

ACCOUNT NUMBER  
**99999-99999**

PLEASE PAY BY  
 Apr 9, 2016

AMOUNT DUE  
**\$ 70.11**

### Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:

Loadzone Rhodelsland  
 Acct No: 99999-99999 Cycle: 11, INGE

### Electric Usage History

Month	kWh	Month	kWh
Mar 15	303	Oct 15	239
Apr 15	320	Nov 15	250
May 15	243	Dec 15	298
Jun 15	259	Jan 16	514
Jul 15	332	Feb 16	331
Aug 15	489	Mar 16	373
Sep 15	658		

### 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.

### LIHEAP Charge

This charge is required under Rhode Island law and will be used to provide funding for a Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, designed to assist low-income electric and natural gas households with their home energy and heating needs. By law, this charge may not be more than \$10 per year for each electric or natural gas service account.

### Explanation of Billing Terms Available

If you would like an explanation of any of the terms used on your bill, you may find them on our web site at [www.nationalgrid.com](http://www.nationalgrid.com) or you may call us at 1-800-322-3223.

## DETAIL OF CURRENT CHARGES

### Delivery Services

Service Period	No. of days	Current Reading	Previous Reading	Total Usage
Feb 12 - Mar 15	32	26757 <i>Actual</i>	26384 <i>Actual</i>	373 kWh

METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT Apr 15

RATE Basic Residential Rate A-16

Customer Charge				5.00
LIHEAP Enhancement Charge				0.73
Distribution Energy Chg	0.04164	x	373 kWh	15.53
Energy Efficiency Prgms	0.01107	x	373 kWh	4.13
Renewable Egy Dist Chg	0.00233	x	373 kWh	0.87
Transmission Charge	0.02348	x	373 kWh	8.76
Transition Charge	-0.00201	x	373 kWh	-0.75
RE Growth Program				0.17

**Total Delivery Services \$ 34.44**

### Supply Services

SUPPLIER National Grid

Energy Charge	0.08901	x	373 kWh	33.21
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**Total Supply Services \$ 33.21**

### Other Charges/Adjustments

Paperless Billing Credit				-0.34
Gross Earnings Tax	0.04166667	x	67.31	2.80

**Total Other Charges/Adjustments \$ 2.46**

### 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.

**You have a child under twenty four months and a financial hardship:** If you or anyone presently and normally living in your home has a child under twenty four 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.

### Notice About Electronic Check Conversion

By sending your completed, signed check to us, you authorize us to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

### 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 at the Company. The Form also enables 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.