

FIRST LAST  
12 MAIN ST  
YOUR TOWN, MA 12345

Jun 11, 2024 to Jul 10, 2024

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

12345-67890

Aug 4, 2024

\$ 164.96

Account Number

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

ELECTRIC PAYMENT ADDRESS

PO BOX 371396

PITTSBURGH, PA 15250-7396

DATE BILL ISSUED

Jul 11, 2024

## ACCOUNT BALANCE

|                     | National Grid Services | Other Supplier Service | Adjustments | Total     |
|---------------------|------------------------|------------------------|-------------|-----------|
| Previous Balance    | 0.00                   | 0.00                   | 0.00        | 0.00      |
| Payment(s) Received | - 0.00                 | 1) - 0.00              | - 0.00      | - 0.00    |
| Amount Past Due     | 0.00                   | 0.00                   | 0.00        | 0.00      |
| Current Charges     | 95.61                  | 69.71                  | -0.36       | 164.96    |
| Amount Due ▶        | \$ 95.61               | \$ 69.71               | -\$ 0.36    | \$ 164.96 |

➤ **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).

➤ **Go paperless!** Electronic billing and payments make managing your monthly bill easier. Save time, money, and natural resources [www.ngrid.com/paperless](http://www.ngrid.com/paperless).

## DETAIL OF CURRENT CHARGES

## Delivery Services

| Service Period  | No. of days | Current Reading | - | Previous Reading | = | Total Usage |
|-----------------|-------------|-----------------|---|------------------|---|-------------|
| Jun 11 - Jul 10 | 29          | 45884 Actual    |   | 45379 Actual     |   | 505 kWh     |

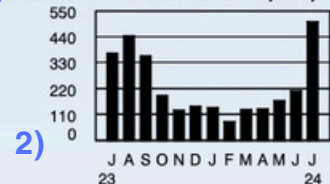
METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT Aug 14

RATE Residential Regular R-1

|                          |              |         |       |
|--------------------------|--------------|---------|-------|
| Customer Charge          |              |         | 7.00  |
| Dist Chg                 | 0.094 x      | 505 kWh | 47.48 |
| Transition Charge        | -0.0005 x    | 505 kWh | -0.25 |
| Transmission Charge      | 0.041 x      | 505 kWh | 20.70 |
| Energy Efficiency Chg    | 0.03339 x    | 505 kWh | 16.86 |
| Renewable Energy Chg     | 0.0005 x     | 505 kWh | 0.25  |
| Distributed Solar Charge | 0.00681 x    | 505 kWh | 3.44  |
| Electric Vehicle Charge  | 0.00024896 x | 505 kWh | 0.13  |

**Total Delivery Services \$ 95.61**

## ELECTRIC USAGE HISTORY (kWh)



Daily Averages

|      |         |         |
|------|---------|---------|
|      | Jul 23  | Jul 24  |
| kWh  | 12.4    | 17.4    |
| Cost | \$ 3.87 | \$ 5.68 |

Actual Estimated

nationalgrid

PO Box 960  
Northborough MA 01532

FIRST LAST  
12 MAIN ST  
YOUR TOWN, MA 12345

022361

ACCOUNT NUMBER

12345-67890

PLEASE PAY BY

Aug 4, 2024

AMOUNT DUE

\$ 246.69

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable  
to National Grid

**Please pay Gas & Electric bills separately**

NATIONAL GRID  
PO BOX 371396  
PITTSBURGH PA 15250-7396

000016496 26862080352000024669217

## Enrollment Information

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

Loadzone SEMA

Acct No: 12345-67890

Cycle: 10, MACD

## Supply Services

SUPPLIER ANDOVER COMMUNITY  
ELECTRICITY - DYNEGY  
P.O. BOX 650764  
DALLAS, RI 75265

PHONE 1-866-220-5696 ACCOUNT NO 1234567

Supplier will be listed as  
**ANDOVER COMMUNITY  
ELECTRICITY - DYNEGY**

## Electric Usage History

Customer Name Key

| Month  | kWh | Month  | kWh |
|--------|-----|--------|-----|
| Jul 23 | 373 | Feb 24 | 80  |
| Aug 23 | 445 | Mar 24 | 133 |
| Sep 23 | 362 | Apr 24 | 134 |
| Oct 23 | 193 | May 24 | 170 |
| Nov 23 | 130 | Jun 24 | 210 |
| Dec 23 | 145 | Jul 24 | 505 |
| Jan 24 | 140 |        |     |

## Electricity Supply

0.13804 x 505 kWh 69.71

Total Supply Services \$ 69.71

Rate will be:

Other Charges/A • Standard: 0.13905

Paperless

• Basic: 0.13286

• or Ultimate: 0.14637

-0.36

ges/Adjustments -\$ 0.36

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](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 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](http://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](http://www.mass.gov/dpu).

**Bill Details:**

Account information highlighted in **red**: Account Number, Customer Name Key

Supply information highlighted in **blue**: Supplier, Supply Rate, Historical Usage

1. The Account Balance section now shows charges split between “National Grid Services”, which is the delivery services charge and “Other Supplier Services”, which is the electricity supply charge.

For participants, the program supplier replaces National Grid. With any supplier other than National Grid, supply charges will appear in a separate column, labeled above, “Other Supplier Services”. This is not an additional charge, rather the total bill broken out into two columns.

2. Residents may notice higher than usual bill totals in the Summer months. Due to extreme temperatures this Summer, air conditioning use increases the total usage dramatically. Even though the program supply rate is lower than National Grid’s current rate, higher usage increases both supply and delivery costs. To calculate supply cost changes, our program site [calculator tool](#) compares supply costs of each program supply product against National Grid’s Basic service cost.

To see usage trends, residents can look at the “Electric Usage History” section on their bill for a review of the last 12 months of usage.