

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	86	Jun 24	85
Dec 23	341	Jul 24	10
Jan 24	336	Aug 24	09
Feb 24	531	Sep 24	08
Mar 24	296	Oct 24	11
Apr 24	276	Nov 24	53
May 24	224		

ACCOUNT BALANCE

Previous Balance	372.20
Payment Received on OCT 21 (Check)	- 34.98
Balance Forward	337.22
Current Charges	+ 73.68
Amount Due ▶	\$ 410.90

To avoid late payment charges of 1.14%, \$ 410.90 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.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Gas Service	70.64	Billed by supplier		70.64
Other Charges/Adjustments			3.04	3.04
Total Current Charges	\$ 70.64		\$ 3.04	\$ 73.68

🔧 For gas consumption beginning October 1, 2024, your distribution rate included in the base delivery charge has decreased from \$0.5567 to \$0.5457 per therm.

KEEP THIS PORTION FOR YOUR RECORDS.
RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
13623-49005	Dec 19, 2024	\$ 410.90

nationalgrid

PO Box 1040
Northborough MA 01532

CITY OF SOMERVILLE
DEPT OF PUBLIC WORKS
1 FRANEY RD
SOMERVILLE MA 02145

032397

NATIONAL GRID
PO BOX 371338
PITTSBURGH PA 15250-7338

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable
to National Grid



SERVICE FOR
CITY OF SOMERVILLE
0 FRANEY RD, GAS
SOMERVILLE MA 02145

BILLING PERIOD
Sep 25, 2024 to Oct 25, 2024

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ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
13623-49005	Dec 19, 2024	\$ 410.90

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Measured CCF	x	Therm Factor	=	Therms Used
Sep 25 - Oct 25	30	2680 Actual		2628 Actual		52		1.02760		53

METER NUMBER 06637251 NEXT SCHEDULED READ DATE ON OR ABOUT NOV 27

RATE G-41B T Small C&I Low Load Factor Monthly

Minimum Charge		26.00
Delivery Off-Peak	0.56373954 x 53 therms	29.88
Distribution Adjustment	0.2789 x 53 therms	14.76
Total Delivery Services		\$ 70.64

Other Charges/Adjustments

Paperless Billing Credit	-0.38
Late Payment Charges	3.42
Total Late Payment Charges	3.42
Total Other Charges/Adjustments	\$ 3.04

► 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 your monthly bills.

Please call or visit 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.

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.