

# National Grid Summary of Rates

New Hampshire 2009

National Grid divides your bill into supply and delivery categories. Restructuring of the electric industry allows the customer to choose their supplier, the company that produces or generates electricity. National Grid is a delivery company, which means we will deliver electricity to you regardless of your choice of supplier.

## Supply of electricity – Supplier Service

Customers have the option of obtaining their power supply from a competitive supplier. National Grid continues to deliver power, under the Retail Delivery Service rates summarized below, if a competitive supplier is chosen. National Grid offers two billing options. The first option is when the customer receives one bill for both Delivery Service and power supply. The second option is when the customer receives two bills, one from National Grid for Delivery Service and another from a competitive supplier for power supply. If you have not chosen a competitive power supplier or the contract between you and your competitive power supplier ends, National Grid will provide you with the necessary power supply under Energy Service. THESE CHARGES WILL BE IN ADDITION TO THE RETAIL DELIVERY SERVICE CHARGES OUTLINED UNDER “DELIVERY SERVICE RATES.”

## Energy Service

Any customer who, for whatever reason, has terminated service with a power supplier and does not have a new power supplier will be served by Energy Service. This rate changes from time to time, subject to New Hampshire Public Utilities Commission (NHPUC) approval.

### Power Supply (provided by the Company):

| Energy Service     |        |                |
|--------------------|--------|----------------|
| D, D-10, G-3, T, V | July   | 6.891¢ per kWh |
|                    | August | 6.891¢ per kWh |
| G-1, G-2           | July   | 7.134¢ per kWh |
|                    | August | 6.711¢ per kWh |

## Delivery of electricity

### Rate Regulation

All of our rates are approved by the NHPUC. This regulatory agency is responsible for ensuring that electric rates are fair to customers and the company alike. However, rates charged by power suppliers are not regulated by the NHPUC.

In addition to approving our rates, the NHPUC also approves charges for specific services to customers. A fee of \$15 is collected for the establishment of new accounts or the re-connection of existing accounts which have been terminated. A \$45 fee will be collected when customers request service connections outside the time period of 8:30 a.m. to 4:30 p.m. weekdays, excluding holidays. A meter test deposit of \$20 is required when requesting the Company to perform a meter test. If the meter is determined to be accurate upon testing, the Company will retain the deposit as a fee for the test.

## Delivery Service Rates

The following is a summary of National Grid's rates in effect as of July 1, 2009. The charges listed may change from time to time. The descriptions are abbreviated summaries of the various rates available to our customers. The tariff on file contains all of the actual terms and conditions.

Although selection of the rate is the responsibility of the customer, National Grid will gladly assist you in determining which rate is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on their tariffs.

### D – Domestic Service Rate

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers as other rates require special situations.

#### Rates for D Delivery Service

|                        |                  |
|------------------------|------------------|
| Customer Charge        | \$4.31 per month |
| Distribution Charge    |                  |
| First 250 kWh          | 1.663¢ per kWh   |
| Excess 250 kWh         | 4.266¢ per kWh   |
| Stranded Cost Charge   | (0.010)¢ per kWh |
| System Benefits Charge | 0.330¢ per kWh   |
| Consumption Tax        | 0.055¢ per kWh   |
| Transmission Charge    | 1.679¢ per kWh   |

### Interruptible Credits (IC)

If a customer has installed a Company-approved electric water heater and permits the Company to control the operation of the water heater for the specified number of hours per day and during emergencies, the customer will receive the following credit to its energy use each month. The control mechanism will be either a time switch or a radio controlled device. Interruptible Credits are closed to new customers.

|                | CONTROL     |        |
|----------------|-------------|--------|
|                | Control Hrs | Credit |
| IC-1 Water Htr | 6           | \$4.80 |
| IC-2 Water Htr | 16          | \$6.40 |

### D-10 – Optional Peak Load Pricing Rate

This domestic time-of-use delivery rate requires considerable review prior to it being chosen. Under this rate the total usage is divided into two groups called “Peak” and “Off-Peak.” Most residential customers will not benefit from this rate. Peak and Off-Peak hours are defined later in the summary.

#### Rates for D-10 Delivery Service

|                        |                  |
|------------------------|------------------|
| Customer Charge        | \$7.40 per month |
| Distribution Charge    |                  |
| On-Peak                | 4.740¢ per kWh   |
| Off-Peak               | 0.049¢ per kWh   |
| Stranded Cost Charge   | (0.012)¢ per kWh |
| System Benefits Charge | 0.330¢ per kWh   |
| Consumption Tax        | 0.055¢ per kWh   |
| Transmission Charge    | 1.548¢ per kWh   |

### M – Outdoor Lighting Rate

This delivery rate is available for street and highway lighting and also for private outdoor

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lighting under certain conditions. The cost varies depending upon the type of light, size of light, and whether or not a pole and accessory charge is applicable.

### G-1 – Time-of-Use Rate

This time-of-use delivery rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from rate G-1 at its request or at the option of National Grid if the customer's 12-month average monthly demand is less than 180 kW of demand for three consecutive months.

#### Rates for G-1 Delivery Service

|                        |   |
|------------------------|---|
| Customer Charge        | \$91.92 per month                           |
| Distribution Energy    |   |
| On-Peak                | 0.190¢ per kWh                              |
| Off-Peak               | 0.057¢ per kWh                              |
| Demand charge          | \$4.02 per kW of peak hour demand per month |
| Stranded Cost Charge   | (0.010)¢ per kWh                            |
| System Benefits Charge | 0.330¢ per kWh                              |
| Consumption Tax        | 0.055¢ per kWh                              |
| Transmission Charge    | 1.454¢ per kWh                              |

### G-2 – Long Hour Service Rate

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

#### Rates for G-2 Delivery Service

|                        |   |
|------------------------|---|
| Customer Charge        | \$24.61 per month                           |
| Distribution Energy    |   |
| Energy Charge          | 0.088¢ per kWh                              |
| Demand charge          | \$4.44 per kW of peak hour demand per month |
| Stranded Cost Charge   | (0.011)¢ per kWh                            |
| System Benefits Charge | 0.330¢ per kWh                              |
| Consumption Tax        | 0.055¢ per kWh                              |
| Transmission Charge    | 1.617¢ per kWh                              |

### G-3 – General Service Rate

This delivery rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

#### Rates for G-3 Delivery Service

|                        |                  |
|------------------------|------------------|
| Customer Charge        | \$5.45 per month |
| Distribution Energy    | 3.081¢ per kWh   |
| Stranded Cost Charge   | (0.011)¢ per kWh |
| System Benefits Charge | 0.330¢ per kWh   |
| Consumption Tax        | 0.055¢ per kWh   |
| Transmission Charge    | 1.568¢ per kWh   |

### T – Limited Total Electric Living Rate

This delivery rate is no longer available except for those customers who were served under Total Electric Living Rate T, N.H.P.U.C. No.8 – Electricity, prior to May 1, 1982.

#### Rates T Delivery Service

|                        |                  |
|------------------------|------------------|
| Customer Charge        | \$5.57 per month |
| Distribution Energy    | 2.037¢ per kWh   |
| Stranded Cost Charge   | (0.010)¢ per kWh |
| System Benefits Charge | 0.330¢ per kWh   |
| Consumption Tax        | 0.055¢ per kWh   |
| Transmission Charge    | 1.794¢ per kWh   |

### V – Limited Commercial Space Heating Rate

This delivery rate is no longer available except for those customers who were served under Commercial Space Heating Rate V, N.H. P.U.C. No. 8 – Electricity, prior to May 1, 1982.

#### Rates for V Delivery Service

|                        |                  |
|------------------------|------------------|
| Minimum Charge         | \$5.82 per month |
| Distribution Energy    | 2.854¢ per kWh   |
| Stranded Cost Charge   | (0.015)¢ per kWh |
| System Benefits Charge | 0.330¢ per kWh   |
| Consumption Tax        | 0.055¢ per kWh   |
| Transmission Charge    | 1.797¢ per kWh   |

#### Peak and Off-Peak Hours

On-peak hours are from 8:00 a.m. to 9:00 p.m., Monday through Friday. Off-peak hours are from 9:00 p.m. to 8:00 a.m., Monday through Friday, all day Saturday and Sunday, and holidays.

The holidays are: New Year's Day, President's Day, Memorial Day, Independence Day, Columbus Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day. All holidays are the day of National Observance.

#### Electric Assistance Program (EAP)

The EAP is a statewide program that provides assistance to those who need help paying their electric bill.

The EAP offers discounts ranging from 5% to 70% on basic electric service. These discounts are available to National Grid customers whose annual income qualifies them for the program. The discount will be applied directly to your electric bill, if you qualify. Your bill will be reduced by the full amount of the eligible discount.

#### How Do I Apply?

You must call your local Community Action Agency (CAA) to arrange for an appointment to complete an application. The CAA's and their telephone numbers are listed below.

National Grid cannot determine your eligibility for the EAP. Please contact the Community Action Agency in your county for information on how to apply for the program.

**Cheshire & Sullivan Counties**  
1-800-529-0005

**Coos, Carroll & Grafton Counties**  
1-888-842-3835

**Hillsborough County**  
1-800-322-1073

**Rockingham County**  
1-800-639-3896

#### Billing and Payment Services

For your convenience, we offer Payment Plans for past due balances, and Budget Plans for future balances. We also offer Direct Debit payments from your checking account.

#### Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of any bill, contact National Grid to request an investigation by a Company Complaint Officer. If you are not satisfied with the decision, you have the right to appeal to the NHPUC's Consumer Affairs Division at **1-800-852-3793**.

#### Where Can I Get More Information?

If you have questions, need more detailed information, or would like copies of the actual tariff rate schedules mentioned above, please visit our web site at **www.nationalgridus.com** or call National Grid's Customer Service Center at **1-800-322-3223**.

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