

The Disclosure Label – Basic Service

Basic Service consists of the price of electricity that is supplied by National Grid when customers are not receiving power from a competitive power supplier. The price for Basic Service is based on the average competitive market price for power. It is important to know that National Grid makes no profit on the sale of Basic Service.

Definitions

GENERATION PRICE AND CONTRACT:

Generation Prices displayed are representative average prices for electricity at usage levels that are typical for residential customers. Contract items displayed present the length of your contract for generation service, and the price terms included in your contract. See your recent bills to determine average monthly use and your Terms of Service for additional information. Massachusetts has three load zones: Southeastern MA (SEMA), Western/Central MA (WCMA), and Northeastern MA/Boston (NEMA).

POWER SOURCES:

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas and ocean thermal.

EMISSIONS:

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.

Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.

Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness in children with frequent high level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulphur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

LABOR INFORMATION:

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management, and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether or not a generator or supplier, during a strike by or lock-out of its employees, has replaced them with other workers.

For more information

National Grid Customer Service:
1-800-322-3223

Massachusetts Division of
Energy Resources website:
www.state.ma.us/thepower

Department of Public Utilities
Consumer Division: **1-877-886-5066**
website: **www.magnet.state.ma.us/dpu**

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