALANCE

Previous Balance	43.27
Payment Received	No payments have been received during this billing period - 0.00
<b>Balance Forward</b>	<b>43.27</b>
Current Charges	+ 58.89
<b>Amount Due</b>	<b>\$ 102.16</b>

To avoid late payment charges of 1.5%, \$ 102.16 must be received by Oct 26 2024.

SUMMARY OF CURRENT CHARGES

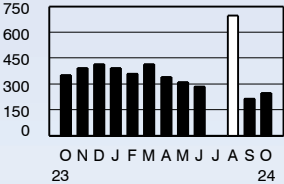
	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Electric Service	40.64	18.00		58.64
Other Charges/Adjustments			0.25	0.25
<b>Total Current Charges</b>	<b>\$ 40.64</b>	<b>\$ 18.00</b>	<b>\$ 0.25</b>	<b>\$ 58.89</b>

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.

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](http://www.ngrid.com/billhelp).

★ WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?: During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to [www.nationalgrid.com/myaccount](http://www.nationalgrid.com/myaccount) to update your information so that we may be able to reach you with important information during power outages.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Oct 23	Oct 24
kWh	13.6	9.3
Cost		\$ 2.15

Actual Estimated

nationalgrid

300 Erie Blvd West  
Syracuse NY 13202-0960

MICHAEL DOYLE  
1200 HENLEY ST  
OLEAN NY 14760-3335

000556

NATIONAL GRID  
PO BOX 371376  
PITTSBURGH PA 15250-7376

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

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
<b>73248-57120</b>	<b>Oct 26, 2024</b>	<b>\$ 102.16</b>

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid



SERVICE FOR  
MICHAEL DOYLE  
1200 W HENLEY ST  
OLEAN NY 14760

BILLING PERIOD  
Sep 4, 2024 to Oct 1, 2024

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
73248-57120	Oct 26, 2024	\$ 102.16

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:  
**Loadzone** Frontier  
**Acct No:** 73248-57120    **Cycle:** 5, DOYL

Electric Usage History

Month	kWh	Month	kWh
Oct 23	354	May 24	314
Nov 23	394	Jun 24	289
Dec 23	417	Jul 24	0
Jan 24	395	Aug 24	700
Feb 24	363	Sep 24	219
Mar 24	416	Oct 24	251
Apr 24	345		

**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 [ngrid.com/uny-energychoice](http://ngrid.com/uny-energychoice)

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.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Sep 4 - Oct 1	27	87746	Actual	87495	Actual	251 kWh
METER NUMBER	33066023	NEXT SCHEDULED READ DATE ON OR ABOUT				Nov 4
RATE	Electric SC1 Non Heat					
Basic Service (not including usage)						17.33
Delivery						0.082966 x 251 kWh 20.83
SBC						0.007699 x 251 kWh 1.94
Legacy Transition Chrg						0.001218 x 251 kWh 0.30
Transmission Rev Adj						-0.00838 x 251 kWh -2.10
Tariff Surcharge						3.09278 % 1.17
Sales Tax						3.0 % 1.17
Total Delivery Services						\$ 40.64

Supply Services

SUPPLIER National Grid						
Electricity Supply						
0.05598 x 251 kWh						14.05
Merchant Function						
0.00168394 x 251 kWh						0.42
ESRM						
0.01134 x 251 kWh						2.84
Tariff Surcharge						
1.0101 %						0.17
Sales Tax						
3.0 %						0.52
Total Supply Services						\$ 18.00

Other Charges/Adjustments

Paperless Billing Credit			-0.41
Late Payment Charges			0.65
Tariff Surcharge			1.0101 % 0.01
Total Late Payment Charges			0.66
Total Other Charges/Adjustments			\$ 0.25

► For Your Information

The following charges are already included in the "Delivery Services" portion of your bill. If you were to choose an alternate supplier, billing charges may be included, instead, in that supplier's charges.

Billing Services

Billing	0.82
Total Billing Services	\$ 0.82

www.nationalgridus.com

## For Your Information

We want you to easily understand your bill, the terms we use and the charges that appear. Following is a brief explanation of items that appear on your bill, as well as payment programs and billing services we offer. If you have questions or want more detailed explanations, please visit our website at [www.nationalgrid.com](http://www.nationalgrid.com) or call 1-800-642-4272.

## Paying Your Bill/ Payment Options

• **DirectPay:** If you choose, National Grid will automatically withdraw your monthly bill payment from your checking or savings account. You will avoid the inconvenience of check writing, stamps, mailing and due dates. Your service bill will indicate your energy usage and the date of your next automatic withdrawal.

• **By Mail:** Send us your payment in the envelope provided with your bill. For your protection, please do not send cash. Put your 10-digit account number on your check or money order and include your bill stub. Please do not staple or paper clip your check to the stub.

• **In Person:** Pay at an authorized payment location by cash or check. Please bring your bill with you. Most locations charge a fee for providing this service. For the payment locations nearest you, visit our website or contact us.

• **Online:** Enroll online to receive and pay your bill online. The online function will begin with the next billing cycle following your enrollment.

• **Late Payment Charge:** To avoid Late Payment Charges, your payment must be received by the date shown on the front of the bill.

## Charges

Charges for electric or gas service are based on rates or prices approved by the New York State Public Service Commission (PSC). When changes in prices are approved by the PSC, information will be included with your bill. Complete price schedules are available on our website or by contacting us. National Grid reserves the right to upwardly adjust a previously issued bill or back bill.

• **Basic Service:** A charge to cover costs for meter reading, billing, equipment and maintenance. This charge is the same regardless of how much energy is used during the billing period.

• **Tariff Surcharge:** New York State and many local municipalities impose taxes on National Grid's revenue. These operating costs are recovered through a tariff surcharge applied to all rates and charges and may vary among taxing municipalities within the National Grid system area.

• **Sales Tax:** In some areas National Grid is required to collect state and local sales taxes. Some school districts also impose taxes.

## Billing Credits

• **Paperless Billing Credit:** A credit provided to Customers who elect to receive their bills electronically through the Company's Online Bill-Pay Program.

• **Outage Credit :** A credit issued by the company in the event of a prolonged electric service outage

## Energy Measurement Terms

• **kWh:** The unit of electricity usage measured by your meter. One kilowatt-hour (kWh) is 1000 watts-hours, and will light a 100-watt bulb for 10 hours. The number of kWhs is used to determine the electricity charges on your bill.

• **Meter Multiplier:** Due to their design, some meters record a fraction of the total usage. The multiplier is used to convert the recorded meter reading on these types of meters to total actual consumption.

## Electric Service

• **Delivery:** National Grid's charges for bringing electricity from your supplier to your premise, regardless of supplier. Included, when applicable, are the following surcharges: Earnings Adjustment Mechanism, Dynamic Load Management, Non-Wires Alternative, Net Utility Plant and Depreciation Expense Surcharge, Incremental New Efficiency: New York Costs Surcharge, Value of Delivery Energy Resources and Arrears Management Program Recovery Surcharge, Electric Vehicle Make-Ready Surcharge, Energy Storage Surcharge, Statement of Late Payment Charges and Other Fees.

• **Merchant Function Charge:** A charge for the Company's cost to procure electricity supply. The Company will not bill you this charge if you choose an alternate supplier.

• **Legacy Transition Charge (LTC):** : All delivery service customers are billed the cost or benefit of electricity supply contracts the Company entered prior to June 1, 2001. Residential customers also receive the benefit of low cost hydropower.

• **Customer Benefit Contribution (CBC):** Monthly \$/kW DC installed-capacity charge assessed to customers that install eligible generation assets after January 1, 2022 intended to collect certain public benefit program costs from these customers.

• **SBC:** These charges reflect costs associated with mandated public policy programs, such as the Clean Energy Fund.

• **Clean Energy Delivery :** Charges associated with Clean Energy Standard program costs.

• **Revenue Decoupling Mechanism ("RDM") :**

Reconciles actual billed delivery service revenues to annual target revenues. Delivery service revenues above target are refunded to customers. Target revenues above actual delivery service revenues are collected from customers.

• **Transmission Revenue Adjustment:** Reconciles wholesale transmission service revenue to the forecasted transmission service revenue embedded in electric delivery rates. Transmission service revenues above those forecasted are credited to customers. Forecast revenues above actual revenues are collected from customers.

• **Electricity Supply:** The price of electricity supply used during the billing period. If you choose an alternate supplier, the price will be what you agree upon with that supplier.

• **Electricity Supply Reconciliation Mechanism (ESRM):** Reconciles National Grid's electricity supply service revenues to the cost of Company purchased electricity, including Clean Energy Standard costs. Costs above revenues are recovered from customers. Revenues above costs are credited to customers.

## Estimating Your Usage

When we are unable to obtain a reading, we estimate your usage based on your past usage, taking current weather conditions into account. Because our meters keep a continuous record of usage, any difference between estimated and actual usage is reconciled with the next meter reading. To avoid estimated readings, you can take your own reading on or just before the scheduled date shown on your bill and call it in at 1-888-932-0301.

## Payment Programs

National Grid has a number of payment programs and billing services to meet the varied needs of our customers.

• **Budget Plan:** Helps customers avoid high seasonal payments by spreading the cost for utility service over the entire year.

• **Bill Extender:** Gives eligible customers extra time to pay their monthly National Grid bill.

• **Deferred Payment Agreement:** Designed for customers who have fallen behind on their payments and cannot pay their bill in full.

• **Hospitalized Customer Assistance Plan:** Allows customers temporarily disabled due to hospitalization to extend payment of their National Grid bill 30 days from the day it is due.

For more information, visit us at: [www.national-grid.com](http://www.national-grid.com) or call 1-800-642-4272

Customers with problems paying their National Grid bill should call 1-800-443-1837.