

## Right to Service if You Have a Child Under 24 Months and a Financial Hardship

If you or anyone presently and normally living in your house has a child under 24 months old, we will not terminate your electric service, provided you also have a financial hardship. Please call our Credit Department at **1-888-211-1313** immediately if this applies to you.

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.

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

CM4383 RI 02/10

## For National Grid's Customers in Rhode Island

### 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.
- Gross Earnings** A tax imposed by Rhode Island general law. Calculated as follows: (Total Delivery Charges + Energy Charges - Misc. Charges) divided by 24. Misc. Charges include deposits and interest.

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The power of action.

Delivery Service Charges 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 Service** The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.
- Transmission Charge** The charge recovers the cost of delivering electricity from the generation company to the beginning of the Company's distribution system.
- Transition Charge** Company payments to its wholesale supplier for terminating its wholesale arrangements.
- Demand Side Management Charge** The cost of demand side management programs offered by the Company.

Supply Service Charges are comprised of:

- Energy Charge** The charge to provide electricity and other services to the customer by the supplier.
- Renewable Energy Standard Charge** The charge being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by R.I. General Laws section 39-26-1.

## Right To Dispute Your Bill And To An Impartial Hearing

If you believe your bill is inaccurate or for any reason payment may be withheld, you should first contact our Customer Service Department at **1-800-322-3223**. If a mutually satisfactory settlement of this matter cannot be made, you have the right to submit this matter to: Reviewing Officer, Division of Public Utilities and Carriers, 89 Jefferson Blvd, Warwick, Rhode Island 02888, Telephone: **401-780-9700**. National Grid will not disconnect your service pending proceedings before a reviewing officer appointed by the Public Utilities Administrator.

## Right To Electric Service During Serious Illness

If you or anyone presently and normally living in your home is seriously ill, we will not discontinue your electric service during such illness providing you: have a registered physician certify in writing to us that such illness exists, the nature and duration of the illness and you make satisfactory arrangements to pay your bill. This certification must be received within seven (7) days from the date that your physician initially contacts our Credit Department at **1-888-211-1313**.

## Termination of Service to Elderly or Handicapped Persons

If all residents in your household are 62 years of age or older or if any resident in your household is handicapped, the Company will not terminate your service for failure to pay the past due bill without written approval from the Division of Public Utilities. If you cannot pay your bill all at once, you may be able to work out a payment plan with the Company. The Elderly or Handicapped Forms that must be filled out are available from the Company. The Forms also enable you to participate in "Third Party Notification." If you have any questions or want further information, call the Credit Department at **1-888-211-1313**.