

Are you being billed at the right rate? Check your rate code, please.

nationalgrid

Rate Codes

Be sure you are billed at the correct rate. Please check your rate code which can be found on your bill below your account number. Please see the reverse for an example. If you think you should be billed on a different rate code, or you are not being billed at the best rate for which you qualify, please contact us immediately at **1-800-732-3400**. We can assist you in determining if you are being billed at the right rate.

Rates vary between each rate code and specific rates are available for particular uses of gas as explained below. You can find more information on our rates by visiting ngrid.com/ma-gasrates.

Residential Customers

Residential rates apply to gas usage for domestic purposes, such as homes, apartments, and condominiums.

R-1 Residential Non-Heating

R-2 Residential Non-Heating – Income Eligible

R-3 Residential Heating

R-4 Residential Heating – Income Eligible

Non-heating customers who use gas for cooking only, and/or clothes drying, and/or water heating are billed on the R-1 rate.

Eligible non-heating customers billed on the R-2 rate receive a discount on their monthly gas bill. Heating customers are billed on the R-3 rate. Eligible heating customers on the R-4 rate receive a discount on their monthly gas bill.

Residential Assistance Rates

R-2, R-4 Residential Assistance Rates

Residential heating and non-heating customers who qualify for any means-tested public benefit program or are eligible for the low income home energy assistance program or its successor program are eligible for the Residential Assistance Rates.

Rates for Condominium Common Areas

Under Massachusetts regulation, a condominium may elect to bill its common area on a residential rate or any lower commercial rate. The billing status may be changed once every 12 months, upon written request, and will be effective thirty (30) days after receipt of the request. For a condominium account review, please write to us at 300 Erie Boulevard West, Syracuse, NY 13202-4250.

Where to Find Your Rate Code on Your Bill.

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Check Your Rate Code

Check your rate code to be sure that you are billed on the correct rate. If you look at your bill below your Account Number you will see a rate code classification. Residential rates start with the letter "R." All non-residential and Commercial/Industrial rates start with the letter "G."

