



## Your National Grid Electric Bill

Your National Grid electric bill is made up of **delivery** and **supply** charges.

### Delivery Charges

**Delivery charges** appear first.

Delivery charges are set by National Grid and approved by the Massachusetts Department of Public Utilities.

*Delivery charges will **not** be impacted by or changed as a result of your participation in the Nantucket Power Choice program.*

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SERVICE FOR: ELECTRICITY ACCOUNT  
 BILLING PERIOD: May 9, 2016 to Jun 8, 2016  
 ACCOUNT NUMBER: 12345-67890  
 PLEASE PAY BY: Aug 2, 2016  
 AMOUNT DUE: \$ 228.73

www.nationalgridus.com  
 CUSTOMER SERVICE: 1-800-322-3323  
 OUTSIDE USA: 1-508-387-4264  
 CREDIT DEPARTMENT: 1-888-211-1313  
 POWER OUTAGE OR DOWNED LINE: 1-800-465-1212  
 CONTACT US: 0255.com/contactus  
 CORRESPONDENCE ADDRESS: PO Box 990, Northborough, MA 01532-0990  
 ELECTRIC PAYMENT ADDRESS: PO Box 11736, Newark, NJ 07101-4736  
 DATE BILL ISSUED: Jun 8, 2016

**ACCOUNT BALANCE**

	National Grid	Other Supplier	Total
Previous Balance	197.91	201.50	399.41
Payment(s) Received	-197.91	-201.50	-399.41
Current Charges	116.23	112.50	228.73
<b>Amount Due</b>	<b>\$ 116.23</b>	<b>\$ 112.50</b>	<b>\$ 228.73</b>

**DETAIL OF CURRENT CHARGES**

**Delivery Services**

Service Period	No. of days	Current Reading	Previous Reading	Total Usage
May 9 - Jun 8	30	54978 Actual	53853 Actual	1125 kWh

METER NUMBER: 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT: Jul 11  
 RATE: Residential Regular R-1

Customer Charge				4.00
Dist Chg First 600 KWH	0.04182	x 600 kWh		25.09
Dist Chg Next 525 KWH	0.04844	x 525 kWh		25.44
Transition Charge	-0.00035	x 1125 kWh		-0.39
Transmission Charge	0.02829	x 1125 kWh		31.82
Energy Efficiency Chg	0.01784	x 1125 kWh		20.07
Renewable Energy Chg	0.0005	x 1125 kWh		0.56
Service Quality Credit	-0.00080266	x 1125 kWh		-0.90
Cable Facility Surcharge	0.00937	x 1125 kWh		10.54
<b>Total Delivery Services</b>				<b>\$ 116.23</b>

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ACCOUNT NUMBER: 12345-67890  
 PLEASE PAY BY: Aug 2, 2016  
 AMOUNT DUE: \$ 228.73

ENTER AMOUNT ENCLOSED  
 \$ \_\_\_\_\_  
 Write account number on check and make payable to National Grid

000085 NATIONAL GRID  
 PO BOX 11736  
 NEWARK NJ 07101-4736

000022673 3890965002200002267315

**DETAIL OF CURRENT CHARGES**

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Nantucket Power Choice will *not* impact these charges.

## Supply Charges

The Nantucket Power Choice program will change your **supply price**.

**Supply charges** appear after delivery charges, often on the back of your bill.

- In place of Basic Service Fixed, you will see Agera Energy listed as your supplier.
- In place of the National Grid price, you will see the program price per kWh.
- The program price will be then be used to calculate your total supply charge.

The program price will apply to your electricity use starting with your March 2017 meter read date.

The program price will first appear on your **April 2017 bill**.

nationalgrid		BILLING PERIOD		PAGE 2 of 2	
SERVICE FOR: ELECTRICITY ACCOUNT MAIN STREET SIASCONSET MA 02564		May 9, 2016 to Jun 8, 2016			
		ACCOUNT NUMBER 12345-67890		ACCOUNT BALANCE \$ 228.73	
<b>Enrollment Information</b>					
To enroll with a supplier or change to another supplier, you will need the following information about your account: Lastname: <b>SENA</b> Acct No: 12345-67890 Cycle: 7_NAN					
<b>Electric Usage History</b>					
Month	kWh	Month	kWh		
Jun 15	1704	Jan 16	2082		
Jul 15	3650	Feb 16	1924		
Aug 15	4842	Mar 16	1811		
Sep 15	4243	Apr 16	1243		
Oct 15	1625	May 16	863		
Nov 15	1759	Jun 16	1125		
Dec 15	2381				
<b>Payment Plans are Available for Four or More Months. Please Contact Us at 1-888-311-1313</b>					
<b>Right to Dispute Your Bill</b>					
If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact National Grid at 1-800-392-3223 and request an investigation by a Company Complaints 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: 617-737-2838 or 1-877-888-5086.					
<b>Department of Public Utilities</b>					
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.					
<b>Average Management Program (AMP)</b>					
AMP provides areas forgiveness to income-qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details and an application, visit <a href="http://www.nationalgridus.com">www.nationalgridus.com</a> or call the number on the front.					
<b>Explanation of General Billing Terms</b>					
<b>KWh:</b> Kilowatt-hour, a basic unit of electricity used.					
<b>Off-Peak:</b> Period of time when the need or demand for electricity on the Company's system is low, such as late evenings, weekends and holidays.					
<b>Peak:</b> 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.					
<b>Estimated Bill:</b> 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.					
<b>Meter Multiplier:</b> A number by which the usage on certain meters must be multiplied by to obtain the total usage.					
<b>Demand Charge:</b> The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.					
<b>Supplier Service Charges are comprised of:</b>					
<b>Generation Charge:</b> The charge(s) to provide electricity and other services to the customer by a supplier.					
<b>Delivery Service Charges are comprised of:</b>					
<b>Customer Charge:</b> The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.					
<b>Distribution Charge:</b> The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.					
<b>Transmission Charge:</b> Company payments to its wholesale supplier for terminating its wholesale arrangements.					
<b>Transmission Charge:</b> The cost of delivering electricity from the generation company to the beginning of the Company's distribution system.					
<b>Cable Surcharge:</b> The cost of the underwater cable used to deliver electricity.					
<b>Energy Efficiency Charge:</b> The cost of energy efficiency program services offered by the Company.					
<b>Renewable Energy Charge:</b> 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.					
<b>Notice About Electronic Check Conversion</b>					
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.					
<b>Right to Electric Service</b>					
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:					
• <b>During serious illness:</b> 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.					
• <b>You have a child under twelve months old living in that home.</b>					
• <b>Between November 15 and March 15 in your service is heat related.</b>					
• <b>Elderly Household:</b> 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).					
• <b>For additional information on the right to electric service, please contact our Credit Department at 1-888-211-1313.</b>					
<b>Questions:</b>					
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 617-737-2838 or toll free at 1-877-888-5086 or web site <a href="http://www.mass.gov/dpu">www.mass.gov/dpu</a> .					

## If you are on National Grid's Basic Service, you will see...

Supply Services			
SUPPLIER	National Grid		
	Basic Service Fixed	0.09787	x 1125 kWh
			110.10
	<b>Total Supply Services</b>		<b>\$ 110.10</b>

National Grid will be listed as your electricity supplier, and your price for electricity supply will be the current Basic Service price of \$0.09787.

## If you participate in Nantucket PowerChoice, you will see...

Supply Services			
SUPPLIER	Agera Energy, LLC 555 Pleasantville Rd Suite S-103 Briarcliff Manor, NY 10511		
PHONE	844-692-4872	ACCOUNT NO	12345678901
	Electricity Supply	0.0903	x 1125 kWh
			101.59
	<b>Total Supply Services</b>		<b>101.59</b>

Agera Energy will be identified as your electricity supplier, and your price for electricity supply will be a program price:

- \$0.0903 if you have PowerChoice Standard
- \$0.09576 if you have PowerChoice Green