

National Grid Summary of Rates

Thank you for requesting service in New Hampshire with National Grid. We would like to take this opportunity to provide you with information regarding your electric service.

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 – Energy 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.

Delivery of electricity – Delivery Service Rates

The following are abbreviated rate summaries that identify services offered by National Grid based on energy consumption. Although selection of the rate is the responsibility of the customer, National Grid will gladly assist you in determining which rate schedule is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.

D – Basic Residential 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.

D-10 – Time-of-Use 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.” Contact Customer Service for more detailed information regarding the Peak and Off-Peak hours. Most residential customers will not benefit from this rate.

M – Street Lighting Rate

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

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www.nationalgridus.com
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1-800-322-3223

nationalgrid

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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 his or her 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. Contact Customer Service for more detailed information regarding the Peak and Off-Peak hours.

G-2 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.

G-3 Rate

This delivery rate is available for all purposes except resale and is primarily designed for non-residential customers.

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 your bill from National Grid. 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 CAA in your county for information on how to apply for the program.

Cheshire & Sullivan Counties
603-352-7512 or **1-800-529-0005**

Coos, Carroll & Grafton Counties
603-752-7105 or **1-800-552-4617**

Hillsborough County
603-668-8010 or **1-800-322-1073**

Rockingham County
603-436-3896 or **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 Payment 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 Customer Service at **1-800-322-3223**.

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