



SERVICE FOR  
 CAPUANO ERLY CENTER  
 150 GLEN ST UNIT SCH, GAS  
 SOMERVILLE MA 02145

BILLING PERIOD  
 Sep 25, 2024 to Oct 25, 2024

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
89154-70001	Dec 19, 2024	\$ 5,291.10

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  
**Oct 25, 2024**

**Gas Usage History**

Month	Therms	Month	Therms
Nov 23	631	Jun 24	761
Dec 23	3896	Jul 24	71
Jan 24	4118	Aug 24	37
Feb 24	5533	Sep 24	26
Mar 24	4964	Oct 24	69
Apr 24	4125	Nov 24	488
May 24	3125		

**ACCOUNT BALANCE**

Previous Balance	4,925.52
Payment Received on OCT 21 (Check)	- 191.61
<b>Balance Forward</b>	<b>4,733.91</b>
Current Charges	+ 557.19
<b>Amount Due ▶</b>	<b>\$ 5,291.10</b>

To avoid late payment charges of 1.14%, \$ 5,291.10 must be received by Dec 19 2024.

➤ **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).

**SUMMARY OF CURRENT CHARGES**

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Gas Service	506.16	Billed by supplier		506.16
Other Charges/Adjustments			51.03	51.03
<b>Total Current Charges</b>	<b>\$ 506.16</b>		<b>\$ 51.03</b>	<b>\$ 557.19</b>

🔑 For gas consumption beginning October 1, 2024, your distribution rate included in the base delivery charge has increased from \$0.5050 to \$0.5279 per therm.

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
<b>89154-70001</b>	<b>Dec 19, 2024</b>	<b>\$ 5,291.10</b>



PO Box 1040  
 Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

CAPUANO ERLY CENTER  
 CITY SOMERVILLE/LOMBARD  
 1 FRANNEY RD  
 SOMERVILLE MA 02145

050275

NATIONAL GRID  
 PO BOX 371338  
 PITTSBURGH PA 15250-7338

000055719 89154700016000529110354

**DETAIL OF CURRENT CHARGES**

**Delivery Services**

Current Reading	-	Previous Reading	=	Difference	x	Meter Multiplier	=	Measured CCF	x	Therm Factor	=	Therms Used
24248	<i>Actual</i>	23783		465		1.0221		475		1.0276		488

METER NUMBER 02020096      NEXT SCHEDULED READ DATE ON OR ABOUT NOV 27

SERVICE PERIOD Sep 25 - Oct 25      NUMBER OF DAYS IN PERIOD 30

RATE G-43B T Large C&I Low Load Factor Monthly

Minimum Charge		125.00
Delivery Off-Peak	0.53687277 x 488 therms	261.99
Distribution Adjustment	0.2442 x 488 therms	119.17
<b>Total Delivery Services</b>		<b>\$ 506.16</b>

**Other Charges/Adjustments**

Paperless Billing Credit		-0.38
Late Payment Charges		51.41
Total Late Payment Charges		51.41
<b>Total Other Charges/Adjustments</b>		<b>\$ 51.03</b>

► Charges from Direct Energy Business Mktg are not included on this bill. If you have any questions about your current gas costs, please contact your gas provider. Thank You!

www.nationalgridus.com

## Glossary of Terms

**Meter Read, Estimated:** Your meter was not read. Your bill was calculated on the amount of gas you used during a similar period last year, or weather conditions for heating customers.

**CCF** – The unit of gas volume (100 cubic feet) as measured by your meter.

**Thermal Factor** – The factor that converts the quantity of gas used (CCF) to a quality measurement (Therms).

**Minimum Charge** – Fixed charge prorated for the number of days of service.

**Gas Delivery Charge**-The cost of operating and maintaining the National Grid distribution system.

**Gas Supply Charge**-The cost of purchase, storage, and interstate transmission of gas.

**Distribution Adjustment**-Includes National Grid customer's contribution to local energy conservation and environmental programs.

### Questions About Your Bill

Please call the Customer Assistance number on the front of your bill, or write to:  
National Grid  
PO Box 1040  
Northborough, MA 01532-4040  
Please include your account number in all correspondence.

### Payment Plans

To help pay down overdue charges, call to discuss your eligibility for one of our payment plans. We also offer Budget Billing (also known as Balanced Billing) which averages your annual energy costs to avoid large fluctuations in you monthly bills.

Please call or visit [www.nationalgridus.com](http://www.nationalgridus.com) to find out more about this and other payment plans.

### Rights To Gas Service For Residential Customers During Financial Hardship

If you cannot pay your gas bill because of a **financial hardship** and there exists a **serious illness**, or there is an **infant under the age of 12 months**, or **all adults living in the home are over the age of 65 and there is a minor child in the residence**, or if it is between November 15 and March 15, if your service is heat related we will not shut off your gas service. To protect yourself, call us immediately and we will send you a financial statement which you can complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

#### **Serious Illness and Financial Hardship**

Initially, your registered physician, physician assistant, nurse practitioner or Local Board of Health official must call us to let us know of this condition. Within seven days of this phone call, you must return the financial statement and your registered physician, physician assistant, nurse practitioner or Local Board of Health official must write to us and confirm the name and address of the seriously ill person and the business address and telephone of the doctor or agency. The statement must be renewed quarterly or semi-annually if certified to be chronic.

#### **Winter Protection and Financial Hardship**

If you heat your home with gas and cannot pay your overdue gas bill between November 15 and March 15 because of financial hardship, we will not shut off your gas. Contact us immediately and send in a financial statement.

#### **Infant Under the Age of 12 Months and Financial Hardship**

To qualify please call us immediately. Within seven days of the call, you must return the financial statement and send us the name, address, and birth date of the child and one of the following:

- birth certificate
- official records or a letter from a registered physician, physician assistant, nurse practitioner or Local Board of Health, hospital or government official
- letter from the Department of Transitional Assistance
- letter from clergyman or religious institution

#### **Notice about Electronic Check Conversion:**

By sending in 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 of your check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process a copy of your check.

#### **Notice to Elderly Customers**

If all residents in your household are 65 or older, we won't shut off your gas service without prior consent of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill, you may be able to work out a payment plan with us. If you have any questions, or want further information call us at the number printed on the front of your bill. To protect yourself please call the Company immediately if all residents in your home are 65 years of age or older.

#### **Adults Over 65 Plus Minor Child and Financial Hardship**

To qualify, please contact us by phone immediately. Within seven days of the call you must return the financial hardship form and send us the name, address and birthdate of the adults over 65 and the birthdate of the minor.

### **Right to Dispute Your Gas Bill**

If you believe your bill is not correct or wish to dispute it, or if you have a service quality problem or dispute please contact us. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct or continue to dispute the time the arrearage is to be paid, or the service quality problem has not been addressed you have the right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at 877-886-5066 or 617-737-2836 or TTY (hearing impaired only) 1-800-439-2370, by writing to the DPU, Consumer Division, One South Station, Boston, MA 02110, or by visiting the DPU's site [www.mass.gov/dpu](http://www.mass.gov/dpu).

#### **Non-Residential Customers**

All unpaid balances more than 30 days in arrears are subject to late payment charges at the rate equal to the rate paid on the 2-year US Treasury notes for the preceding 12 months ending December 31, plus 10%. Non-residential customers will be notified of late payment charges percentage with their February bill. Esta informacion se puede obtener en Espanol.

#### **Privacy Notice**

The DPU requires us to cross reference our residential customer database against the database of Transitional Assistance recipients to determine eligibility for our discounted delivery rate. If you do not want to be included in the automated matching process, please call us at the Customer Assistance number on the front.

#### **Arrearage Management Program**

The Arrearage Management Program (AMP) provides arrears forgiveness to income qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details, visit [www.nationalgridus.com](http://www.nationalgridus.com).