

DEC 05

Account Number  
99999 99999 99

Pay This Amount  
\$74.08  
Amount Enclosed  
\$

nationalgrid

#BWNFKKP \*\*C021  
#999999999999999  
SAMPLE BILL  
1 MAIN ST  
ANYTOWN MA 01234-5678

99999999999999 000007408

2 07  
1 B2

PAYMENTS POSTED BY JAN 9 WILL APPEAR ON YOUR NEXT BILL

Duplicate

nationalgrid

To Reach Us

Customer Service: 1-800-322-3223  
Credit Department: 1-866-395-0315  
E-mail: CustomerService@us.ngrid.com  
Website: www.nationalgrid.com

Pay This Amount  
\$74.08

SERVICE ADDRESS LOAD ZONE SEMASS 70599999999999  
1 MAIN ST ANYTOWN MA SAMP, CY. 07

Account Number  
99999 99999 99

SERVICE PERIOD TYPE OF METER READING  
NOV 03 TO DEC 07 2005 34 DAYS ACTUAL

Bill Date  
DEC 08 2005

METER NUMBER RATE METER PRESENT READING PREVIOUS KWH USAGE  
012345678 R-1 557 0 557

NATIONAL GRID  
RATE: RESIDENTIAL REGULAR R-1

NEXT METER READING DATE

PREVIOUS BALANCE \$ 33.05  
PAYMENT-THANK YOU 12/07/05 -33.05  
BALANCE FORWARD .00

JANUARY 09

MONTH TOTAL KWH  
D 05 557  
N 659  
O 590

DELIVERY SERVICES:

CUSTOMER CHG 5.81  
DISTRIBUTION CHG .02377 X 557 KWH= 13.24  
TRANSITION CHG .00862 X 557 KWH= 4.80  
TRANSMISSION CHG .00819 X 557 KWH= 4.56  
ENERGY CONSERVATION .00250 X 557 KWH= 1.39  
RENEWABLE ENERGY CHG .00050 X 557 KWH= .28

TOTAL CURRENT DELIVERY SERVICES \$ 30.08

TOTAL DELIVERY SERVICES \$ 30.08

Make check payable to: National Grid  
Mail to: Processing Center, Woburn MA 01807-0005 \* See reverse side

## 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 Constant | 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.  |

### Delivery Service Charges are comprised of the following components:

|                         |   |
|-------------------------|---|
| 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 Conservation     | The cost of demand side management programs offered by the Company.   |
| Renewable Energy Charge | A charge to fund initiatives for communicating the benefits of renewable energy and for fostering formation, growth, expansion and retention of renewable energy and related enterprises. |

### Supplier Service Charges are comprised of:

|                   |  |
|-------------------|--|
| Generation Charge | The charge(s) to provide electricity and other services to the customer by the supplier. |
|-------------------|--|

Questions: If you have general questions about this bill, please contact Customer Service at 1-800-322-3223. You may also call the Massachusetts Department of Telecommunications and Energy, Consumer Division at 617-305-3531 or toll free at 1-800-392-6066.

## RESIDENTIAL CUSTOMERS ONLY

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**Aviso importante! Si usted no entiende este aviso, llame a la compania al: 1-800-822-3223**

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### Right To Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of any bill, contact National Grid at 1-800-322-3223 to request an investigation by a Company Complaint Officer. If you are not satisfied with the written decision or do not receive a written decision within 30 days, you have the right to appeal to the Massachusetts Department of Telecommunications and Energy, Consumer Division, One South Station, Boston, MA 02110. Telephone 617-305-3531 or 1-800-392-6066.

Department of Telecommunications and Energy (DTE) 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.

**Payment Plans are Available for Four or More Months. Please Contact Us at 1-866-395-0315.**

### 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 1-866-395-0315. 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 30 days (90 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 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, the Company cannot terminate your service for failure to pay a past due bill without the approval of the Massachusetts Department of Telecommunications and Energy (DTE).

For additional information on the Right To Electric Service, please contact our Credit Department at 1-866-395-0315.

DEC 05

Account Number  
99999 99999 99

Pay This Amount  
**PAGE: 2**  
Amount Enclosed  
\$

nationalgrid

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#9999999999999999#  
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999999999999 0000007408

2 1 07  
B2

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SERVICE ADDRESS  
1 MAIN ST ANYTOWN MA

LOAD ZONE SEMASS

705999999999999  
SAMP, CY. 07

\$74.08

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NOV 03 TO DEC 07 2005 34 DAYS

TYPE OF METER READING  
ACTUAL

Account Number

99999 99999 99

METER NUMBER RATE  
012345678 XYZ

METER READING  
PRESENT PREVIOUS  
557 0

KWH  
USAGE  
557

Bill Date

DEC 08 2005

XYZ SUPPLIER, INC.  
RATE: XYZ

FOR QUESTIONS CALL: 1-800-123-1234

NEXT METER  
READING DATE  
JANUARY 09

PREVIOUS BALANCE \$ 49.38  
PAYMENT-THANK YOU 12/01/05 -49.38  
BALANCE FORWARD .00

MONTH TOTAL  
KWH  
D 05 557  
N 659  
O 590

SUPPLIER SERVICES:

GENERATION CHARGE  
ENERGY CHARGE .07900 X 557 KWH= 44.00  
TOTAL COST OF ELECTRICITY \$ 44.00

TOTAL SUPPLIER SERVICES \$ 44.00

ACCOUNT BALANCE \$ 74.08

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