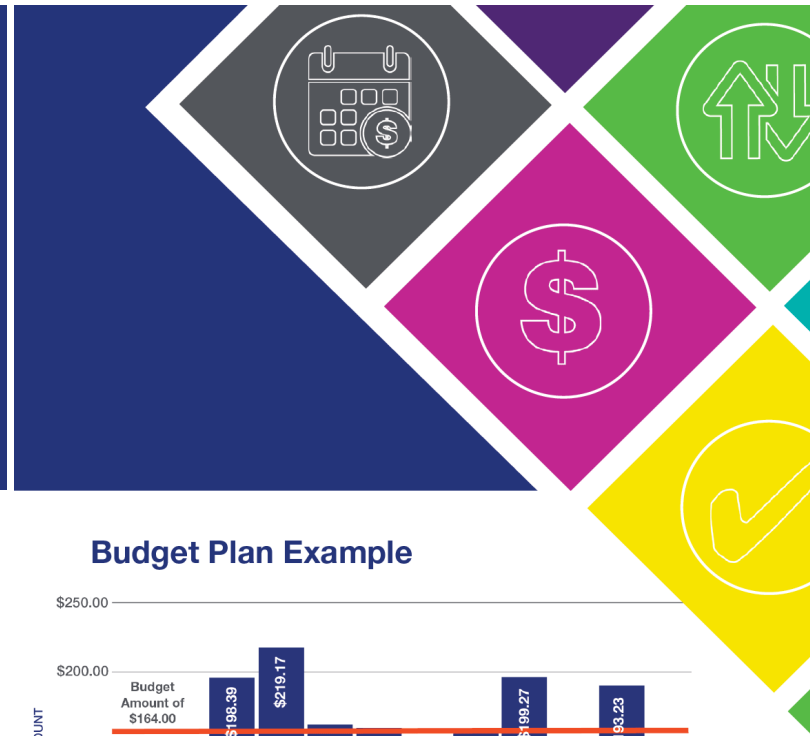


Even Payments. Making Budgeting Easier.

National Grid Budget Plan



Hello John Smith,

Welcome to National Grid's Budget Billing plan that takes the "peaks and valleys" out of your energy bills.

How does this plan work?

Budget Billing takes the amount that you usually pay on your National Grid bills in 1 year and breaks this amount up into 12 balanced monthly payments. You will still pay for the amount of energy you use every year, but this plan helps to even out the amount of your monthly bills. The program provides you more predictability, making it easier to anticipate your monthly energy costs.

Can the payment amount change?

Yes. To ensure that you aren't paying too much, we review how much energy you use every 6 months and make any changes that are needed.

What are some factors that might cause my budget amount to change?

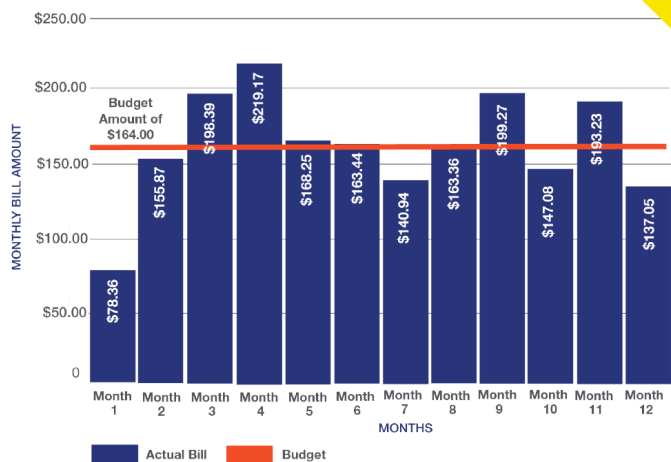
- Warmer or colder temperatures will change the amount of energy it takes to cool or heat your home
- A lifestyle change, a change in the number of people living in your house, or a change in the appliances you use in your home
- Changes in the price of electricity

What happens if at the end of the year, I have overpaid or underpaid based on my actual energy usage?

If you paid for more energy than you used in the year, this amount will be automatically subtracted from your last bill of the year.

If you used more energy than you paid for in the year, this amount will be automatically divided over the next

Budget Plan Example



Budget Amount $\$164 \times 12 \text{ months} = \$1,968.00$
Actual Consumption over 12 months = 1,964.41
Credit or Debit = \$3.59 (credit in this example)

What happens if my Budget Billing is canceled or I default on my Budget Billing payments?

If your Budget Billing has defaulted, or you choose to cancel, the deferred balance will become the amount due on your next bill, in addition to the current charges for that billing period.

Can I change the Budget Billing amount?

The amount you owe while on Budget Billing is automatically calculated and adjusted to be in line with your average usage, as well as any deferred balance that has accumulated. While we do not recommend making changes to the amount you pay on the plan, you can contact Customer Service if you need to.

year so you can pay it off in smaller payments over time.

How will this affect your bill?

All of your bills will reflect the status of where you are at with your Budget Billing Plan. There are a few key areas to pay attention to on your bill:

- **Accumulated Budget Billing Charges** – The amount you have been billed for on Budget Billing
- **Accumulated Actual Charges** – The amount of actual charges based on your energy usage
- **Deferred Balance** – The difference between the Actual Charges and the Budget Billing charges. The deferred balance will be listed as either "Amount due to company after paying this bill" or "Amount due to customer after paying this bill." You do not have to direct a payment to your account for this amount, as it will be spread out over your future bills as long as you remain on the Budget Billing plan

What happens if I decide to leave the Budget Billing program?

The Budget Billing program remains in effect unless you decide to cancel. You can remove your account from the program at any time by calling us directly or by accessing your account online. Keep in mind that if you elect to leave the Budget Billing program while you have a deferred balance, that balance will be applied to your next month's bill.

If you have any questions, visit us at nationalgridus.com or contact **1-800-322-3223**.

If I use another company for my energy supply, will my Budget Plan be applied to my supplier charges?

For Rhode Island customers, no: Rhode Island customers who use another company for their supply will only have their National Grid delivery charges included in the Budget Plan.

For Massachusetts customers, yes: Massachusetts customers who use another supplier will have both their supplier charges and National Grid delivery charges included in the Budget Plan.

Go Paperless Today!

nationalgrid