

www.nationalgridus.com

CUSTOMER SERVICE  
**1-800-322-3223**  
 OUTSIDE USA  
**1-508-357-4264**  
 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 11736**  
**Newark, NJ 07101-4736**  
 DATE BILL ISSUED  
**Jan 4, 2021**

## ACCOUNT BALANCE

	National Grid Services	Other Supplier Service	Adjustments	Total
Previous Balance	92.07	76.28	0.00	168.35
Payment(s) Received	- 92.07	- 76.28	- 0.00	- 168.35
Current Charges	187.99	160.57	-0.36	348.20
<b>Amount Due ▶</b>	<b>\$ 187.99</b>	<b>\$ 160.57</b>	<b>-\$ 0.36</b>	<b>\$ 348.20</b>

- ▶ **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](http://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](http://www.ngrid.com/paperless).

## DETAIL OF CURRENT CHARGES

### Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Nov 30 - Jan 4	35	12373 <i>Actual</i>		10952 <i>Actual</i>		1421 kWh

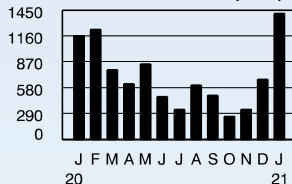
METER NUMBER 97596097 NEXT SCHEDULED READ DATE ON OR ABOUT Feb 2

RATE Residential Regular R-1

Customer Charge						7.00
Dist Chg	0.0736	x	1421 kWh			104.59
Transition Charge	-0.00086	x	1421 kWh			-1.23
Transmission Charge	0.0313	x	1421 kWh			44.48
Energy Efficiency Chg	0.02098	x	1421 kWh			29.81
Renewable Energy Chg	0.0005	x	1421 kWh			0.71
Distributed Solar Charge	-0.00284626	x	1421 kWh			-4.04
Electric Vehicle Charge	0.00011	x	1421 kWh			0.16
Cable Facility Surcharge	0.00458	x	1421 kWh			6.51

**Total Delivery Services \$ 187.99**

### ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Jan 20	Jan 21
kWh	37.7	40.6
Cost	\$ 8.27	\$ 9.94

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER

**50632-32043**

**PLEASE PAY BY**

**Jan 28, 2021**

**AMOUNT DUE**

**\$ 348.20**

# nationalgrid

PO Box 960  
 Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

SARAH ANN MILLER  
 66 MILK ST  
 NANTUCKET MA 02554-2664

001703

NATIONAL GRID  
 PO BOX 11736  
 NEWARK NJ 07101-4736

**Enrollment Information**

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

Loadzone SEMA  
Acct No: 50632-32043 Cycle: 3, MILL

**Electric Usage History**

Month	kWh	Month	kWh
Jan 20	1170	Aug 20	613
Feb 20	1238	Sep 20	502
Mar 20	786	Oct 20	264
Apr 20	626	Nov 20	343
May 20	852	Dec 20	675
Jun 20	481	Jan 21	1421
Jul 20	344		

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](http://www.nationalgridus.com) or call the number on the front.

**Supply Services**

SUPPLIER DYNEGY - NANTUCKET  
POWER CHOICE  
P.O. BOX 650764  
DALLAS, TX 75265  
PHONE 866-220-5696 ACCOUNT NO 1875626

Electricity Supply	0.113 x 1421 kWh	160.57
<b>Total Supply Services</b>		<b>\$ 160.57</b>

**Other Charges/Adjustments**

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

**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 calculated on your typical monthly usage rather than on an actual meter reading, usually rendered because 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:** Cost of providing electrical distribution equipment to accommodate your largest electrical load.  
**Supplier Service Charges consist of:**  
**Generation Charge:** The charge(s) to provide electricity to the customer by a supplier.  
**Delivery Service Charges are comprised of:**  
**Customer Charge:** The cost of providing customer related services such as metering, meter reading and billing. These costs are unaffected by the 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.  
**Cable Surcharge:** The cost of the underwater cable used to deliver electricity.  
**Energy Efficiency Charge:** The cost of energy efficiency program services offered by the Company.  
**Renewable Energy Charge:** A charge to fund initiatives which foster the formation, growth, expansion and retention of renewable energy and related enterprises.  
**Distributed Solar Charge:** Recovers the cost of the Massachusetts incentive solar program, including payments to owners of solar systems.  
**Electric Vehicle Charge:** Recovers the cost of the Electric Vehicle Program, including rebates for installation of EV charging infrastructure and for off peak charging.  
**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 months old 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](http://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](http://www.mass.gov/dpu).