

www.nationalgrid.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

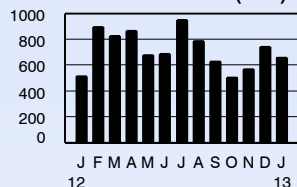
PO Box 11737

Newark, NJ 07101-4737

DATE BILL ISSUED

Jan 28, 2013

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Jan 12	Jan 13
kWh	19.1	20.0
Cost	\$ 2.77	\$ 2.77

☒ Actual
 ☐ Estimated

nationalgrid

PO Box 960
Northborough MA 01532UMASS LOWELL
1 UNIVERSITY AVE
LOWELL MA 01854-2827

ACCOUNT BALANCE

Previous Balance	250.91
Payment Received on JAN 15 (Check)	- 78.95

Balance Forward 171.96

Current Charges + 23.55

Amount Due ▶ \$ 195.51

➤ **STAY INFORMED DURING A STORM:** Text the word STORM to NGRID (64743) to register for broadcast text alerts. For more information, visit nationalgridus.com/stormnotifications.

➤ **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

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Dec 21 - Jan 23	33	12962 Actual		12303 Actual		659 kWh

METER NUMBER 50131256 NEXT SCHEDULED READ DATE Feb 25

RATE Residential Regular R-1

Customer Charge				4.00
Dist Chg First 600 KWH	0.03257	x	600 kWh	19.54
Dist Chg Next 59 KWH	0.03919	x	59 kWh	2.31
Transition Charge	0.00069	x	659 kWh	0.45
Transmission Charge	0.01738	x	659 kWh	11.45
Energy Efficiency Chg	0.00822	x	659 kWh	5.42
Renewable Energy Chg	0.0005	x	659 kWh	0.33

Total Delivery Services \$ 43.50

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER

59011-88015

PLEASE PAY BY

Mar 24, 2013

AMOUNT DUE

\$ 195.51

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

056167

000002355 59011880155000019551083

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: 59011-88015 Cycle: 18, LOWE

Electric Usage History

Month	kWh	Month	kWh
Jan 12	517	Aug 12	791
Feb 12	897	Sep 12	629
Mar 12	827	Oct 12	507
Apr 12	870	Nov 12	573
May 12	680	Dec 12	746
Jun 12	693	Jan 13	659
Jul 12	951		

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 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, 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.

Supply Services

SUPPLIER National Grid

Basic Service Fixed	0.07314 x 659 kWh	48.20
Total Supply Services		\$ 48.20

Other Charges/Adjustments

General Credit	-68.15
Total Other Charges/Adjustments	-\$ 68.15

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.

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.

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.

- **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.**