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HITCHCOCK CENTER FOR THE ENVIR

|                                 |                                     |
|---------------------------------|-------------------------------------|
| <b>Due Date</b><br>Oct 28, 2016 | <b>Total Amount Due</b><br>\$454.14 |
|---------------------------------|-------------------------------------|

Statement date: Oct 3, 2016  
Customer name key: HITC

Account number: 54512827080

**Contact Information**

Emergency: 1-877-659-6326 (anytime)  
Web Site: www.eversource.com  
Email: BusinessCenterWMass@eversource.com

**Business customers:**

Customer Service: 1-888-783-6610  
413-504-8020 (local)  
(M-F 8-5)

**Simplify your life**

Use eBill and ePay at www.eversource.com  
Or Pay by Phone 1-888-783-6618

**Your electric supplier is**

Eversource  
P.O. Box 270  
Hartford, CT 06141-0270

*Sales*  
*! Tax*  
*Net meter hook up*

**Electric Account Summary**

|                             |           |
|-----------------------------|-----------|
| Amount due on Sep 1         | \$716.56  |
| Adjustment Sep 6            | -\$7.32   |
| Payment Sep 27              | -\$716.56 |
| Balance Forward             | -\$7.32   |
| <b>New Charges/Credits</b>  |           |
| Delivery Services           | \$390.19  |
| Electricity Supply Services | \$28.40   |
| Sales Tax                   | \$42.87   |
| <b>Total new charges</b>    | \$461.46  |
| <b>Total amount due</b>     | \$454.14  |

*gen-ops* ✓

The "Total amount due" must be received by Oct 28, 2016 to avoid a 0.84% late payment charge.

**Detail for Service at:**

845 WEST ST , LOT 22D13 , AMHERST MA 01002

Service reference: 977263006

Billing cycle: 20

**Your meter reading for meter # 890350092**

For billing period: Aug 30 - Sep 2 (3 days)

Next read date on or about: Oct 28, 2016

|                                   |       |
|-----------------------------------|-------|
| Actual reading on Sep 2, 2016     | 37    |
| Estimated reading on Aug 30, 2016 | - 34  |
| Difference                        | = 3   |
| Meter constant                    | x 120 |
| Billed usage                      | = 360 |
| <b>Total demand use: 14.00 kW</b> |       |

Remit Payment To: Eversource, P.O.Box 650851, Dallas, TX 75265-0851

(continued on next page)

|                           |           |    |            |                |
|---------------------------|-----------|----|------------|----------------|
| Renewable Enrgy Chrg      | 360.00KWH | x  | \$0.000500 | \$0.18         |
| Storm recovery adjustment | 360.00KWH | x  | \$0.002280 | \$0.82         |
| Revenue Decoupling Adj    | 360.00KWH | x- | \$0.001070 | -\$0.39        |
| Lng-Trm Rnwbl Contr Adj   | 360.00KWH | x- | \$0.001210 | -\$0.44        |
| <b>Subtotal</b>           |           |    |            | <b>\$27.54</b> |

|                          |                              |   |            |                |
|--------------------------|------------------------------|---|------------|----------------|
| <b>Generation Detail</b> | <b>RATE GO - BASIC FIXED</b> |   |            |                |
| Generation Srvc Chrg     | 360.00KWH                    | x | \$0.078900 | \$28.40        |
| <b>Subtotal</b>          |                              |   |            | <b>\$28.40</b> |

|                                 |                |   |                     |               |
|---------------------------------|----------------|---|---------------------|---------------|
| <b>Delivery Services Detail</b> | <b>RATE GO</b> |   |                     |               |
| Customer Chrg                   | \$30.000000    | x | 0.0333              | \$1.00        |
| Distribution Dmd Chrg           | 12.00KW        | x | \$9.050000 x 0.0333 | \$3.62        |
| Transmission Dmd Chrg           | 12.00KW        | x | \$5.820000 x 0.0333 | \$2.33        |
| <b>Subtotal</b>                 |                |   |                     | <b>\$6.95</b> |

Remit Payment To: Eversource, P.O.Box 650851, Dallas, TX 75265-0851

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**Your meter reading for old meter # 890350092**

For billing period: Sep 2 - Sep 2 (0 days)

Actual reading on Sep 2 , 2016 37

Estimated reading on Sep 2 , 2016 - 37

Difference = 0

Meter constant x 120

Billed usage = 0

Total demand use: 14.00 kW

**Your meter reading for new meter # 894288172**

For billing period: Sep 2 - Sep 3 (1 days)

Next read date on or about: Oct 28, 2016

Difference = 0

Meter constant x 120

Billed usage = 0

**Your meter reading for new meter # 894288172**

For billing period: Sep 2 - Sep 3 (1 days)

Next read date on or about: Oct 28, 2016

Difference = 0

Meter constant x 120

Billed usage = 0

Total usage = 0

**Your meter reading for meter # 894288172**

For billing period: Sep 3 - Sep 29 (26 days)

Next read date on or about: Oct 28, 2016

|  |         |
|--|---------|
| Actual reading on Sep 29, 2016 purchases   | 12      |
| Estimated reading on Sep 3, 2016 purchases | - 0     |
| Difference                                 | = 12    |
| Meter constant                             | x 120   |
| Billed usage                               | = 1,440 |

Total demand use: 35.40 kW

**Your meter reading for meter # 894288172**

For billing period: Sep 3 - Sep 29 (26 days)

Next read date on or about: Oct 28, 2016

|  |         |
|--|---------|
| Actual reading on Sep 29, 2016 sales   | 28      |
| Estimated reading on Sep 3, 2016 sales | - 0     |
| Difference                             | = 28    |
| Meter constant                         | x 120   |
| Billed usage                           | = 3,360 |

Total demand use: 35.40 kW

Your meter was replaced on Sep 2, 2016

| Delivery Services Detail        | RATE GO     |    |            |   |         |         |
|---------------------------------|-------------|----|------------|---|---------|---------|
| Customer Chrg                   | \$30.000000 | x  | 0.1000     |   | \$3.00  |         |
| Distribution Dmd Chrg           | 12.00KW     | x  | \$9.050000 | x | 0.1000  | \$10.86 |
| Distribution Enrgy Chrg         | 360.00KWH   | x  | \$0.001780 |   | \$0.64  |         |
| Transition Enrgy Chrg           | 360.00KWH   | x- | \$0.001450 |   | -\$0.52 |         |
| Transmission Dmd Chrg           | 12.00KW     | x  | \$5.820000 | x | 0.1000  | \$6.98  |
| Res Asslst Adj Clause           | 360.00KWH   | x  | \$0.006430 |   | \$2.31  |         |
| Pension/PBOP Adj Mechn PPAM     | 360.00KWH   | x  | \$0.001430 |   | \$0.51  |         |
| Basic Srv Cost Adj              | 360.00KWH   | x- | \$0.000250 |   | -\$0.09 |         |
| Net metering recovery surcharge | 360.00KWH   | x  | \$0.002660 |   | \$0.96  |         |
| Solar Program Cost Adjustment   | 360.00KWH   | x  | \$0.000320 |   | \$0.12  |         |
| Energy Conservation Chrg        | 360.00KWH   | x  | \$0.002500 |   | \$0.90  |         |
| Energy Efficiency Program Chrg  | 360.00KWH   | x  | \$0.004730 |   | \$1.70  |         |
| Renewable Enrgy Chrg            | 360.00KWH   | x  | \$0.000500 |   | \$0.18  |         |
| Storm recovery adjustment       | 360.00KWH   | x  | \$0.002280 |   | \$0.82  |         |
| Revenue Decoupling Adj          | 360.00KWH   | x- | \$0.001070 |   | -\$0.39 |         |
| Lng-Term Rnwbl Contr Adj        | 360.00KWH   | x- | \$0.001210 |   | -\$0.44 |         |
| Subtotal                        |             |    |            |   | \$27.54 |         |

| Generation Detail   | RATE GO - BASIC FIXED |   |            |  |         |
|---------------------|-----------------------|---|------------|--|---------|
| Generation Srv Chrg | 360.00KWH             | x | \$0.078900 |  | \$28.40 |
| Subtotal            |                       |   |            |  | \$28.40 |

| Delivery Services Detail | RATE GO     |   |            |   |        |        |
|--------------------------|-------------|---|------------|---|--------|--------|
| Customer Chrg            | \$30.000000 | x | 0.0333     |   | \$1.00 |        |
| Distribution Dmd Chrg    | 12.00KW     | x | \$9.050000 | x | 0.0333 | \$3.62 |
| Transmission Dmd Chrg    | 12.00KW     | x | \$5.820000 | x | 0.0333 | \$2.33 |
| Subtotal                 |             |   |            |   | \$6.95 |        |

**Generation Detail****RATE GO - BASIC FIXED****Delivery Services Detail****RATE GO**

|                       |            |    |            |                 |
|-----------------------|------------|----|------------|-----------------|
| Customer Chrg         |            |    |            | \$30.00         |
| Distribution Dmd Chrg | 33.50KW    | x  | \$9.050000 | \$303.18        |
| Transmission Dmd Chrg | 33.50KW    | x  | \$5.820000 | \$194.97        |
| Net Generation Credit | 1920.00KWH | x- | \$0.089820 | -\$172.45       |
| <b>Subtotal</b>       |            |    |            | <b>\$355.70</b> |

**Generation Detail****RATE GO - BASIC FIXED****Other Charges / Credits**

|                             |  |  |  |         |
|-----------------------------|--|--|--|---------|
| 6.25% MA Sales Tax Supplier |  |  |  | \$8.88  |
| 6.25% MA Sales Tax          |  |  |  | \$33.99 |

**Service Account Messages**

The rate is prorated because the billing period is less than 25 days

**Account messages**

Billing for this service includes a correction of a previously issued statement.

\* Reading(s) estimated because we were unable to read your meter(s)

Eversource takes great pride in supporting the communities in which we live and serve. Each year we partner with organizations for events across New England that help provide a better quality of life for all of our customers. Learn more about our commitment to our communities in the About Us section of [eversource.com](http://eversource.com).

**Right to Dispute Your Bill**

If you disagree with the Eversource charges on your statement, you may call or write and explain the amount you believe to be in error and the reason you believe the error has occurred.

Eversource can be reached at 877-659-6326 or the phone number on the front of your bill.

You may also call or write to the Consumer Division of the Department of Public Utilities (DPU) to dispute any portion of your bill.

The DPU can be reached at 617-737-2836 or 877-886-5066 or by writing:

Massachusetts Department of Public Utilities,  
Consumer Division, One South Station,  
Boston, MA 02110.

The DPU website can be found at [Mass.gov/DPU](http://Mass.gov/DPU).

If you have a question about the Supplier section of your bill and your supplier is not Eversource, please contact your supplier directly. You may also contact the DPU with any concerns at the phone number or address above.

Your electric service will not be terminated for failure to pay the disputed portion of your bill.

**Payment Arrangements**

Payment arrangements may be made for the Eversource portion of your bill over a minimum of four months and will include the payment of past due charges in addition to payment of future bills when due.

**Check Processing**

By sending your check, you authorize Eversource to use the check information to create an electronic funds transfer. The electronic transfer, for the original check amount, will be processed on the day your check is received. The check will be destroyed and an image of your check will be stored for two years. If the electronic transfer cannot be completed, a demand draft of your check can be created and used in place of the original.

**Financial Hardship Arrearage Management Program**

If you have a verified financial hardship in which your household income is within 80 percent of the state median income, you might be eligible for New Start - an arrearage management program that allows income eligible residential customers to earn past due balance forgiveness.

For more information on New Start, please contact Eversource at 1-800-286-5844 Monday - Friday 8:00 a.m. - 4:30 p.m.

**Right to Electric Service****During Serious Illness and Financial Hardship**

If you or anyone presently and normally living in your home is seriously ill, we will not shut off your service provided you have a financial hardship as well.

You must contact your physician or Board of Health and have them contact Eversource immediately. Within seven days of the phone call, your physician or Board of Health Official must certify in writing to Eversource that a serious illness exists.

The certificate must be renewed monthly. If the illness is certified as chronic, renewals are instead required quarterly. Your failure to renew your certification may result in your service being terminated.

For assistance or further information, please call Eversource or the Consumer Division of the DPU.

**Children Under 12 Months of Age:** If you or anyone presently and normally living in your home has a child under 12 months old living in the home, we will not shut off your service provided you also have a financial hardship.

**Elderly**

If all residents in your household are 65 years of age or older, Eversource cannot shut off your electric service for failure to pay a past due bill without the approval of the DPU. If you cannot pay your bill, you may be able to work out a payment arrangement with Eversource. For assistance or further information, please, call Eversource or the Consumer Division of the DPU.