

HOW TO TELL IF YOUR CLIENT IS ON THE DISCOUNT RATES

Discount electric and gas rates can save low-income households hundreds of dollars each year on their bills. It's therefore very important to figure out if your clients are on the discount rates.

Most companies in the state follow the same numbering pattern for their residential rates, using either "A1, A2, A3, A4" or "R1, R2, R3, R4".

Rates that have the "1" or "3" are the regular, non-discounted rates ("1" denotes a non-heating account; "3" denotes a heating account).

Rates that have a "2" or "4" denote that the customer is on the discount rate. ("2" denotes a non-heating account; "4" denotes heating). **IT IS VERY IMPORTANT TO MAKE SURE YOUR CLIENTS ARE ON RATES "2" OR "4"**, for companies that use this "1, 2, 3, 4" sequence.

However, a few companies do not follow the "1, 2, 3, 4" numbering sequence. For example, Eversource follows the "1, 2, 3, 4" sequence in the Greater Boston territory, but it uses different numbering for customers in Cambridge, South Shore, and Cape Cod territories to keep track of these rates based on the old service territories. It is also possible that other companies are not following the "1, 2, 3, 4" sequence.

If you have any question whether your client is on the discount rates, you can always call the company and ask.