

Important Notice - Residential Only:

If disconnection of your service would result in a medical emergency, and a valid payment arrangement is established where arrears exist, we will postpone disconnecting your service if the medical emergency is certified to us by a licensed physician or mental health practitioner in writing or via the telephone with written confirmation received by the utility within 7 calendar days of the telephoned notification. Certification of a medical emergency is effective for 60 days and can be renewed if the medical emergency continues to exist.

You are reminded that under all circumstances the bill must be paid. Please contact us at **1-888-211-1313** to work out a payment arrangement.

This is an important notice.
Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

nationalgrid

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Waltham, MA 02451-1120
1-800-322-3223
CustomerService@us.ngrid.com
www.nationalgridus.com

CM4383 NH 02/10

For National Grid's Customers in New Hampshire

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 to obtain the total usage.

Demand Charge

The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

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The power of action:

Delivery Service Charges are comprised of the following components:

Delivery Service Charges, which are for services rendered by the local utility that provides the electric service to your home or business, are comprised of the following components:

Customer Charge	The cost of providing customer related services 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.
Transmission Services Charges	The cost to deliver electricity from the generation company to the beginning of the Company's distribution system.
Stranded Cost Charge	The cost associated with recovering the financial commitments made by National Grid to supply power to consumers in a regulated environment.
System Benefits Charge	The cost of providing energy efficiency programs and low income programs as required by the Public Utilities Commission.
Consumption Tax	A tax imposed by New Hampshire law.

Supply Service Charges are comprised of:

Generation Charge

The cost of generating electricity and other services provided by the supplier. Any Customer who is not purchasing generation service from another entity will receive and pay the Company for Energy Service.

To question or contest the reason for termination (Residential Customers Only):

- ▶ If you wish to question termination, you may call **1-888-211-1313** or write to request a meeting with the Utility. You must do this prior to the date of termination.
- ▶ If you are not satisfied with the Utility's explanation of termination, you may call or write to request a meeting with the Public Utilities Commission. Your request for a conference with a member of the staff of the Public Utilities Commission **must be made** before the date of the proposed disconnection or within five (5) days after the issuance of the utility's notification to the customer of a resolution of the dispute, whichever is later. You may request this conference either in person, by a telephone call to the Public Utilities Commission or by delivery of a letter to the Commission.
- ▶ If you request the Public Utilities Commission to review the case, your service will not be terminated until a final decision is made by the Public Utilities Commission.