

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
 CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
 ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737
 DATE BILL ISSUED
Oct 26, 2011

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:
 Loadzone WCMA
 Acct No: 78170-51029 Cycle: 18, UMAS

Electric Usage History

Month	kWh	Month	kWh
Oct 10	2488	May 11	2230
Nov 10	2819	Jun 11	1989
Dec 10	3283	Jul 11	2008
Jan 11	3177	Aug 11	1980
Feb 11	2070	Sep 11	2319
Mar 11	2880	Oct 11	2506
Apr 11	1888		

► **DID YOU FORGET TO PAY YOUR BILL?** ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	590.72
Payment Received on OCT 11 (Check)	- 131.19
Payment Received on SEP 29 (Check)	- 129.37

Balance Forward	330.16
Current Charges	+ 168.97

Amount Due ► \$ 499.13

To avoid late payment charges of 0.85%, \$ 499.13 must be received by Nov 19 2011.

➤ **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at www.nationalgridus.com/gopaperless.

DETAIL OF CURRENT CHARGES**Delivery Services**

Type of Service	Current Reading	-	Previous Reading	=	Difference	x	Meter Multiplier	=	Total Usage
Energy	55748 Actual		53242 Actual		2506		1		2506 kWh
Total Energy									2506 kWh

METER NUMBER 40034456 NEXT SCHEDULED READ DATE Nov 23

SERVICE PERIOD Sep 22 - Oct 21 NUMBER OF DAYS IN PERIOD 29

RATE General Service - Small C/I G-1 VOLTAGE DELIVERY LEVEL 0 - 2.2 kv

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
78170-51029	Nov 19, 2011	\$ 499.13 includes amount past due

nationalgrid

PO Box 960
 Northborough MA 01532

UMASS LOWELL-SOUTH CAMPUS
 PHYSICAL PLANT CUMNOCK RM C1
 CUMNOCK HALL ATTN MARY WALSH 08033
 1 UNIVERSITY AVE
 LOWELL MA 01854

Please do not mail payment
 A separate Summary Bill has been submitted for payment.

000016897 78170510296000049913323

Customer Charge		10.00
Dist Chg First 2000 KWH	0.03407 x 2000 kWh	68.14
Dist Chg Next 506 KWH	0.05179 x 506 kWh	26.21
Transition Charge	0.00013 x 2506 kWh	0.33
Transmission Charge	0.01779 x 2506 kWh	44.59
Energy Efficiency Chg	0.0078 x 2506 kWh	19.55
Renewable Energy Chg	0.0005 x 2506 kWh	1.25
Total Delivery Services		\$ 170.07

Other Charges/Adjustments

General Credit	-2.54
General Credit	-0.02
Late Payment Charges	1.46
Total Other Charges/Adjustments	-\$ 1.10

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.

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.