



www.nationalgridus.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
CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737

DATE BILL ISSUED
Aug 10, 2011

Enrollment Information

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

Acct No: 65347-93029 Cycle: 16, UMAS

SERVICE FOR (East Campus)
UMASS LOWELL RESEARCH
ACCTS PAYABLE
600 SUFFOLK ST FL 3 3RD B8
LOWELL MA 01854

BILLING PERIOD
Jun 20, 2011 to Jun 20, 2011
ACCOUNT NUMBER
65347-93029
PLEASE PAY BY
Upon Receipt

PAGE 1 of 2

AMOUNT DUE
\$ 1,028.20

► FINAL SERVICE BILL ◀

ACCOUNT BALANCE

Previous Balance	As shown on bill dated Jul 25, 2011	2,989.98
Payment Received on AUG 2 (Check)		- 294.40
Balance Forward		2,695.58
Current Charges		-1,667.38
	Amount Due ►	\$ 1,028.20

- **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at 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 to find out more or call us at the number on your bill.

DETAIL OF CURRENT CHARGES

Other Charges/Adjustments

Canceled Electric Charges	Jun 20 2011 - Jul 20 2011	-1,667.38
Total Other Charges/Adjustments		-\$ 1,667.38

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
65347-93029	Upon Receipt	\$ 1,028.20

► FINAL SERVICE BILL ◀



PO Box 960
Northborough MA 01532

UMASS LOWELL RESEARCH
ACCTS PAYABLE
CUMNOCK HALL ATTN MARY WALSH 09191
1 UNIVERSITY AVE
LOWELL MA 01854

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

000000000 65347930293000102820246



SERVICE FOR (East Campus)
UMASS LOWELL RESEARCH
ACCTS PAYABLE
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LOWELL MA 01854

BILLING PERIOD
Jun 20, 2011 to Jun 20, 2011

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
65347-93029	Upon Receipt	\$ 1,028.20

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.