

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
Apr 11, 2012

ACCOUNT BALANCE

Previous Balance	-42.30
Payment Received <i>No payments have been received during this billing period</i>	- 0.00
Balance Forward	-42.30
Current Charges	-66.77
Credit Balance ▶	-\$ 109.07

- **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at www.nationalgridus.com/gopaperless.
- **SAVE \$\$ AND ENERGY:** We'll haul away the old fridge from your basement or garage, recycle it and give you \$50. Visit www.powerofaction.com/maoct.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Mar 8 - Apr 9	32	99288 <i>Actual</i>		99819 <i>Actual</i>		-531 kWh

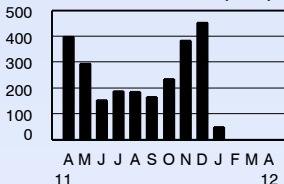
METER NUMBER 50211216 NEXT SCHEDULED READ DATE May 10

RATE Residential Regular R-1

Customer Charge	4.00
Net Met Cr Other	0.10072 x -531 kWh -53.49
Net Met Cr First -531 KWH	0.03251968 x -531 kWh -17.28

Total Delivery Services **-\$ 66.77**

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Apr 11
kWh	13.3
Cost	\$ 1.92

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
26661-02014	No Payment Due	\$ 0.00



PO Box 960
 Northborough MA 01532

BRIAN BUTLER
 24 PRINCETON ST APT 1
 MEDFORD MA 02155-5946

Please do not mail payment
 You have a credit balance on your account.

082685

Enrollment Information

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

Loadzone NEMA/BOST
 Acct No: 26661-02014 Cycle: 9, BUTL

Electric Usage History

Month	kWh	Month	kWh
Apr 11	399	Nov 11	384
May 11	295	Dec 11	455
Jun 11	155	Jan 12	50
Jul 11	190	Feb 12	0
Aug 11	188	Mar 12	0
Sep 11	167	Apr 12	0
Oct 11	236		

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.

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.**