

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

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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."

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10000001000010000000

JOHN SMITH
123 MAIN STREET
ANYTOWN, MA 12345

52242-02001

Please Pay By Apr 11 65.46 **N**

Tear here National Grid address on the back must show in return envelope window Please mail this part of bill with your payment
Write your account number on check. Make checks payable to National Grid.

Service To JOHN SMITH
123 MAIN STREET
ANYTOWN, MA
12345

Account Number 52242-02001

Next Meter Reading Apr 28 '08

Bill Date Mar 28 '08

Rate R-3
Res. Heating

For Customer Assistance
Please call (800) 548-8000

CURRENT BILL ITEMIZED

In 28 days you used 32 CCF:

Mar 28 2008 reading ACTUAL 0529
Feb 29 2008 reading ACTUAL 0487
CCF Used for METER#000220048 32

Minimum Charge \$2175 per day for 28 days
First 32.0 CCF @ \$.991
Distribution Adjustment:
32 CCF x 0.01550 per CCF \$6.09

GAS DELIVERY CHARGE 19.17

GAS SUPPLY CHARGE @ \$1.24050 /CCF 50

TOTAL CURRENT CHARGES \$65.46

SUMMARY OF CHARGES

Total Current Charges \$65.46
Amount Due Last Bill 59.29
Your Total Payments Since Last Bill. Thank You! -99.29
PLEASE PAY BY Apr 11 \$65.46

GAS USE HISTORY

Days	Ccfs	Days	Ccfs
Mar 08 28 Act	32	Aug 07 29 Act	12
Jan 08 30 Act	50	Jul 07 28 Act	17
Dec 07 32 Act	26	Jun 07 33 Act	13
Nov 07 31 Act	22	May 07 31 Act	19
Oct 07 32 Act	15	Mar 07 29 Act	32
Sep 07 30 Act	16	Feb 07 29 Act	79

IMPORTANT MESSAGES

We sincerely appreciate the prompt way you pay your bills.

nationalgrid TO REPORT A GAS ODOR CALL THE CUSTOMER ASSISTANCE NUMBER ABOVE
www.nationalgridus.com SEE REVERSE FOR ADDITIONAL CUSTOMER INFORMATION

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