

www.nationalgridus.com

CUSTOMER SERVICE
1-800-322-3223
 CREDIT DEPARTMENT
1-888-211-1313

POWER OUTAGE OR DOWNED LINE
1-800-465-1212

CONTACT US
ngrid.com/ma-contactus

CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737

DATE BILL ISSUED
Sep 13, 2016

YOUR PAYMENT THIS MONTH

Budget Plan Amount	68.00
Amount Due ▶	\$ 68.00

PLAN STATUS

Budget Plan - Started Jan 15	
Accumulated Budget Plan charges	-978.00
Accumulated Actual Charges	920.36
Amount in Customer Favor after paying this bill	-\$ 57.64

ACCOUNT ACTIVITY

	National Grid Services	Other Supplier Service	Total
Previous Balance	68.00	0.00	68.00
Payment(s) Received	- 68.00	- 0.00	- 68.00
Current Charges	61.61	61.25	122.86

➤ Your October bill may be delayed as National Grid awaits approval from the Department of Public Utilities for a change in rates (including distribution rates), effective October 1. For more information, please visit 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.

DETAIL OF CURRENT CHARGES

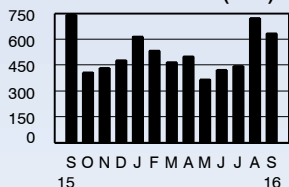
Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Aug 12 - Sep 12	31	77972 Actual		77335 Actual		637 kWh

METER NUMBER XXXXXX NEXT SCHEDULED READ DATE ON OR ABOUT Oct 14

RATE Residential Regular R-1

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Sep 15	Sep 16
kWh	21.2	20.5
Cost	\$ 3.82	\$ 3.96

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER XXXXX-XXXXX	PLEASE PAY BY Oct 7, 2016	AMOUNT DUE \$ 68.00
-------------------------------	--	--------------------------------------



PO Box 960
 Northborough MA 01532

JOE MELROSE
 XXX MAIN STREET
 MELROSE MA 02176-5240

099999

ENTER AMOUNT ENCLOSED

\$

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

NATIONAL GRID
 PO BOX 11737
 NEWARK NJ 07101-4737

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: 0XXXX-XXXX Cycle: 11

Electric Usage History

Month	kWh	Month	kWh
Sep 15	743	Apr 16	502
Oct 15	410	May 16	371
Nov 15	435	Jun 16	424
Dec 15	482	Jul 16	446
Jan 16	620	Aug 16	725
Feb 16	538	Sep 16	637
Mar 16	470		

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 or call the number on the front.

Customer Charge			4.00
Dist Chg First 600 KWH	0.04377515	x 600 kWh	26.26
Dist Chg Next 37 KWH	0.05027515	x 37 kWh	1.87
Transition Charge	-0.00035	x 637 kWh	-0.22
Transmission Charge	0.02829	x 637 kWh	18.02
Energy Efficiency Chg	0.01784	x 637 kWh	11.36
Renewable Energy Chg	0.0005	x 637 kWh	0.32
Total Delivery Services			\$ 61.61

Supply Services

SUPPLIER CONSTELLATION (MELROSE AGG)
 11221 LAMAR STREET
 SUITE 750
 HOUSTON TX 77010
 PHONE 800-785-4373 ACCOUNT NO XXXXX-XXXXX-9-00001

Electricity Supply	0.09616	x 637 kWh	61.25
Total Supply Services			\$ 61.25

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.

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.

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 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.

- **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.