

**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: ██████████ Cycle: 3. PROA

**Electric Usage History**

Month	kWh	Month	kWh
Jun 11	1112	Jan 12	3562
Jul 11	891	Feb 12	3347
Aug 11	710	Mar 12	3415
Sep 11	584	Apr 12	2460
Oct 11	722	May 12	2032
Nov 11	1223	Jun 12	1294
Dec 11	2482		

Customer Charge			4.00
Dist Chg First 600 KWH	0.03257	x 600 kWh	19.54
Dist Chg Next 694 KWH	0.03919	x 694 kWh	27.21
Transition Charge	0.00069	x 1294 kWh	0.89
Transmission Charge	0.01738	x 1294 kWh	22.49
Energy Efficiency Chg	0.00298	x 1294 kWh	3.86
Renewable Energy Chg	0.0005	x 1294 kWh	0.65
Low Income Discount	-25.0 %	x \$ 165.57	-41.39
<b>Total Delivery Services</b>			<b>\$ 37.25</b>

**Supply Services**

SUPPLIER National Grid

Basic Service Fixed	0.06718	x 1294 kWh	86.93
<b>Total Supply Services</b>			<b>\$ 86.93</b>

**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.

**Arrears 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](http://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.

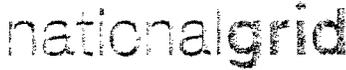
**Delivery Service Charges are comprised of:**

**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.

**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](http://www.mass.gov/dpu).



SERVICE FOR  
 [REDACTED]  
 LENOX MA 01240

BILLING PERIOD  
 May 2, 2012 to Jun 4, 2012

www.nationalgridus.com

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY Jun 28, 2012 AMOUNT DUE \$ 2,165.80

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  
 Jun 4, 2012

**▶ DID YOU FORGET TO PAY YOUR BILL? ◀**

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

**ACCOUNT BALANCE**

Previous Balance	2,196.02
Payment Received on MAY 30 (Credit Card)	- 154.40
<b>Balance Forward</b>	<b>2,041.62</b>
Current Charges	+ 124.18
<b>Amount Due ▶</b>	<b>\$ 2,165.80</b>

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 445.00.

➤ **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at [www.nationalgridus.com/gopaperless](http://www.nationalgridus.com/gopaperless).

**DETAIL OF CURRENT CHARGES**

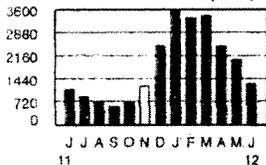
**Delivery Services**

Service Period	No. of days	Current Reading	Previous Reading	Total Usage
May 2 - Jun 4	33	80056 Actual	78762 Actual	1294 kWh

METER NUMBER [REDACTED] NEXT SCHEDULED READ DATE Jul 2

RATE Residential Low Income R-2

**ELECTRIC USAGE HISTORY (kWh)**



Daily Averages	Jun 11	Jun 12
kWh	38.5	39.2
Cost	\$ 3.75	\$ 3.76

Actual  Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT



ACCOUNT NUMBER [REDACTED]	PLEASE PAY BY Jun 28, 2012	AMOUNT DUE \$ 2,165.80 <i>includes amount past due</i>
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PO Box 960  
 Northborough, MA 01532

ENTER AMOUNT ENCLOSED

\$

*Write account number on check and make payable to National Grid*

\*\*\*\*\*AUTO\*\*5-DIGIT 01240  
 [REDACTED]  
 LENOX MA 01240-2401

002036

NATIONAL GRID  
 PO BOX 11737  
 NEWARK NJ 07101-4737

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