

Understanding Your Electric and Gas Bills



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Energy and Ratepayer Advocacy Division

Office of Attorney General Andrea Joy Campbell
February 13, 2026



The Attorney General's Office (AGO)

The Attorney General's Office is an advocate and resource for ALL residents of Massachusetts.

- protecting consumers
- combating fraud and corruption
- investigating and prosecuting crime
- protecting the environment,
workers, and civil rights



Attorney General Andrea Joy Campbell



Where is the AGO located?



Boston

New Bedford

Springfield

Worcester



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Introduction



Why Understanding Your Bill is Important

- Avoid overpaying
- Common billing charges
- Spot errors or scams
- Make informed choices





Supply VS. Delivery



- Supply: the energy itself
 - Deregulated, based on market prices
- Delivery: the wires, pipes, and labor that bring energy to you + utility revenue
 - Regulated by the state
 - Delivery section of your bill includes additional charges
- Total Bill = Supply + Delivery



Electric Supply Options

- **Basic Service:** An electric utility buys electric supply on behalf of its customers
 - Rates change every 6 months based on market prices, passed along to customers without profit
- **Community Choice Electricity/Municipal Aggregation:** A city/town buys electric supply on behalf of its residents
 - Rates typically change less frequently
 - May offer lower supply rates
 - May offer electric supply with higher proportions of green energy
- **Competitive Electric Supply/Third-Party Electric Supply:** An alternative supplier buys electric supply to sell at a retail rate
 - Rates change based on contract type (fixed or variable)



Rate Classes

Rule of thumb: odds = non-low-income rates, evens = low-income rates

Electric Service Rates

- **R1:** Regular Residential
- **R2:** Low-Income Residential

Gas Service Rates

- **R1:** Residential Non-Heating
- **R2:** Residential Assistance (Low-Income) Non-Heating
- **R3:** Residential Heating
- **R4:** Residential Assistance (Low-Income) Heating



Poll

Which utility service territories do your clients live in?



Reading Your Electric Bill



National Grid Sample Electric Bill – Page 1

nationalgrid SERVICE FOR [REDACTED] BILLING PERIOD Feb 4, 2022 to Mar 7, 2022 PAGE 1 of 2
 ESSEX MA 01929 ACCOUNT NUMBER [REDACTED] PLEASE PAY BY Apr 3, 2022 AMOUNT DUE \$ 207.47

www.nationalgridus.com
 CUSTOMER SERVICE 1-800-322-3223
 CREDIT DEPARTMENT 1-888-211-1313
 POWER OUTAGE OR DOWNED LINE 1-800-465-1212
 CORRESPONDENCE ADDRESS PO Box 960 Northborough, MA 01532-0960
 ELECTRIC PAYMENT ADDRESS PO BOX 371396 PITTSBURGH, PA 15250-7396
 DATE BILL ISSUED Mar 10, 2022

ACCOUNT BALANCE

Previous Balance	180.97
Payment Received on FEB 15 (ACH)	- 180.48
Balance Forward	0.49
Current Charges	+ 206.98
Amount Due	\$ 207.47

Payment concerns? We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

Go paperless! Electronic billing and payments make managing your monthly bill easier. Save time, money, and natural resources www.ngrid.com/paperless.

DETAIL OF CURRENT CHARGES

Delivery Services	No. of days	Current Reading	Previous Reading	Total Usage
Service Period	31	2482 Estimate	1783 Estimate	699 kWh

DETAIL OF CURRENT CHARGES

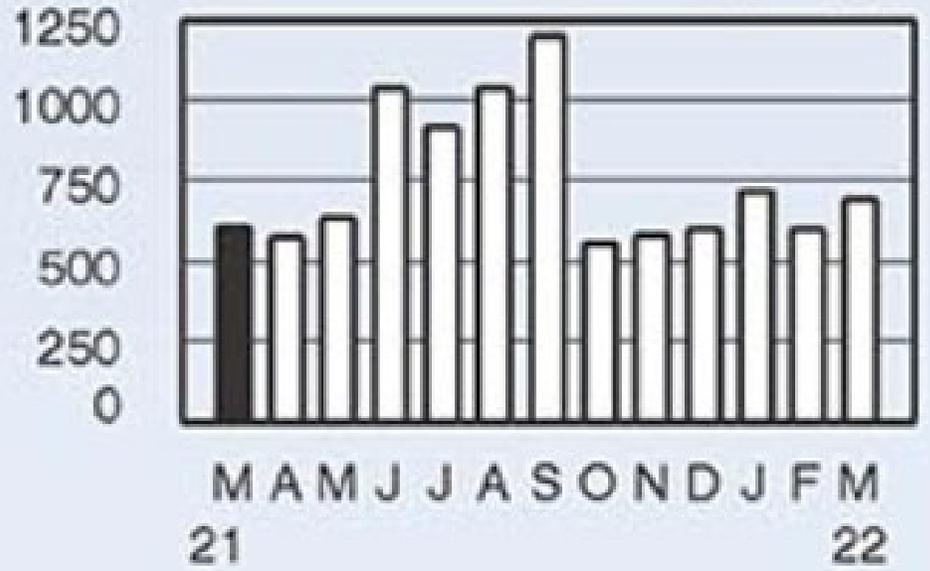
Delivery Services

Service Period
Feb 4 - Mar 7

METER NUMBER [REDACTED]

RATE Resid

ELECTRIC USAGE HISTORY (kWh)



ACCOUNT BALANCE

Previous Balance

Payment Received on FEB 15

Balance Forward

Current Charges

Cust

Dist C

Trans

Trans

Energ

Renew

Distri

Electr

Monthly Averages	Mar 21	Mar 22
kWh	22.6	22.5
Cost	\$ 6.05	\$ 6.67

Actual (black bar) Estimated (white bar)



Understanding Delivery Charges Listed on Your Electric Bill

- **Customer Charge**: Recovers the cost of providing customer, metering, and billing services
- **Distribution (Dist) Charge**: Recovers the cost of storing and delivering electricity throughout the utility's distribution system (delivering electricity from your utility to your home); maintaining a safe and reliable distribution system; and paying employees that maintain poles and wires
- **Transmission Charge**: Recovers the cost of delivering electricity from where it is generated to your utility
- **Transition Charge**: Recovers the costs from utility restructuring in accordance with the 1997 Restructuring Act. Utilities transitioned from vertically integrated entities that generated, transmitted, and distributed electricity → solely distribution companies



Understanding Delivery Charges Listed on Your Electric Bill

- **Energy Efficiency Charge**: Recovers the cost of energy efficiency program services offered through Mass Save
- **Renewable Energy Charge**: Recovers the cost of renewable energy technologies and initiatives to meet state-mandated climate goals
- **Distributed Solar Charge**: Recovers cost of MA solar programs
- **Electric Vehicle Charge**: Recovers cost of Electric Vehicle programs



National Grid Sample Electric Bill – Page 2

nationalgrid SERVICE FOR ██████████ BILLING PERIOD Feb 4, 2022 to Mar 7, 2022 PAGE 2 of 2
 ESSEX MA 01929 ACCOUNT NUMBER ██████████ PLEASE PAY BY Apr 3, 2022 AMOUNT DUE \$ 207.47

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: ██████████ Cycle: 8, MACC

Electric Usage History

Month	kWh	Month	kWh
Mar 21	609	Oct 21	559
Apr 21	581	Nov 21	585
May 21	642	Dec 21	606
Jun 21	1040	Jan 22	721
Jul 21	919	Feb 22	686
Aug 21	1040	Mar 22	699
Sep 21	1205		

Supply Services ?
 SUPPLIER: National Grid

Basic Service Fixed	0.14821 x 699 kWh	103.60
Total Supply Services		\$ 103.60

Other Charges/Adjustments

Paperless Billing Credit		-0.36
Total Other Charges/Adjustments		-\$ 0.36

PAGE 2:

- Supply Services
- Other Charges/Adjustments

We for sta Ba Bu for yo Av es 1- Ri if y yo inc at Na ret Co wit a v co yo rig De Di 02 1-4 in) Dt DF ms fail out

Supply Services ?
 SUPPLIER: National Grid

Basic Service Fixed 0.14821 x 699 kWh 103.60
Total Supply Services \$ 103.60

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.nationalgrid.com.

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 1-877-886-5065, TTY (for the hearing impaired only) 1-800-459-2370 or web site www.mass.gov/dps.



Reading Your Gas Bill



Eversource Sample Gas Bill – Page 1

EVERSOURCE
 Account Number: 0000 000 0000
 Statement Date: MM/DD/YY
 Service Provided to:
 JOHN J CUSTOMER

Amount now due by MM/DD/YY	\$318.64
Amount Due on MM/DD/YY	\$273.39
Last Payment Received On MM/DD/YY	-\$273.39
Balance Forward	\$0.00
Total Current Charges	\$318.64

Gas Usage History - Therms

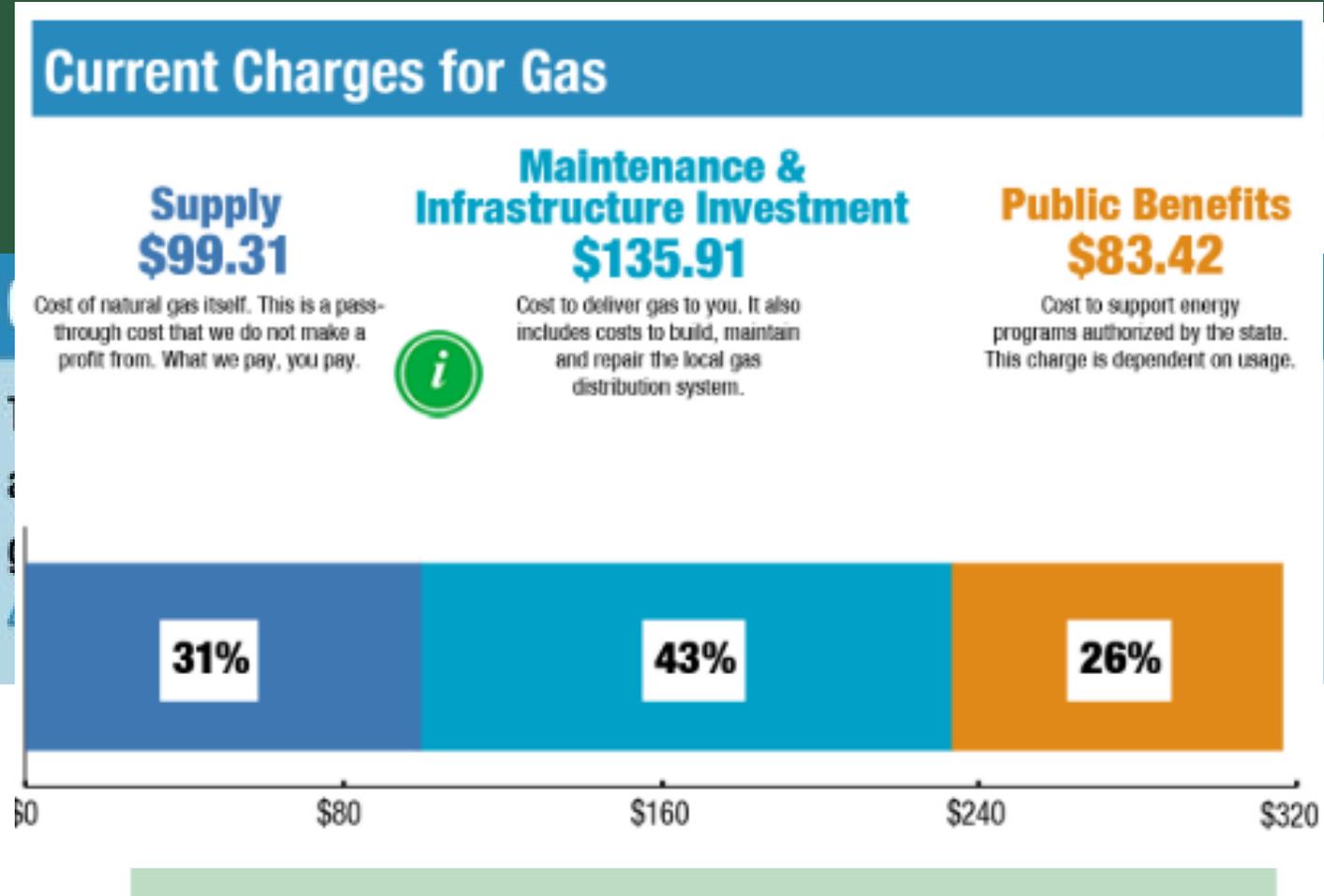
Therm/Day
5

EVERSOURCE

Account Number: 0000 000 0000
 Statement Date: MM/DD/YY

Service Provided to:
 JOHN J CUSTOMER

Current Charges for Gas		
Supply	Maintenance & Infrastructure Investment	Public Benefits
\$99.31	\$135.91	\$83.42



Maintenance & Infrastructure Investment

R-3 Residential Heating

Meter 0000000

Customer Charge

\$10.00

Public Benefits

R-3 Residential Heating

Meter 0000000

Energy Efficiency Charge

130 Therms x \$0.57020

\$74.13

Residential Assistance Charge

130 Therms x \$0.05610

\$7.29

Geothermal

130 Therms x \$0.01530

\$1.99

Subtotal Public Benefits

\$83.42

Customer Service: 800-592-2000



Scan QR code for more information on our website about your bill.

Important Messages About Your Account

Thank you for going paperless.

Public Benefits			
R-3 Residential Heating			
Meter 0000000			
Energy Efficiency Charge	130 Therms x \$0.57020		\$74.13
Residential Assistance Charge	130 Therms x \$0.05610		\$7.29
Geothermal	130 Therms x \$0.01530		\$1.99
Subtotal Public Benefits			\$83.42
Total Cost of Gas			\$318.64
Total Current Charges			\$318.64

000000000	730	604	126	Actual
-----------	-----	-----	-----	--------



Service Reference: 00000000

126 x Therm factor of 1.0303 = 130 Therms Billed Usage for 30 Days



Breakdown of Maintenance and Infrastructure Investment Charges on Eversource Gas Bill:

- **Customer Charge**: Fixed customer charge that covers the cost of providing customer services, meter reading, equipment, and maintenance
- **Distribution Charge**: Recovers costs of storing and transporting natural gas throughout the utility's distribution system (operations, maintenance, investments)
 - Peak (Winter Rate) = time of year when gas demand is highest (Nov. 1 – April 30)
 - Off-peak (Summer Rate) = time of year when gas demand is lowest (May 1 – October 31)
- **Revenue Decoupling Charge**: Balances how much revenue was collected with how much regulators allow the company to make, to remove a disincentive to implement energy efficiency and demand reduction programs that encourage customers to lower energy usage and demand
- **Distribution Adjustment Charge**: Recovers various operating and maintenance costs not included in the distribution charge, including environmental remediation, residential assistance
- **Gas System Enhancement Program**: This charge is part of the Distribution Adjustment Charge but broken down as a separate line item. It recovers costs of repairing or replacing natural gas distribution infrastructure



Breakdown of Public Benefits Charges on Eversource Gas Bill:

- **Energy Efficiency Charge**: Recovers the cost of the Mass Save program
- **Residential Assistance Charge**: Recovers the cost of residential assistance programs, such as discount rates and arrearage management programs
- **Geothermal**: Recovers the cost of Eversource's approved Framingham Geothermal Pilot Project



Utility Assistance



Income-Eligible Discount Rates

- Electric
 - Eversource: 42%
 - Unitil: 40%
 - National Grid:
 - Tier 1: 32%
 - Tier 2: 43%
 - Tier 3: 57%
 - Tier 4: 64%
 - Tier 5: 71%
- Gas = 25%



Bill with Discount Rate

Electricity @ Grid

Delivery

99 See How Heating Assistance

Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER THERM		
Monthly Customer Charge			\$	11.80
Distribution Charge	12.348 Therms	\$	0.4561	\$ 5.63
Distribution Adjustment	12.348 Therms	\$	0.6446	\$ 7.96
Revenue Decoupling	12.348 Therms	\$	0.0391	\$ 0.48
Discount 25%			\$	-9.45
TOTAL DELIVERY CHARGES			\$	16.42

Assistance Rate Discount	-83.21
Subtotal Delivery Services	\$36.92

ENERGY COMPANY	93.00 kWh x \$0.16330	15.19
rent SS Charges		\$15.19



Arrearage Management Plans (AMP)

With an Arrearage Management Program, every on-time monthly payment results in 1/12th of a customer's past-due balance forgiven each month (up to a maximum of \$12,000 per year).

- Example:
 - Past due balance = \$1,200
 - Monthly payment budget = \$150 per month (determined based on average energy usage in past 12 months)
 - For every month that a \$150 payment is made towards the current bill, the original past-due balance is reduced by \$100
 - $\$1,200 \div 12 = \100



Bill with Arrearage Management Plan

National Grid

SERVICE FOR [REDACTED] BROCKTON MA 02301

BILLING PERIOD Feb 23, 2022 to Mar 25, 2022

ACCOUNT NUMBER [REDACTED]

PLEASE PAY BY Apr 21, 2022

PAGE 1 of 3

AMOUNT DUE
\$ 186.07

YOUR PAYMENT THIS MONTH

AMP Payment Plan	186.07
Amount Due ▶	\$ 186.07

PLAN STATUS

AMP Payment Agreement - Started Jul 17 with an original agreement amount of \$ 10,742.97 and monthly forgiveness of \$ 125.00. Total forgiveness credits to date are \$ 8,625.00.

ACCOUNT BALANCE

Previous Balance	115.87
Payment Received on MAR 21 (ACH)	- 115.87
Current Charges	+ 113.53
Current Balance	\$ 113.53



Payment Plans

Payment plans allow customers to spread out past-due payment amounts over manageable monthly installments.

Unlike AMP plans, payment plans do not require income eligibility nor result in debt forgiveness.



Payment Plans

Liberty

Previous Balance			\$	443.11
Balance deferred to Installment Plan			\$	334.31
Payment(s) Received as of 01/08/2021			\$	0.00
Balance Forward			\$	108.80
Current Charges				
DELIVERY CHARGES	QUANTITY USED	COST PER THERM		
Monthly Customer Charge			\$	11.80
Distribution Charge	143.920 Therms	\$ 0.4561	\$	65.64
Distribution Adjustment Charge			\$	55.03
Revenue Decoupling	143.920 Therms	\$ 0.0324	\$	4.66
TOTAL DELIVERY CHARGES			\$	137.13
GAS CHARGES	QUANTITY USED	COST PER THERM		
Cost of Gas	126.444 Therms	\$ 0.5601	\$	70.82
Cost of Gas	17.476 Therms	\$ 0.4547	\$	7.95
TOTAL GAS CHARGES			\$	78.77
TOTAL CURRENT CHARGES			\$	215.90
Installment Plan Information				
Installment Plan Start Date				31-DEC-2020
Your Current Month Installment (1 of 3)			\$	111.50
Remaining Installment amount to be billed			\$	222.81
Total Amount Due			\$	436.20



Budget Billing

Budget bills flatten highs and lows from month-to-month by leveling out a customer's payments over a 12-month period.

Customers make 12 equal monthly payments, based on their past 12-month energy usage. A utility may adjust monthly budget payments can up or down every 6 months, depending on actual energy usage.



Bill with Budget Billing

National Grid (Overpayment)

██████████
██████████
LENOX MA 01240

Feb 28, 2022 to Mar 31, 2022

ACCOUNT NUMBER: ██████████

PLEASE PAY BY: Apr 24, 2022

AMOUNT DUE: \$ 50.00

?

?

YOUR PAYMENT THIS MONTH	
Budget Plan Amount	50.00
Amount Due ▶	\$ 50.00

PLAN STATUS	
<i>Budget Plan - Started Oct 21</i>	
<i>Accumulated Budget Plan charges</i>	-300.00
<i>Accumulated Actual Charges</i>	213.36
<i>Amount in Customer Favor after paying this bill</i>	-\$ 86.64



Bill with Budget Billing

National Grid (Underpayment)

YOUR PAYMENT THIS MONTH		PLAN STATUS	
Budget Plan Amount	301.00	Budget Plan - Started Oct 23	
Amount Due ▶	\$ 301.00	Accumulated Budget Plan charges	-2,158.00
		Accumulated Actual Charges	3,252.10
		Amount Due Company after paying this bill	\$ 1,096.10
ACCOUNT ACTIVITY			
Previous Balance			301.00
Payment Received on MAY 30 (Debit Card)		THANK YOU	- 301.00
Current Charges			+ 69.04



Bill with Budget Billing

Liberty

TOTAL CURRENT CHARGES **\$ 168.96**

Budget Billing Program Information

Budget Billing Start Date 01-FEB-2021

Your Current Budget Installment is **\$ 73.00**

Total Actual Charges to Date \$ 168.96

Total Budget Plan Charges to Date \$ 73.00

Difference between Budget and Actual Charges to Date **\$ 95.96**

Total Amount Due on this bill \$ 73.00

Actual account balance \$ 168.96

Total Amount Due **\$ 73.00**



Learn More



Sample Bills by Utility

- [National Grid - Gas Bill](#)
- [National Grid - Electric Bill](#)
- [Eversource - Gas Bill](#)
- [Eversource - Electric Bill](#)
- [Understanding Your Bill | Unitil](#)
- [Berkshire Gas](#)
- [Liberty Gas](#)



Mass.Gov Websites

- [Understanding your electric bill | Mass.gov](#)
- [Understanding your gas bill | Mass.gov](#)
- [Basic service information and rates | Mass.gov](#)
- [Information on Gas Supply and Delivery Charges | Mass.gov](#)
- [Help paying your utility bill | Mass.gov](#)
- [Information on Gas Supply and Delivery Charges | Mass.gov](#)



Stay in Touch

- [Subscribe to the ERA Newsletter and /or weekly updates](#)
- [Consumer services at the Attorney General's Office | Mass.gov](#)
 - [File a Consumer Complaint](#)
 - Consumer Hotline: (617) 727-8400



APPENDIX



Sample Electric Bills for All Utilities



Eversource Sample Electric Bill – Page 1

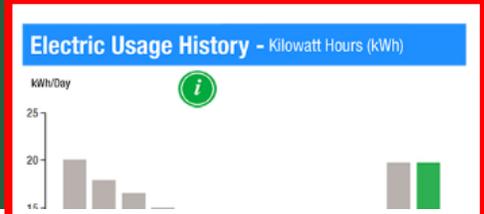
EVERSOURCE
 Account Number: 0000 000 0000
 Statement Date: MM/DD/YY
 Service Provided To:
JOHN J CUSTOMER

Total Amount Due by MM/DD/YY	\$114.92
Amount Due On MM/DD/YY	\$119.87
Last Payment Received On MM/DD/YY	-\$119.87
Balance Forward	\$0.00
Total Current Charges	\$114.92

Current Electric Usage History - Kilowatt Hours (kWh)



Delivery
\$36.92
 to deliver electricity from Eversource



Current Charges for Electricity

Supply \$78.00 Cost of electricity from ABC Company	Delivery \$36.92 Cost to deliver electricity from Eversource
--	---

EVERSOURCE
 Account Number: 0000 000 0000
 Statement Date: MM/DD/YY
 Service Provided To:
JOHN J CUSTOMER

Total Amount Due by MM/DD/YY	\$114.92
Amount Due On MM/DD/YY	\$119.87
Last Payment Received On MM/DD/YY	-\$119.87
Balance Forward	\$0.00
Total Current Charges	\$114.92



Eversource Sample Electric Bill – Page 2

Total Amount Due by MM/DD/YY **\$114.92**

Total Amount Due by MM/DD/YY **\$114.92**

Electric Account Summary

Amount Due On MM/DD/YY	\$119.87
Last Payment Received On MM/DD/YY	-\$119.87
Balance Forward	\$0.00
Current Charges/Credits	
Electric Supply Services	\$78.00
Delivery Services	\$36.92
Total Current Charges	\$114.92
Total Amount Due	\$114.92

Contact Information
Emergency: 800-592-2000
www.eversource.com
Pay by Phone: 888-783-6618
Customer Service: 800-592-2000

Number	Read	Previous Read	Current Usage	Reading Type	
000000000	99097	98505	592	Actual	\$5.13
					\$0.04
					\$4.74
					\$0.30
					\$24.56
					\$0.82
					-\$83.21
					\$36.92

Distributed Solar Charge	592 kWh X .00000	\$0.00
Renewable Energy Charge	592 kWh X .00050	\$0.30
Energy Efficiency Charge (CLC)	592 kWh X .04148	\$24.56
Electric Vehicle Program	592 kWh X .00138	\$0.82
Assistance Rate Discount		-\$83.21
Subtotal Delivery Services		\$36.92



Additional Breakdown of Charges on Eversource Electric Bill

- **Net Meter Recovery Surcharge**: Recovers net metering credits applied to the bills of customers with solar systems who generate excess electricity
- **Revenue Decoupling Charge**: Reconciles an electric company's actual distribution revenue with the approved distribution target revenue. The purpose of this charge is to remove a disincentive in implementing energy efficiency and demand reduction programs (which encourage customers to lower energy usage and demand)



Unitil Sample Electric Bill – Page 1

Unitil

Customer Account Number: 1234567890
 Bill Date: 05/15/23
 Next Meter Read Date: 06/14/23

AMOUNT DUE	PLEASE PAY BY
\$310.00	06/09/23

123 MAIN STREET, YOUR TOWN, USA

Payment - Thank You 05/06/23 (\$500.00)
 Balance Forward (\$95.00)

Electric Service \$46.55
 Electric Supplier Service \$41.08
 Other Charges/Credits \$13.76

Current Bill: \$261.20

USAGE AND DETAILS ON PAGE 3

Go Paperless

Stop throwing away unwanted paper bills. Enrolling in paperless billing is easy.

- Log in to your MyUnitil account and adjust your account preferences.
- Effective with your next bill, your account(s) will be automatically updated to email or text message delivery.

unitil.com/gopaperless

Update Bill Delivery Preferences

Questions about your bill? Visit unitil.com or call (888) 301-7700. More information on reverse.

PAYMENT INFO

ACCOUNT NUMBER: 1234567890

AMOUNT DUE	PLEASE PAY BY	AMOUNT PAID
\$310.00	06/09/23	

YOUR NAME
 123 MAIN STREET
 YOUR TOWN, USA

UNITIL
 P.O. BOX 981077
 BOSTON, MA 02298-1077

GO PAPERLESS - GO GREEN
 Take advantage of paperless billing!
 More details online at unitil.com/gopaperless

Customer Account Number: 1234567890

AMOUNT DUE	PLEASE PAY BY
\$310.00	06/09/23

123 MAIN STREET, YOUR TOWN, USA

Payment - Thank You 05/06/23 (\$500.00)
 Balance Forward (\$95.00)

Electric Service \$46.55
 Electric Supplier Service \$41.08
 Other Charges/Credits \$13.76

Current Bill: \$261.20

USAGE AND DETAILS ON PAGE 3

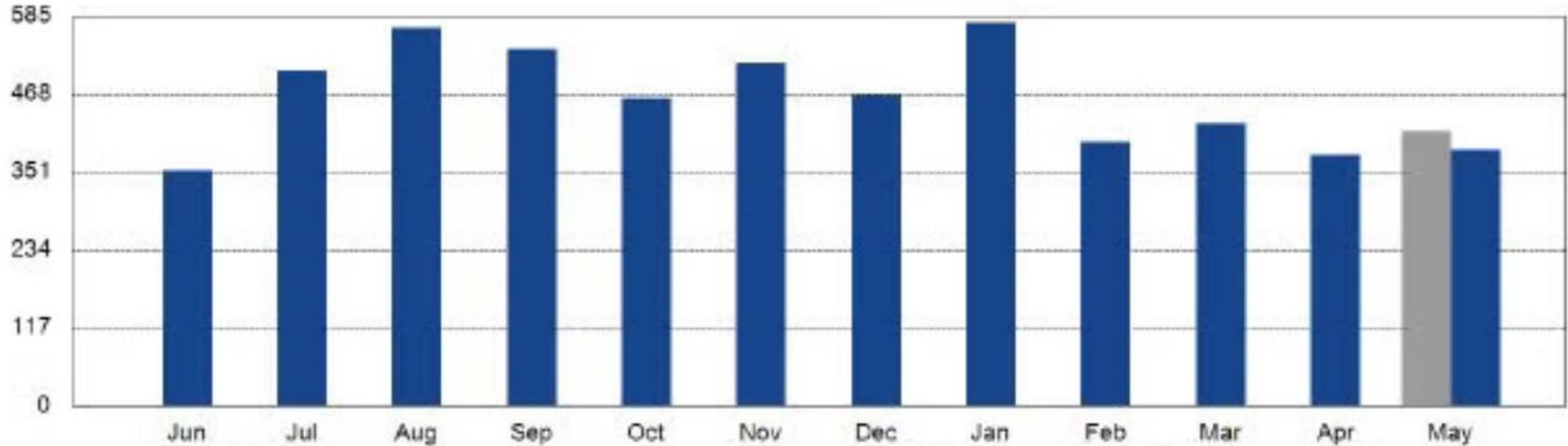


Unitil Sample Electric Bill – Page 2

ELECTRIC SERVICE

Electric Usage (kWh)

Previous Year Current Year



Residential

Number	Previous	Present	Constant	Usage	or Days	Demand	Code
123458	81839	82223		384.00 kWh	29		R2



Sample Gas Bills for All Utilities



National Grid Sample Gas Bill – Page 1

nationalgrid

SERVICE FOR
CUSTOMER NAME
STREET ADDRESS
CITY, STATE, ZIP

BILLING PERIOD
Sep 30, 2025 to Nov 3, 2025
ACCOUNT NUMBER
00000-00000
PLEASE PAY BY
Nov 27, 2025

PAGE 1 of 3

AMOUNT DUE
\$ 113.48

www.nationalgridus.com
CUSTOMER SERVICE
1-800-233-5325
Monday-Friday, 7AM-7PM
GAS EMERGENCIES
1-800-233-5325
24 Hours/Day - 7 Days/Week
(Does not replace 911 emergency medical services)
PARA ESPANOL
1-800-233-5325
CORRESPONDENCE ADDRESS
PO Box 1040
Northborough, MA 01532
PAYMENT ADDRESS
PO BOX 371338
PITTSBURGH, PA 15250-7338
DATE BILL ISSUED
Nov 3, 2025

ACCOUNT BALANCE

Previous Balance 118.15
Payment Received on OCT 27 (ACH) -----
Current Charges ?

Payment concerns? We are here to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

SUMMARY OF CURRENT CHARGES

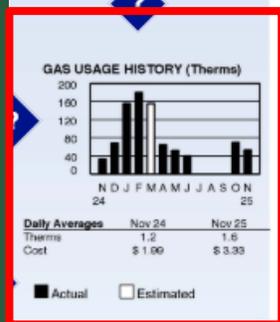
Gas Service
Total Current Charges \$ 113.48

- In compliance with a recent ruling Utilities, National Grid will change bill as of November 1, 2025. Please note that this presentation and does not represent a Distribution Adjustment line item or a line item dedicated to Energy Efficiency. Various costs to support infrastructure are being passed to income-eligible customers.
- For gas consumption beginning November 1, 2025, the rate has changed from \$0.2547 to \$0.9564 per therm.
- Save time and money! Sign up for paperless billing and receive a \$ 0.38 credit on your monthly bill. Visit our website to enroll today!
- Utility Worker Safety Reminder: State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

KEEP THIS PORTION FOR YOUR RECORDS

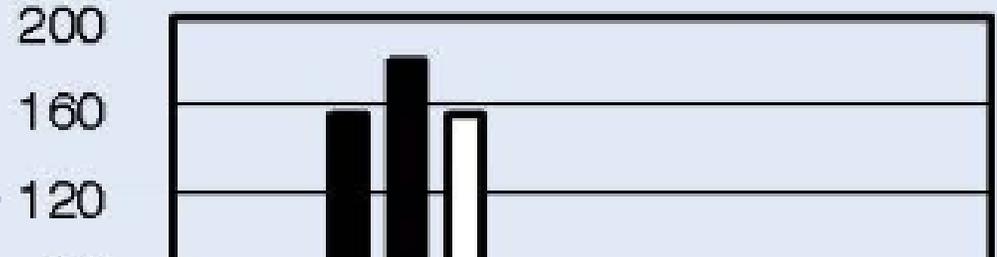
RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER
00000-00000
PLEASE PAY BY
Nov 27, 2025
AMOUNT DUE
\$ 113.48



nationalgrid

GAS USAGE HISTORY (Therms)



ACCOUNT BALANCE

Previous Balance 118.15
 Payment Received on OCT 27 (ACH) *THANK YOU* - 118.15
 Current Charges ? + 113.48
Amount Due ▶ \$ 113.48

Payment concerns? We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Gas Service	96.36	17.12	113.48
Total Current Charges	\$ 96.36	\$ 17.12	\$ 113.48



National Grid Sample Gas Bill – Page 2



SERVICE FOR BILLING PERIOD PAGE 2 of 3

Supply Services

SUPPLIER National Grid

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

Acct No: 00000-00000 Cycle: 3, XX

Gas Usage History

Month	Therms	Month	Therms
Nov 24	34	Jun 25	41
Dec 24	69	Jul 25	00
Jan 25	156	Aug 25	00
Feb 25	181	Sep 25	00
Mar 25	156	Oct 25	70
Apr 25	66	Nov 25	54
May 25	53		

Gas Supply Peak

Gas Supply Off-Peak

Choosing an Energy Supplier
You choose who supplies your energy. National Grid will continue to provide energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and restoration. National Grid is developing an open energy market where you choose from a variety of energy suppliers, who may offer different pricing options. For information on choosing an authorized energy supplier, please visit us online at <https://www.nationalgridus.com/service-companies/MA-Gas/>

Service Period **Sep 30 - Nov 3**

RATE R-3B Residential Heating

METER NUMBER **0**

Gas Usage History

Month	Therms	Month	Therms
Nov 24	34	Jun 25	41
Dec 24	69	Jul 25	00
Jan 25	156	Aug 25	00
Feb 25	181	Sep 25	00
Mar 25	156	Oct 25	70
Apr 25	66	Nov 25	54
May 25	53		

Minimum Charge
Delivery Peak
Delivery Off-Peak

Dist Adj - Energy Efficiency 0.2997691 x 54 therms 16.19

Distribution Adj - Other 0.66736445 x 54 therms 36.03

Total Delivery Services \$ 96.36



Understanding Delivery Charges Listed on Your Gas Bill

- **Minimum Charge:** Fixed customer charge that covers the cost of providing customer services, meter reading, equipment, and maintenance
- **Delivery:** The costs of storing and transporting natural gas throughout the utility's distribution system (operations, maintenance, investments)
 - Peak (Winter Rate) = time of year when gas demand is highest (Nov. 1 – April 30)
 - Off-peak (Summer Rate) = time of year when gas demand is lowest (May 1 – October 31)

RATE R-3B Residential Heating			
Minimum Charge			13.60
Delivery Peak	0.9544	x 4.81 therms	4.59
Delivery Off-Peak	0.5276	x 49.19 therms	25.95
Dist Adj - Energy Efficiency	0.2997691	x 54 therms	16.19
Distribution Adj - Other	0.66736445	x 54 therms	36.03
Total Delivery Services			\$ 96.36



Understanding Delivery Charges Listed on Your Gas Bill

- Distribution Adjustment – Other (Local Distribution Adjustment Factor (LDAF)) This charge recovers various operating and maintenance costs not included in the Delivery charges:
 - environmental remediation
 - residential payment assistance programs
 - Gas System Enhancement Program
 - Weather related factors
- Distribution Adjustment – Energy Efficiency: This charge recovers the costs associated with the state’s energy efficiency program Mass Save. It is collected through the LDAF but appears as a separate line item on customer bills.

RATE R-3B Residential Heating			
Minimum Charge			13.60
Delivery Peak	0.9544	x 4.81 therms	4.59
Delivery Off-Peak	0.5276	x 49.19 therms	25.95
Dist Adj - Energy Efficiency	0.2997691	x 54 therms	16.19
Distribution Adj - Other	0.66736445	x 54 therms	36.03
Total Delivery Services			\$ 96.36



Berkshire Gas Sample Bill – Page 1



An Avangrid company

Manage your account online at: berkshiregas.com or calling inquiries call: 800.292.5012

Your Messages:

eBill/Mobile App If you haven't discovered the benefits of eBill yet, sign up today and you'll receive the same information as your paper bill, plus a whole lot more - all from the comfort and security of your home. Enroll today by using our Mobile App or visiting berkshiregas.com. With eBill and our Mobile App, your bill and bill history are right at your fingertips.

Mobile App Our FREE Mobile App makes managing your account easy and convenient. You can view and pay your bill, enroll in eBill and AutoPay and more! Download the app by searching Berkshire Gas in the App Store or on Google Play. Visit berkshiregas.com to learn more.

Your Gas Supplier Is:

THE BERKSHIRE GAS COMPANY
115 CHESHIRE ROAD
PITTSFIELD, MA 01201
800.292.5012

Premise Details:

Point of Delivery ID: 7000000037929
Bill Cycle: 01
Next Meter Read: On/About 01/02/26

DPU Approved Delivery Rate Schedule:

Rate: RESIDENTIAL HEAT, R3
Customer Charge: \$11.42
Price Per Therm: \$0.6281

Invoice Number: 010290000000-07000100000000 Page 1 of 3

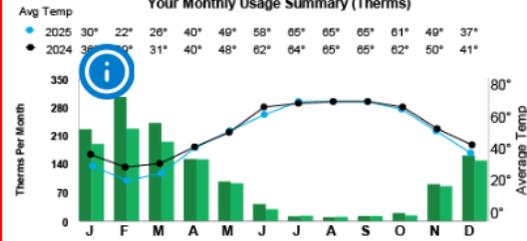
Service Location:
JANE BLOCK
123 ANY ST
PITTSFIELD, MA 01201-1234

Account Number: 070-0010999-9999
Customer Name Key: BLOC
Billing Period: 11/04/25 to 12/01/25
Statement Date: 12/03/25

Your Account Summary

Prior Balance \$102.18
Payment Received On 11/29/25 - Thank you! -\$192.18
Balance Forward \$0.00
Total Delivery Charges \$180.43
Total Gas Supply Service Charges \$98.87

Your Monthly Usage Summary (Therms)



Your Monthly Usage Comparison (Therms)

Consumption values greater than 3999 are rounded to the nearest whole 1000 Therms

	J	F	M	A	M	J	J	A	S	O	N	D
2025	225	305	241	152	97	41	11	9	12	19	90	101
2024	189	227	195	151	92	29	13	10	12	14	85	148

Visit berkshiregas.com/MyAccount for more information about your usage and energy saving tips.

Please return this stub with your payment. Please allow 7 to 10 business days for processing. Do not send cash or coins, and do not return with staples or paper clips. Please make your check payable to: Berkshire Gas

070-0010999-9999 \$279.10

12/28/25

07000109999990000279100000000000000279108

Please send payment to:

JANE BLOCK
123 ANY ST
PITTSFIELD, MA 01201-1234

BERKSHIRE GAS COMPANY
PO BOX 847821
BOSTON MA 02284-7821

Premise Details:

Point of Delivery ID: 70000000037929
Bill Cycle: 01
Next Meter Read: On/About 01/02/26

DPU Approved Delivery Rate Schedule:

Rate: RESIDENTIAL HEAT, R3
Customer Charge: \$11.42
Price Per Therm: \$0.6281

2025	225	305	241	152	97	41	11	9	12	19	90	101
2024	189	227	195	151	92	29	13	10	12	14	85	148

Visit berkshiregas.com/MyAccount for more information about your usage and energy saving tips.



Berkshire Gas Sample Bill – Page 2

Page 2

Your Meter Details



Meter Number	Service Period	Current Read Date	Prior Read Date	Current Meter Read	Prior Meter Read	Metered CCF	Multiplier	Therm Conversion	Total Therms
B99999	28 Days	12/01/25	11/04/25	4849	4693	156	1.0000	1.03000	160.7

Your Gas Supply Service Charges



Cost of Gas	160.7 Therms @ \$0.6140/Therm	\$98.67
Total Gas Supply Service Charges		\$98.67

If a vent becomes buried in snow or obstructed by a shrub, this may shut down your equipment – or draw exhaust fumes into your home, which can produce high levels of CO inside your house.

To prevent these problems, it's important to remove snow around the vent approximately 48 inches in all directions. Visit berkshiregas.com/WinterSafety for more winter safety tips.



Liberty Gas Sample Bill – Page 1

Account Information

Customer Name: SALLY Q SAMPLE
Service Address: 1 LIBERTY LN., FALL RIVER, US 02724-1504
Account Number: 20000012345



What do I owe?

\$171.71

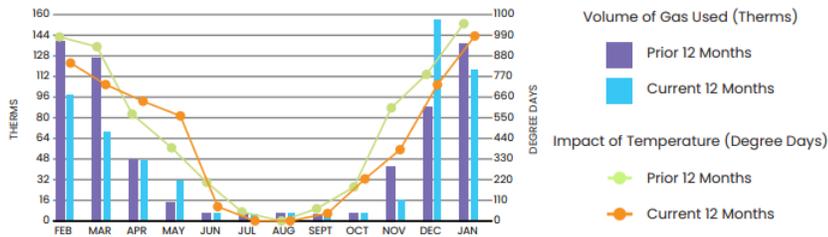
How much did I use?

117.192
Therms

When is it due?

Feb. 16, 2021

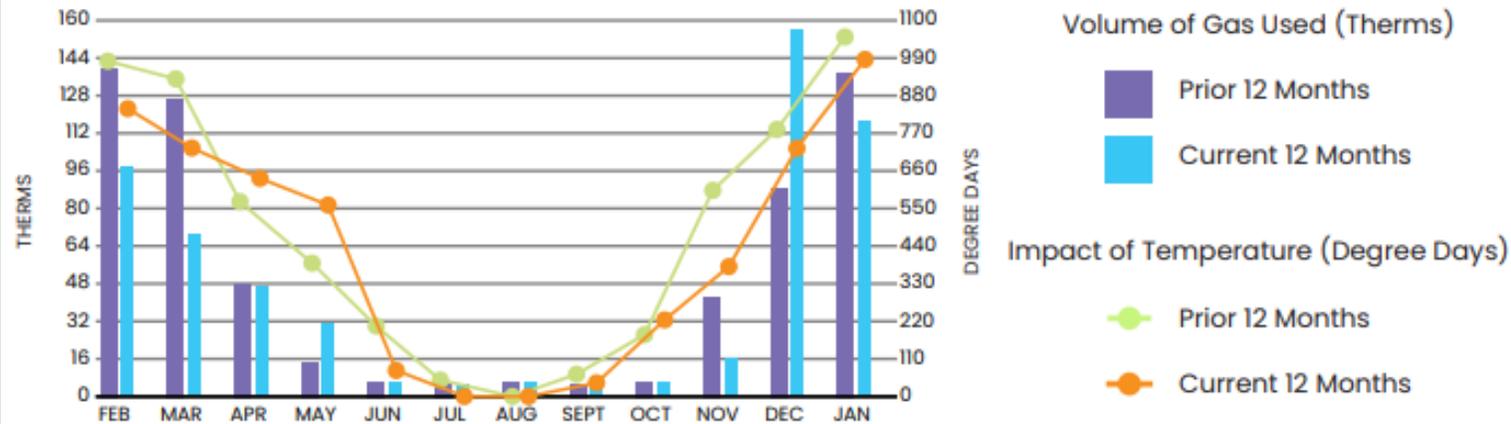
Your Monthly Gas Use At a Glance



Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 800-936-7000 or call 9-1-1!

Your Monthly Gas Use At a Glance



Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



Account Number: 20000012345
Service Address: 1 Liberty Ln.
Bill Date: 22-JAN-2021
Due Date: 16-FEB-2021

LATE PAYMENT FEE:
Payments received after the due date are subject to 0.95% per month late.

\$171.71
Amount Due

Amount Enclosed

REMIT TO:



Liberty Gas Sample Bill – Page 2

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



Understanding Your Bill
For additional information please visit www.LibertyEnergyandWater.com.

Your Monthly Gas Use At a Glance

CCF: Basic measurement of the volume of gas used. One CCF equals one hundred cubic feet.

Degree Day: A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

Therm Factor: The factor which converts your gas usage from CCF into therms, which is a measurement of the heating value of the gas used. The energy density of the gas is measured every day to arrive at the volume to energy factor.

Therm: A therm is a measurement of the amount of heat energy in natural gas, equal to 100,000 BTUs. A BTU, is the quantity of heat required to raise the temperature of one pound of water by one degree Fahrenheit. To calculate therms, multiply the CCF used by the Therm Factor.

Charges

Customer Charge: Recovers the basic cost of providing service to each customer regardless of gas use, i.e. meter reading, billing and account maintenance. Included in this charge is the customer's contribution to the Energy Audit Program.

Distribution Charge: The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

Distribution Adjustment Charge: Includes customer's contribution to conservation, environmental and industry restructuring programs.

Cost of Gas: The cost of purchased, storage and interstate transmission of gas.

Revenue Decoupling: This adjustment is intended to help manage monthly energy costs by eliminating excessive high or low gas bills due to substantial changes in temperature. This change encourages customers to pursue energy efficiency opportunities and reduce energy costs.

Important Information

If we haven't read your gas meter in the past four months, call us at 800-544-4944 to schedule an appointment. Long periods of estimate readings may not reflect your actual gas usage.

Customer Service: 800-544-4944
Emergency: 800-936-7000
Website: www.LibertyEnergyandWater.com
Social Media: @LibertyEnergyandWaterMA

Phone Service for Hearing and Speech Impaired: 7-1-1
Dig Safe®: 8-1-1
Mass Save®: 800-632-5947

Other Information

Protection Against Shut-off

Your utility service cannot be shut off or will be restored if you have certified to the Company that you are unable to pay any overdue bill because of financial hardship and:

- someone living in your home is seriously ill; or
- a child under 12 months of age lives in the home; or
- between November 15 and March 15 your service provides heat and your service has not been shut off for non-payment before November 15.

Senior Protection: If you have notified the Company that all adults living in your home are over 65, your service cannot be shut off for failure to pay a past-due bill.

Residential Consumer Rights

Low-Income Rate Eligibility: If your household income is within 60% of the state median income, you may qualify for our Low-Income Gas Rate that provides a discount of approximately 25% off your natural gas rates. To apply, please call Customer Care at 800-544-4944. Applications are also available by calling Citizens for Citizens at 508-679-0041 in the Fall River area or Self Help at 508-226-4192 in the North Attleboro area.

Dispute Resolution: You have the right to dispute your bill. You may place a request to have the bill investigated by calling Customer Care at 800-544-4944. If you do not agree with the findings of the Company or have a service quality complaint or question, you may appeal to the Consumer Division of the Massachusetts Department of Public Utilities.

Massachusetts Department of Public Utilities

Consumer Division 877-886-5066
One South Station 617-737-2836
Boston, MA 02110 www.mass.gov/dpu

- **Aviso importante:** Faça favor de traduzir imediatamente.
- **Avis important:** Veuillez traduire immédiatement.
- **Aviso importante:** Por favor traduzcalo inmediatamente.

- Definition of Charges
- Shut-off Protection Information
- Assistance Programs
- Payment Options

Payment Options

- EFT (Automatic) Payments**
Pay your bill automatically from your bank account.
- Online**
www.LibertyEnergyandWater.com
- Phone**
877-785-5672

Billing Programs

- Budget Billing**
Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.
- Installment Plan**
An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.
- Arrears Management Program**



Liberty Gas Sample Bill – Page 3

Account Activity for Your Natural Gas Service from 12/19/2020 to 01/21/2021
 Rate: Residential Heating
 Next Scheduled Meter Read Date: 02/18/2021
 Point of Delivery ID: 00000000000012345678



Additional messages

Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
MA123456	Actual	34	12/19/20 - 01/21/21	8524	8410	114	1.028	117.192

Effective January 1, 2021, the Peak Gas Adjustment Factor ("GAF") will decrease from the current charge of \$0.5601 to \$0.4547 per therm. This decrease is the result of lower gas costs.

Meter Number	Read Type	Service Days
MA123456	Actual	34

Current Charges

DELIVERY CHARGES	
Monthly Customer Charge	11.80
Distribution Charge	53.45
Distribution Adjustment Charge	44.82
Revenue Decoupling	3.80
TOTAL DELIVERY CHARGES	\$ 113.87

GAS CHARGES	
Cost of Gas	\$ 24.18
Cost of Gas	\$ 33.66
TOTAL GAS CHARGES	\$ 57.84

GAS CHARGES			
	QUANTITY USED	COST PER THERM	
Cost of Gas	43.176 Therms	\$ 0.5601	\$ 24.18
Cost of Gas	74.016 Therms	\$ 0.4547	\$ 33.66
TOTAL GAS CHARGES			\$ 57.84

GAS CHARGES	
Cost of Gas	\$ 24.18
Cost of Gas	\$ 33.66
TOTAL GAS CHARGES	\$ 57.84

GAS CHARGES	
QUANTITY USED	COST PER THERM
43.176 Therms	\$ 0.5601
74.016 Therms	\$ 0.4547
TOTAL GAS CHARGES	\$ 57.84

TOTAL CURRENT CHARGES	\$ 171.71
Total Amount Due	\$ 171.71