

**Service Address**

Jan 6, 2014 to Feb 4, 2014

Account Number

Mar 5, 2014

\$ 264.03

www.nationalgrid.com  
 CUSTOMER SERVICE  
 1-800-322-3223  
 CREDIT DEPARTMENT  
 1-888-211-1313  
 POWER OUTAGE OR DOWNED LINE  
 1-800-465-1212  
 EMAIL BILLING INQUIRES  
[customerservice@us.ngrid.com](mailto:customerservice@us.ngrid.com)  
 CORRESPONDENCE ADDRESS  
 PO Box 960  
 Northborough, MA 01532-0960  
 ELECTRIC PAYMENT ADDRESS  
 PO Box 11737  
 Newark, NJ 07101-4737  
 DATE BILL ISSUED  
 Feb 7, 2014

**ACCOUNT BALANCE**

	National Grid Services	GreenUp Services	Total
Previous Balance	157.62	34.20	191.82
Payment(s) Received	- 157.62	- 34.20	- 191.82
Current Charges	216.95	47.08	264.03
<b>Amount Due</b>	<b>\$ 216.95</b>	<b>\$ 47.08</b>	<b>\$ 264.03</b>

- **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at [www.nationalgridus.com/gopaperless](http://www.nationalgridus.com/gopaperless).
- **PAYMENT CONCERNS?:** We're here to help you. We have several plans that can help you manage your energy bills. Go to [www.nationalgridus.com/paymentoptions](http://www.nationalgridus.com/paymentoptions) to find out more or call us at the number on your bill.

**DETAIL OF CURRENT CHARGES**

**Delivery Services**

**Electricity Delivery**

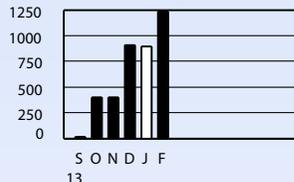
Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Jan 6 - Feb 4	29	37900 Actual		36661 Estimate		1239 kWh

METER NUMBER 155922 11 NEXT SCHEDULED READ DATE Mar 7

RATE Residential Regular R-1

Customer Charge				4.00
Dist Chg First 600 KWH	0.03539	x	600 kWh	21.23
Dist Chg Next 639 KWH	0.04201	x	639 kWh	26.83
Transition Charge	0.0016	x	1239 kWh	1.98
Transmission Charge	0.02132	x	1239 kWh	26.41
Energy Efficiency Chg	0.00942	x	1239 kWh	11.67
Renewable Energy Chg	0.0005	x	1239 kWh	0.62
<b>Total Delivery Services</b>				<b>\$ 92.74</b>

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Feb 14
kWh	42.7
Cost	\$ 9.10

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
63522-35080	Mar 5, 2014	\$ 264.03

# nationalgrid

PO Box 960  
 Northborough MA 01532

**Service Address**

049148

NATIONAL GRID  
 PO BOX 11737  
 NEWARK NJ 07101-4737

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid  
 Please pay Gas & Electric bills separately



**Enrollment Information**

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

Loadzone: NEMA/BOST  
 Acct No: **Account Number** Cycle: 6, **KIDW**

**Electric Usage History**

Month	kWh
Sep 13	22
Oct 13	408
Nov 13	403
Dec 13	914
Jan 14	900
Feb 14	1239

**Supply Services**

**Electricity Supply**

SUPPLIER: National Grid

Basic Service Fixed	0.10025 x 1239 kWh	124.21
Total Electricity Supply		\$ 124.21

**Four Letter Code**

Payment Plans are Available for Four or More Months. Please Contact Us at 1-888-211-1313.

Aviso importante! Si usted no entiende este aviso, llame a la compania 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, 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, you have the 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.

**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](http://www.nationalgridus.com) or call the number on the front.

**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 which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when 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:** The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

**Supplier Service Charges are comprised of:**

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

**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 physician or Board of Health and have them telephone the Company immediately at 1-888-211-1313. Within seven (7) days of the phone call your physician or Board of Health 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.

**Delivery Service Charges are comprised of:**

**Customer Charge:** The cost of providing customer related service such as metering, meter reading and billing. These fixed 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 for communicating the benefits of renewable energy and fostering formation, growth, expansion and retention of renewable energy and related enterprises.

- You have a child under twelve months old living in that 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; or a minor (under the age of 18), the Company can not 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.

**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 or web site [www.mass.gov/dpu](http://www.mass.gov/dpu).

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Account Number

Mar 5, 2014

\$ 264.03

www.nationalgrid.com



**Less paper.  
More Time.**

Pay in a flash! No stamps, checks or envelopes, and it's more secure.

Don't waste another minute, dime or ounce of valuable natural resources. Paperless billing and e-pay are better in every way.

Sign up for paperless billing and electronic payments today at

[www.nationalgridus.com/paperless](http://www.nationalgridus.com/paperless)

**GreenUp Supply**

SUPPLIER Massachusetts Energy Consumers Alliance  
284 Armory St.  
Boston, MA 02130

PHONE 800-287-3950 ACCOUNT NO 153430-18617-92598

RATE **NEW ENGLAND WIND** 100 Percent

Greenup Charge	0.038	x 1239 kWh	47.08
Total GreenUp Supply			\$ 47.08
Total Supply			\$ 171.29

Our other program is "NEW ENGLAND GREENSTART" at rate of "0.024" per kWh used.