

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 980
Northborough, MA 01532-0980
ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737

DATE BILL ISSUED
Feb 8, 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: 83696-65016

Electric Usage History

Month	kWh	Month	kWh
Feb 10	430500	Sep 10	284000
Mar 10	429000	Oct 10	291000
Apr 10	288500	Nov 10	307500
May 10	294000	Dec 10	488000
Jun 10	240000	Jan 11	302500
Jul 10	262500	Feb 11	510000
Aug 10	264000		

Billed Demand Last 12 months

Minimum
Maximum
Average

ACCOUNT BALANCE

Previous Balance	34,622.17
Payment Received on JAN 28 (Check)	- 17,006.30
Balance Forward	17,615.87
Current Charges	+ 17,654.18
Amount Due ▶	\$ 35,270.05

To avoid late payment charges of 0.85%, \$ 35,270.05 must be received by Apr 4 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	Meter Multiplier	Total Usage
Energy	16099 Actual	15759 Actual	340	1500	510000 kWh
Peak	6214 Actual	6081 Actual	133	1500	199500 kWh
Off Peak	9885 Actual	9678 Actual	207	1500	310500 kWh
Total Energy					510000 kWh
Demand-kW					
Peak				1500	1185.0 kW
Off Peak				1500	1185.0 kW
Demand-kVA					
Peak				1500	1185.0 kVA
Off Peak				1500	1185.0 kVA

METER NUMBER 04495744 NEXT SCHEDULED READ DATE Mar 8
SERVICE PERIOD Jan 7 - Feb 8 NUMBER OF DAYS IN PERIOD 32
RATE Time-of-Use G-3 VOLTAGE DELIVERY LEVEL 0 - 2.2 kv

2/16/11
Vendor No.
Fund
Demand
Speedtype
Program
Project/Grant
Amount
Approved by
Entered by
KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

nationalgrid

PO Box 980
Northborough MA 01532

*****ALL FOR AADC 018
UNIVERSITY OF MASS - LOWELL
CUMNOCK HALL ATTN MARY WALSH
1 UNIVERSITY AVE
LOWELL MA 01854

01865

NATIONAL GRID
PO BOX 11737
NEWARK NJ 07101-4737



001765418 63696650162003527005094

ENTER AMOUNT ENCLOSED

\$ 17,654.18

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

Customer Charge		200.00
Dist Chg On Peak	0.01129 x 199500 kWh	2,252.38
Dist Chg Off Peak	0.00376 x 310500 kWh	1,167.50
Transition Charge	0.0003 x 510000 kWh	153.00
Transmission Charge	0.01328 x 510000 kWh	6,772.80
Distribution Demand Chg	3.92 x 1185 kW/kVA	4,645.20
Energy Efficiency Chg	0.00433 x 510000 kWh	2,208.30
Renewable Energy Chg	0.0005 x 510000 kWh	255.00
Total Delivery Services		\$ 17,654.18

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.

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.

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.



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