

Important Notice Regarding Residential Low-Income Rate R-2

On January 1, 2010, National Grid implemented new distribution charges approved by the Massachusetts Department of Public Utilities ("Department").

After January 1, 2010, the newly approved Residential Low-Income Rate R-2 tariff discount has changed. You will now receive a credit based on 25 percent of the total charges reflected on your bill.

However, if you are receiving generation service from a Competitive Supplier, you are currently not receiving the 25 percent discount on the supplier's charges at this time.

We have asked the Department to allow us to apply the 25 percent discount to Competitive Suppliers charges which appear on your bill from us. Our request does not apply to Competitive Supplier charges billed to you directly by your Competitive Supplier.

If our request is approved by the Department, we will begin changing our billing system so that the discount calculation will include the supplier's charges that appear on your bill. It will take approximately one month to complete the change. Once implemented, we will calculate a retroactive credit for the Competitive supplier charges beginning with your usage from January 1, 2010 and apply that to your bill.

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