are required.

the need to contact National Grid if such services be terminated. This agreement eliminates the opportunity to automatically continue service not listed may qualify.

Women, Infants and Children. Additional benefits listed under R-2 Low Income Rate. Some qualify-Discount Rate Program if you meet the criteria.

We offer a Discount Rate Program for eligible Discount Rate for Electric Customers.

The holidays are: New Year’s Day, President’s Day, Memorial Day, Independence Day, Columbus Day, Labor Day, Veteran’s Day, Thanksgiving Day, and Christmas Day. All holidays are the day of National Observance.

Street Lighting rates
In addition to the energy charges identified above for National Grid’s delivery service under its street lighting rates, the customer will also be charged a luminaire fee and, if applicable, a pole charge. These charges vary depending upon the size and type of street light fixture servicing the customer. Please see each tariff for more information.

Peak and Off-peak hours
On-peak hours are from 8:00 a.m. to 9:00 p.m., Monday through Friday. Off-peak hours are from 9:00 p.m. to 8:00 a.m., Monday through Friday, all day Saturday and Sunday, and holidays.

Energy Efficiency
Customers can visit ngrid.com/saveenergy for energy savings tips and incentives on a wide variety of energy efficient home equipment, such as smart power strips and programmable thermostats.

Where Can I Get More Information?
If you have questions, need more detailed information, or would like copies of the actual tariff rate schedules mentioned above, please visit our web site at ngrid.com/ma-tariff or call National Grid’s Customer Service Center at 1-800-322-3223.

Billing and payment services
For your convenience, we offer Payment Plans for past due balances, and Budget Plans for future balances. Budget Plans spread payments out more evenly across the year. We also offer Direct Debit payments from your checking account.

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Your electric bill is divided into two sections: supply and delivery. The supply section is the cost of the electricity you use. Power supply can be purchased on your behalf by National Grid or you can choose a competitive supplier. A list of competitive suppliers is available at ngrid.com/ masschoice. The delivery section of your bill enables National Grid to operate and maintain the infrastructure that transports electricity to your home or business. National Grid is a delivery company, so we will continue to deliver electricity to you – and the delivery section of your bill will remain the same – even if you choose a competitive supplier. Both the delivery section and the supply section (if you choose National Grid as your supplier) of your bill are approved by the Massachusetts Department of Public Utilities (DPU), a regulatory agency that is responsible for ensuring that electric rates are fair to customers and utilities alike.

Supply of electricity – Basic Service
If you do not select a competitive supplier, National Grid will purchase your power for you. This is called “Basic Service.” National Grid does not mark up the price of power supply. We purchase electricity on your behalf and pass the costs directly through to you. With Basic Service, you pay what we pay. You can determine whether National Grid is your supplier by looking at “Supply Services” on your electric bill. If you are a Basic Service customer, National Grid will be listed as your supplier in this section. As a Basic Service customer, you have two pricing options available to you—a Fixed Price and a monthly Variable Price.

The Fixed Price option maintains a steady rate for a specific time period (six months for most customers and three months for large business customers). While the Basic Service rate is fixed, your bill could still fluctuate depending on the amount of electricity you use. Under the Fixed Price option, the Basic Service rate changes every May 1 and November 1 for residential, small business and street lighting customers, and every February 1, May 1, August 1, and November 1 for medium and large business customers.

With the Variable Price option, your Basic Service rate fluctuates each month based on the market price National Grid paid to purchase electricity on your behalf. National Grid will set the rates for each period in advance.

Fixed Price
All residential (R-1, R-2 and R-4) and small business customers (G-1) receiving Basic Service are automatically placed on the Fixed Price. Customers are allowed to choose the monthly Variable Price option, but they can only switch once.

If you are a medium or large business customer (G-2 and G-3) and decide to switch from Fixed Price to a competitive supplier before the 3 month pricing period is over, your electric bill will be recalculated as if you had been using the Variable Price option for previous months in the period. This ensures that all medium and large Basic Service customers pay the actual cost of the electricity they have used. This adjustment will be reflected on the bill prior to your switch to a competitive supplier.

Variable Price
All medium and large business customers (G-2 and G-3) and street lighting customers receiving Basic Service are automatically placed on the monthly Variable Price. Customers are allowed to choose the Fixed Price option, but they can only switch once.

Pricing Zones
The Independent System Operator of New England (ISO-NE) oversees the power system and its flow of electricity. As part of its design of the New England electricity market, it has segregated New England into geographic locations, or zones. Pricing aims to satisfy...
The following is a summary of National Grid's Delivery Service Rates:

**Fixed Price Option**
- **Nov 18 - Apr 19**
  - Residential: 13.718¢
  - Commercial: 13.166¢

**Variable Price Option**
- **Dec-18**
  - Residential: 11.990¢
  - Commercial: 10.129¢

**Industrial (G-2 and G-3)**
- **November 2018**
  - SEMA: 14.761¢
  - WCMA: 12.866¢
  - NEMA: 13.921¢

**Rates for R-1 Delivery Service**
- **Customer Charge**: $5.50 per month
- **Distribution Charge**: 6.010¢ per kWh
- **Transition Charge**: (0.063)¢ per kWh
- **Transmission Charge**: 3.229¢ per kWh
- **Energy Efficiency Charge**: 1.786¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh

**Rates for R-2 Delivery Service**
- **Customer Charge**: $5.50 per month
- **Distribution Charge**: 6.010¢ per kWh
- **Transition Charge**: (0.063)¢ per kWh
- **Transmission Charge**: 3.229¢ per kWh
- **Energy Efficiency Charge**: 1.786¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh
- **Low Income Discount**: 29%

**Rates for R-4 Delivery Service**
- **Customer Charge**: $20.00 per month
- **Distribution Charge**: 13.815¢ per kWh
- **On-Peak**: 3.860¢ per kWh
- **Transmission Charge**: 2.730¢ per kWh
- **Energy Efficiency Charge**: 1.786¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh
- **Metering Charge**: If Applicable

**R-2 – Low-Income Rate** – This delivery service rate is available to residential customers for all domestic purposes in an individual private dwelling or an individual apartment. A customer may qualify for this rate if the customer is: (1) the customer of record and (2) eligible for the low-income home energy assistance program (LIHEAP), or its successor program, for which eligibility does not exceed 200 percent of the federal poverty level based on a household's gross income; in a program year in which maximum eligibility for LIHEAP exceeds 200 percent of the federal poverty level, a household that is income eligible under LIHEAP shall be eligible for the low-income electric discount, or (3) receive any means-tested public benefit.

For a list of public benefits, see the following section of this insert entitled DISCOUNT RATE FOR ELECTRIC CUSTOMERS.

**Rates for G-1 Delivery Service**
- **Customer Charge**: $10.00 per month
- **Distribution Charge**: 5.077¢ per kWh
- **Transmission Charge**: (0.061)¢ per kWh
- **Transmission Charge**: 2.516¢ per kWh
- **Energy Efficiency Charge**: 0.640¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh

**G-2 – General Service Demand Rate** – This delivery service rate is designed for medium business customers with usage of more than 10,000 kWh per month and maximum demand of 200 kW. It is available for all purposes and contains a variety of special clauses and conditions.

**Rates for G-2 Delivery Service**
- **Customer Charge**: $25.00 per month
- **Distribution Charge**: 8.50¢ per kWh
- **Transmission Charge**: 2.333¢ per kWh
- **Transmission Charge**: 2.311¢ per kWh
- **Renewable Energy Charge**: 0.640¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh

**G-3 – General Service Time-of-Use Rate** – This delivery service rate is designed for large business customers. It is mandatory for any customer who has a 12-month average monthly demand of 200 kW or greater for three consecutive months. This rate contains a variety of special clauses and conditions, including different rates during “Peak” and “Off-Peak” hours, which are defined later in this document.

**Rates for G-3 Delivery Service**
- **Customer Charge**: $223.00 per month
- **Distribution Charge**: 1.464¢ per kWh
- **Transmission Charge**: (0.057)¢ per kWh
- **Transmission Charge**: 2.311¢ per kWh
- **Energy Efficiency Charge**: 0.640¢ per kWh
- **Renewable Energy Charge**: 0.050¢ per kWh

**S-1 – Company-Owned Street and Area Lighting Service Rate** – Street Lighting Service is available under this rate to any city, town, or other public authority. Service under this rate is contingent on National Grid ownership and maintenance of street lighting equipment.

**S-2 – Customer-Owned Street Lighting Service Rate** – This delivery service rate is closed to new customers. Street Lighting Service is provided under this rate to any city, town, or other public authority. Service under this rate is contingent on customer ownership of street lighting equipment in an overhead street lighting installation and National Grid maintains photocells and lamps.

**S-3 – Division of Ownership Street Lighting Service Rate** – This delivery service rate is closed to new customers for street lighting service in which the customer owns the underground street lighting system. This rate remains available for underground street lighting systems in which the customer owns the facilities upon which National Grid places its poles and related street lighting equipment.

**S-5 – Customer-Owned Street and Area Lighting Service Rate** – This delivery service rate is mandatory for any municipal customer that has exercised its right under G.L.c 164 §34A of the 1997 Massachusetts Electric Utility Restructuring Act, or has transferred customer-owned lights from rates S-2 or S-3 to this rate. This rate is also available to cities, towns, public authorities, or other governmental entities who wish to add customer-owned lights. Service under this rate is contingent on customer ownership and maintenance of street lighting equipment.

**S-6 – Company-Owned Decorative Street and Area Lighting Service Rate** – This delivery service rate is available for full service, underground served, decorative street and area lighting applications owned by National Grid to any Customer, inclusive of municipalities, governmental authority, or other public authority.