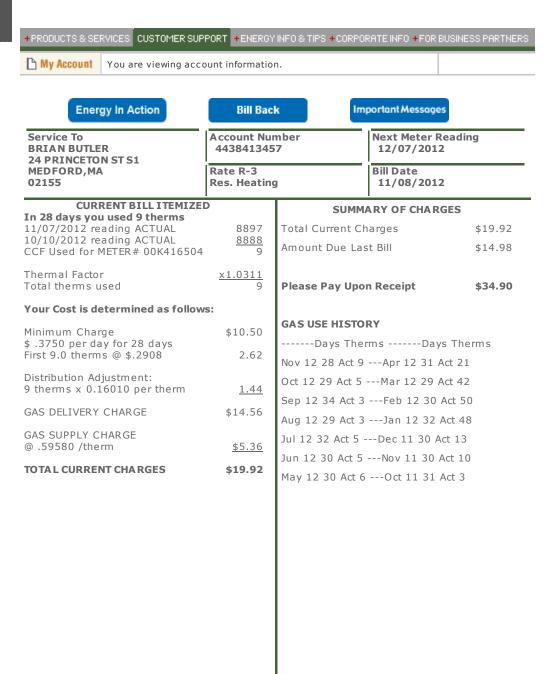
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Customer Support



MESSAGES

Need assistance Although we provide both natural gas and electricity, customer assistance for each service is handled separately. Please use the telephone number above for calls regarding gas service only.

Beginning in November 2012, your billing rate component of you bill contains a Revenue Decoupling Adjustment Factor Surcharge of \$0.0312 per therm. Please see Company website.

Your unique online Access Code is: 928CAEC

We're online, anytime View and pay your bill, check your balance,

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submit meter readings. The code above provides free, instant access with My Account -visit www.nationalgridus.com. Many automated services are also available at the telephone number above.

For gas consumption from November 1, 2012 to April 30, 2013, winter gas rates will be in effect. The Gas Supply Charge has increased from last month's charge of \$0.5779 per therm to \$0.6320 per therm . The increase is due to higher projected gas commodity costs.

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