

the List, contact National Grid at the telephone number, web site or address below. National Grid will remove your information from all subsequent lists. If you decide at a later date that you want your account information included on the List, you may contact National Grid using the number, web site or address below.

Please include your name, account number, address and phone number in all correspondence.

Phone: **1-877-504-9018**
Email: **CustomerService@us.ngrid.com**
Internet: **www.nationalgridus.com**
In writing: **55 Bearfoot Road
Northborough, MA 01532**

Please keep this brochure for future reference.

This is an important notice.
Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.

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

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

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

Regarding the Release of Customer Information

A Restructuring Update from
the Massachusetts Department
of Public Utilities

nationalgrid

The power of action.

Since March 1, 1998, the services provided by your electric company have been separated into two parts—delivery services and supplier services. This means you and all other Massachusetts consumers have the option to purchase electricity from a competitive supplier. If you choose a competitive supplier, your local electric distribution company will continue to deliver the electricity to your home or business, maintain lines, read your meter, provide customer and billing services, as well as respond to power outages.

In order to expand the range of competitive options available to electricity consumers in Massachusetts, the Department of Public Utilities (DPU) has established guidelines that require each electric distribution company to compile a Customer Information List. Effective March 2002, National Grid made this List available to competitive suppliers licensed by the DPU. Competitive suppliers may use the information included on the List for electricity marketing purposes only.

[Information to be included on the Customer Information List](#)

The Customer Information List compiled by National Grid includes the name on your electric account (corporate name, where applicable), your mailing & service

addresses, monthly meter reading date and rate class. In addition, your monthly kilowatt-hour usage (and demand where applicable) for the previous 12 months at your current location is included. This information is included on the List unless you notify National Grid that you do not want this information included (see below).

National Grid has updated this “list” on a quarterly basis since March 2002.

[Benefits of having your information included on the Customer Information List](#)

The DPU is committed to taking all appropriate steps to bring the benefits of the competitive electric industry to consumers. By having your account information included on the List, you are improving the ability of competitive suppliers to offer you electricity related products and services. These products and services may provide savings, as well as other benefits that may be of interest.

[If you do not want your account information included on the Customer Information List](#)

Certain consumers may not want their account information included on the Customer Information List. If you do not want your information included on