

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 11737
Newark, NJ 07101-4737
DATE BILL ISSUED
Sep 11, 2019

ACCOUNT BALANCE

	National Grid Services	Other Supplier Service	Adjustments	Total
Previous Balance	56.45	65.27	0.00	121.72
Payment(s) Received	- 114.38	- 7.34	- 0.00	- 121.72
Amount Past Due	-57.93	57.93	0.00	0.00
Current Charges	86.66	82.94	-108.36	61.24
Amount Due ▶	\$ 28.73	\$ 140.87	-\$ 108.36	\$ 61.24

- **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

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Aug 12 - Sep 11	30	23854 Actual		23157 Actual		697 kWh

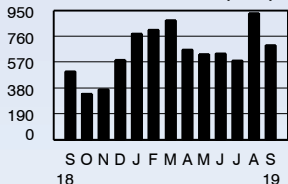
METER NUMBER 15449990 NEXT SCHEDULED READ DATE ON OR ABOUT Oct 10

RATE Residential Regular R-1

Customer Charge						5.50
Dist Chg	0.06581	x	697 kWh			45.88
Transition Charge	-0.00103	x	697 kWh			-0.72
Transmission Charge	0.03164	x	697 kWh			22.05
Energy Efficiency Chg	0.01805	x	697 kWh			12.58
Renewable Energy Chg	0.0005	x	697 kWh			0.35
Distributed Solar Charge	0.00146	x	697 kWh			1.02

Total Delivery Services \$ 86.66

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Sep 18	Sep 19
kWh	15.3	23.2
Cost	\$ 3.90	\$ 5.64

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
26735-59041	Oct 5, 2019	\$ 61.24

nationalgrid

PO Box 960
Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

ALICIA MUCK
6 WORCESTER RD
HUBBARDSTON MA 01452-1139

062213

NATIONAL GRID
PO BOX 11737
NEWARK NJ 07101-4737

000006124 26735590411000006124278

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: 26735-59041 Cycle: 9, MUCK

Electric Usage History

Month	kWh	Month	kWh
Sep 18	505	Apr 19	666
Oct 18	339	May 19	632
Nov 18	372	Jun 19	638
Dec 18	591	Jul 19	586
Jan 19	783	Aug 19	933
Feb 19	810	Sep 19	697
Mar 19	883		

We offer a wide variety of payment plans for four or more months, including the standard plan, negotiated plans, and Balanced Billing. Budget or Balanced Billing is a great plan for heating customers that helps balance your seasonal bills.

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, including the time over which your arrearage is to be paid, 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, or if you continue to dispute the time over which your arrearage is to be paid, you have a 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 or TTY (for the hearing impaired only) 1-800-439-2370.

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.

Supply Services

SUPPLIER SMARTENERGY HOLDINGS, LLC
106 MAPLEWOOD DRIVE
HAZELTON PA 18202
PHONE 800-443-4440 ACCOUNT NO 4632164

Electricity Supply	0.119 x 697 kWh	82.94
Total Supply Services		\$ 82.94

Other Charges/Adjustments

Paperless Billing Credit	-0.33	
Transfer of Remote Net Meter Credit	-108.03	
Total Other Charges/Adjustments		-\$ 108.36

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.
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.
Distributed Solar Charge: Recovers the cost of the Massachusetts solar program, including payments to owners of solar systems.
Notice About Electronic Check Conversion
By sending your completed, signed check to us, you authorize us to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

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 registered physician, physician assistant, nurse practitioner or local Board of Health official and have them telephone the Company immediately at 1-888-211-1313. Within seven (7) days of the phone call your registered physician, physician assistant, nurse practitioner or local Board of Health official 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.

- **You have a child under twelve monthsold living in the home.**
- **All adults in the home are age 65 or older and a minor also resides in the 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; the Company cannot 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 or 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 1-877-886-5066, TTY (for the hearing impaired only) 1-800-439-2370 or web site www.mass.gov/dpu.