

CITY OF LEOMINSTER
YOUR ELECTRIC BILL



HOW TO UNDERSTAND IT
&
WAYS TO REDUCE IT

GLOSSARY OF TERMS

Customer Charge

The cost of providing customer related service such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Demand Charge

The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

Distribution Charge

The cost of delivering electricity from the beginning of the Company's distribution system to your premise.

Energy Efficiency Charge

The cost of energy efficiency program services offered by the company.

Estimated Bill

A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.

Generation Charge

The charge(s) to provide electricity and other services to the customer by a supplier.

kWh

The basic unit of electricity used. kWh is an abbreviation for kilowatt-hour (1,000 watt-hours of electricity). The number of kWhs is used to determine the electricity charges on your bill.

GLOSSARY OF TERMS

Meter Multiplier

Due to their design, some meters record a fraction of the total usage. The multiplier is used to convert the recorded meter reading on these types of meters to total actual consumption.

Off Peak

Period of time when the need or demand for electricity and/or gas on the Company's system is low, such as late evenings, weekends and holidays.

Peak

Period of time when the need or demand for electricity and/or gas on the Company's system is high, normally during the day Monday through Friday excluding holidays.

Renewable Energy Charge

A charge to fund initiatives for communicating the benefits of renewable energy and fostering information, growth, expansion and retention.

Transition Charge

Company payments to its wholesale supplier for terminating its wholesale arrangements.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of the Company's distribution system.

C
www.nationalgrid.com
CUSTOMER SERVICE
1-800-322-3223
CREDIT DEPARTMENT
1-888-211-1313
POWER OUTAGE OR DOWNED LINE
1-800-465-1212
EMAIL BILLING INQUIRES
customerservice@us.ngrid.com
CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
ELECTRIC PAYMENT ADDRESS
PO Box 11737
Newark, NJ 07101-4737
DATE BILL ISSUED
Mar 7, 2014

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:
Loadzone WCBMA
Acct No: XXXXX-XXXXX Cycle: 5, SMIT

Electric Usage History

Month	kWh	Month	kWh
May 13	1438	Dec 13	1154
Jun 13	771	Jan 14	1030
Jul 13	837	Feb 14	1192
Aug 13	748	Mar 14	1204
Sep 13	993		
Oct 13	791		
Nov 13	811		

B

ACCOUNT BALANCE	
Previous Balance	209.70
Payment Received on MAR 3 (Check)	-209.70
Current Charges	+ 211.12
Amount Due	\$ 211.12

To avoid late payment charges of 0.82%, \$ 211.12 must be received by Apr 2 2014.

➤ **GO PAPERLESS:** You'll help yourself and the environment by signing up to manage your bills online at www.nationalgridus.com/gopaperless.

DETAIL OF CURRENT CHARGES

Delivery Services

Type of Service	Current Reading	Previous Reading	Difference	Meter Multiplier	Total Usage
Energy	9957 Estimate	8753 Actual	1204	1	1204 kWh
Total Energy					1204 kWh

METER NUMBER	XXXXXXXX	NEXT SCHEDULED READ DATE	Apr 4
SERVICE PERIOD	Feb 4 - Mar 4	NUMBER OF DAYS IN PERIOD	28
RATE	General Service - Small C/I G-1	VOLTAGE DELIVERY LEVEL	0 - 2.2 kv

Customer Charge	10.00
Dist Chg First 1204 KWH	0.03855282 x 1204 kWh = 46.40
Transition Charge	0.00151854 x 1204 kWh = 1.83
Transmission Charge	0.01781569 x 1204 kWh = 21.45
Energy Efficiency Chg	0.00563 x 1204 kWh = 6.78
Renewable Energy Chg	0.0005 x 1204 kWh = 0.60
Service Quality Credit	-0.00090142 x 1204 kWh = -1.09
Total Delivery Services	\$ 85.97

KEEP THIS PORTION FOR YOUR RECORDS.
RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
XXXXX-XXXXX	Apr 2, 2014	\$ 211.12

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

G

Choosing an Energy Supplier You can choose who supplies your energy. No matter which energy supplier you choose, National Grid will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. National Grid is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at www.nationalgridus.com/energychoice

Supply Services

H

SUPPLIER National Grid

Basic Service Fixed	0.09448	x	1204 kWh	113.75
Total			Supply Services	\$ 113.75

Other Charges/Adjustments

I

Sales Tax	6.25 %	11.40
Total		Other Charges/Adjustments
		\$ 11.40

J

Explanation of General Billing Terms

KWH: Kilowatt-hour, a basic unit of electricity used.
Off-Peak Period: of time when the need or demand for electricity on the Company's system is low, such as late evenings, weekends and holidays.
Peak: Period of time when the need or demand for electricity on the Company's system is high, normally during the day, Monday through Friday, excluding holidays.
Estimated Bill: A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.
Meter Multiplier: A number by which the usage on certain meters must be multiplied by to obtain the total usage.
Demand Charge: The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

Supplier Service Charges are comprised of:

Generation Charge: The charge(s) to provide electricity and other services to the customer by a supplier.

Questions:

If you have questions or complaints regarding this bill or National Grid's service quality, please contact Customer Service at 1-800-322-3223. You may also contact the Massachusetts Department of Public Utilities, Consumer Division at 617-737-2836 or toll free at 1-877-886-5066 or web site www.mass.gov/dpu.

Delivery Service Charges are comprised of:

Customer Charge: The cost of providing customer related service such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.
Distribution Charge: The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.
Transition Charge: Company payments to its wholesale supplier for terminating its wholesale arrangements.
Transmission Charge: The cost of delivering electricity from the generation company to the beginning of the Company's distribution system.
Energy Efficiency Charge: The cost of energy efficiency program services offered by the Company.
Renewable Energy Charge: A charge to fund initiatives for communicating the benefits of renewable energy and fostering formation, growth, expansion and retention of renewable energy and related enterprises.

YES



YOU HAVE A CHOICE

You can choose who supplies the energy we deliver to your house. National Grid encourages you to consider all available energy supply options and determine which one will best meet your needs.

Regardless of your chosen supplier, National Grid will continue to deliver reliable energy, respond to service and emergency needs and provide storm restoration services.

How to Choose

Just as you can shop and compare before you buy clothes, appliances or telephone services, you can now shop and compare energy suppliers. Follow the steps below for a quick way to find an energy supplier that is right for you.

To switch to an energy supplier, contact your chosen energy supplier and let them know you would like to begin buying your energy from them. They will most likely provide you with some type of contract or agreement. Your chosen energy supplier will then provide us with your enrollment information to switch your energy supply provider.

Even if you switch to another supplier, National Grid will continue to:

- deliver your energy
- respond to service and emergency needs
- provide storm restoration services



We encourage you to consider all available energy supply options and determine which one will best meet your needs.

How to Shop

Step One: Know Your Current Supply Costs Before obtaining prices from Energy Suppliers:

- Know the price you are currently paying for the Supplier Services found on your bill.
- You may also view our past and current costs for Supplier Services by visiting [Supply Costs](#).

Step Two: Supplier Prices Obtain prices from Energy Suppliers. Contact information for participating Energy Suppliers can be found on our [Energy Supplier List](#). When contacting an Energy Supplier, be sure to understand the following:

- What is the term of the contract?
- Are there minimum bill amounts?
- Are the energy prices fixed, or will they change from month to month?
- Does the supplier have a customer service center or website?
- Will the supplier bill you directly, or will charges be included in your current bill?
- Are there any early termination fees associated with the contract?

Step Three: Savings or Additional Cost Compare the prices by subtracting our Supply Costs (Step One) from the Energy Supplier prices (Step Two).

Step Four: Estimate Savings or Additional Cost To estimate your monthly savings or additional costs, multiply your monthly kWh (from a recent bill) by the savings or additional cost from Step 3. Energy usage can vary significantly from month to month, so this estimate will apply only to that month you have chosen for your example.

Example of This Process:

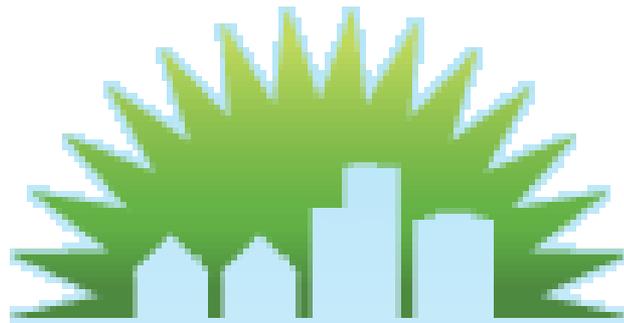
8.200¢/kWh	Step 1: Supply Costs (for example only)
– <u>8.000¢/kWh</u>	Step 2: Supplier Prices (for example only)
0.200¢/kWh	Step 3: Your Savings
0.200¢/kWh	Step 3: Your Savings
X <u>1225 kWh/month</u>	Step 4: (Step 3 X Monthly kWh)
\$2.45/month savings	



Suppliers for Massachusetts residential customers

Name & Contact	Telephone	Website
Abest Power & Gas, LLC*	888-987-6937	http://abestpower.com/wp/ *
Clearview Energy*	(800) 746-4702	www.clearviewenergy.com *
ConEdison Solutions*	844-245-8350	www.ConEdisonSolutions.com *
Constellation Energy Power Choice*	888-898-4323	http://www.constellation.com *
Direct Energy Business Marketing, LLC dba Direct Energy Business*	888-925-9115	www.directenergybusiness.com *
Direct Energy Services.*	800-764-0232	www.directenergy.com *
Discount Power, Inc.*	(877) 259-7693	www.discountpowerinc.com *
Dominion Energy Solutions.*	1-888-284-3558	www.dom.com/products *
Energy Plus*	888-766-3509	www.energypluscompany.com *
First Point Power, LLC*	1-401-684-1443	www.firstpointpower.com *
Great Eastern Energy*	888-651-4121	www.greateasternenergy.com *
Gulf Oil Limited Partnership*	855-485-3353	www.gulfelectricity.com *
Hess Corporation*	800-437-7265	www.hessenergy.com *
Integrus Energy Services, Inc.*	800-536-1349	http://www.integrusenergy.com *
Just Energy Massachusetts Corp. d/b/a Just Energy*	866-587-8674	http://www.energysavings.com *
Major Energy Electric Services LLC*	877-973-7763	www.majorenergy.com *
Massachusetts Gas & Electric, Inc.*	866-705-9795	www.MAGandE.com *
Mega Energy of New England, LLC*	855-810-6342	www.megaenergyllc.com *
NextEra Energy Services Massachusetts, LLC.*	866-322-4392	https://www.gexaenergy.com *
Oasis Power, LLC d/b/a Oasis Energy*	1-800-324-3046	www.oasisenergy.com *
Palmco Power MA, LLC*	877-726-5862	www.PalmcoEnergy.com *
Provider Power MASS, LLC*	888-386-4080	www.providerpowermass.com *
Starion Energy, Inc.*	800-600-3040	www.starionenergy.com *
Sunwave Gas & Power Massachusetts, Inc.*	(855) 478-6928	www.gosunwave.com *
Verde Energy USA Massachusetts, LLC*	800-388-3862	www.lowcostpower.com *
Viridian Energy, LLC.*	1-866-663-2508	www.viridian.com *
XOOM Energy Massachusetts, LLC*	1-888-997-8979	www.xoomenergy.com *

HOW TO SAVE



mass save[®]

Savings through energy efficiency

Advanced Power Strips

Even when your TV is turned off, it's still wasting energy.

Did you know that your home electronic devices continue to use electricity to power peripherals, such as remote controls or clock displays, even when they are turned off? This is known as “phantom” or “vampire” load, also called standby power loss. According to the U.S. Department of Energy, it is approximately 5 to 10 percent of your annual energy cost.

Advanced power strips cut standby power loss, while offering all the same features as standard power strips, such as surge suppression. An advanced power strip is able to cut the power to your electronics when they are not being used, saving you energy and up to \$30 annually.

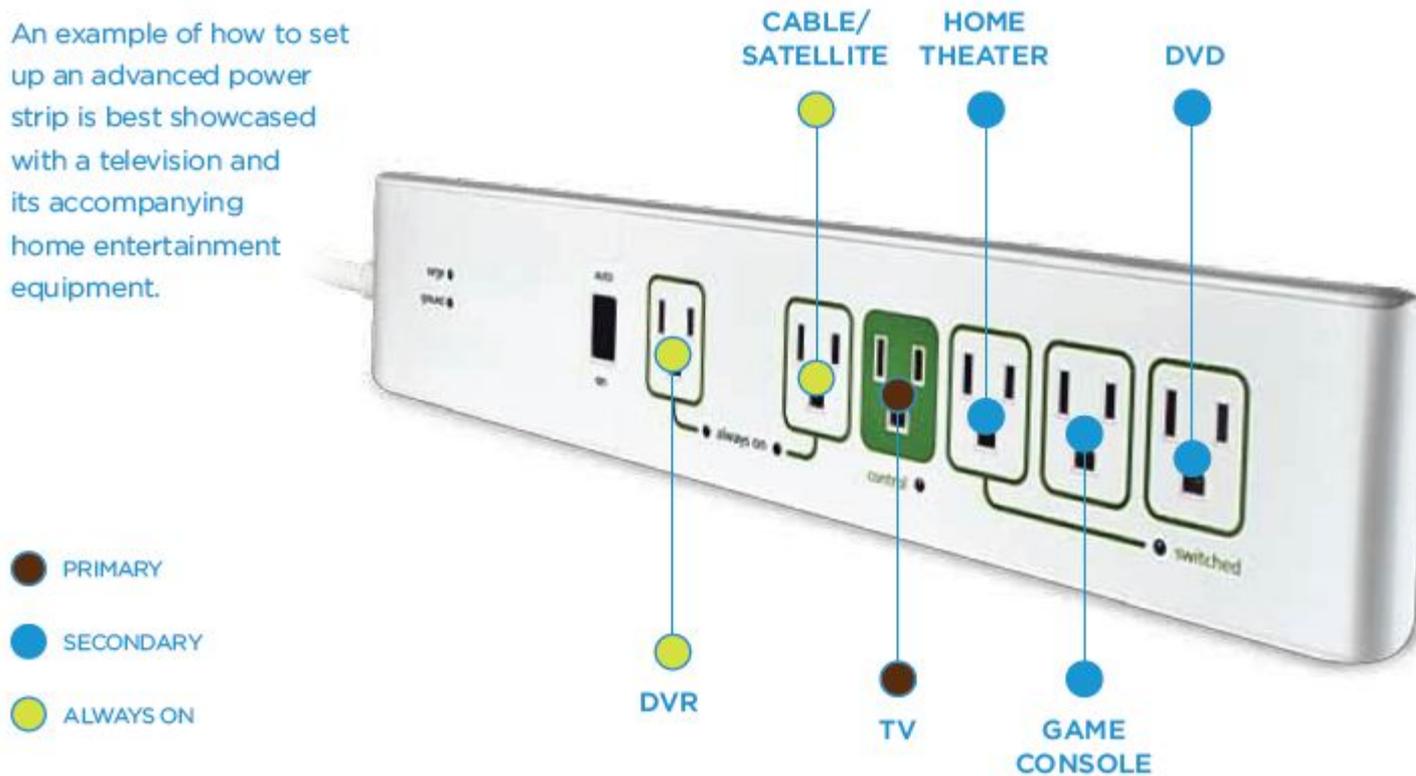
How does an Advanced Power Strip work?

Advanced Power Strips offer the same benefits as standard power strips, except they include three distinct outlets designed to save you energy and money. They provide the functionality that is needed for today's connected world.

- **Primary Outlet:** The primary outlet acts as the “control” or “master” outlet because it turns off the power to secondary outlets when the device connected to it is turned off. The primary outlet is typically used for your TV or computer’s central processing unit, since other devices connected to the power strip depend on either your TV or computer for their functionality. For example, you need to turn on your TV in order to watch DVDs from your DVD player.
- **Secondary Outlet:** The secondary outlet acts as the “controlled” outlet and is for peripherals devices, such as your DVD player, game console, or computer monitor. When the device connected to the primary outlet is turned off, the power will automatically be turned off to the device connected to the secondary outlet. For example, turning off your television would automatically eliminate the power to your DVD player or game console. The amount of energy you save with an advanced power strip depends on the devices you have connected to the secondary outlets.
- **Always On Outlet:** The always on outlet is not controlled by the primary outlet. Devices plugged into the always on outlet will receive constant power which is necessary for devices such as cable boxes or modems.

ADVANCED POWER STRIP SETUP EXAMPLE

An example of how to set up an advanced power strip is best showcased with a television and its accompanying home entertainment equipment.



ENERGY STAR Certified CFLs and LED Bulbs



Lighting accounts for about 20% of the electric bill in the average U.S. home. Switch to ENERGY STAR certified compact fluorescent light (CFL) bulbs and light emitting diode (LED) bulbs and save. They provide the same amount of brightness as standard bulbs and use less energy. Each incandescent bulb you replace with an ENERGY STAR certified light bulb will save you about \$10 in energy costs each year. Imagine if you replace all of your light bulbs!

With new technology, ENERGY STAR light bulbs provide warm and inviting light without the flickering and humming of older fluorescent bulbs. ENERGY STAR certified light bulbs can replace regular bulbs in lamps and are available in a variety of styles, shapes and sizes. They can also be purchased in dimmable models and models compatible with motion sensors.



EASY STEPS TO FINDING THE RIGHT LIGHT BULB

STEP 1 CHOOSE SHAPE



A-SHAPED
table and pendant lamps



SPIRAL
table and pendant lamps



GLOBE
vanity strips and pendant lamps



CANDLE
chandeliers and decorative lighting



FLOOD
recessed cans and security lights

STEP 2 CHOOSE BRIGHTNESS

WATTS (ENERGY USE)			LUMENS (BRIGHTNESS)
INCANDESCENT BULBS	CFL BULBS	LED BULBS	LIGHT OUTPUT
100 W	23 W	20 W	1600
75 W	18 W	15 W	1100
60 W	12 W	10 W	800
40 W	9 W	8 W	450

↑ Brightness

STEP 3 CHOOSE LIGHTING APPEARANCE

WARM WHITE LIGHT		COOL WHITE LIGHT		DAYLIGHT	
2700K	3000K	3500K	4100K	5000K	6500K
standard color of incandescents		good for kitchens and work spaces		good for reading	

LIGHT COLOR IS MEASURED BY THE KELVIN SCALE

STEP 4 LOOK FOR ENERGY STAR®

The ENERGY STAR® certified logo indicates efficiency, quality and warranty coverage.



BROUGHT TO YOU BY



nationalgrid
HERE WITH YOU, HERE FOR YOU.



Save Money with ENERGY STAR Light Bulbs

While both ENERGY STAR certified CFLs and LED bulbs save you energy and money, LED bulbs provide the greatest savings. The chart below outlines lifetime savings that can be attributed to using an LED or a CFL instead of an incandescent light bulb:

Example 800 Lumen Bulb Choices (equivalent to 60 watt incandescent)	LED	CFL	Halogen	Incandescent
Energy Used	10 watts	13 watts	43 watts	60 watts
Lifetime	25,000 hours (21 years)	10,000 hours (8.5 years)	1,000 hours (1 year)	1,000 hours (1 year)
Annual Operating Cost*	\$1.75	\$2.28	\$7.53	\$10.51
Average Cost per Bulb	\$9.00	\$3.50	\$1.80	\$0.50
Lifetime Cost to Operate**	\$46.50	\$57.50	\$206.25	\$237.50

* Assumes 3.2 hours of daily use at \$0.15 cost per kWh

** Lifetime Cost is calculated for the equivalent of an LED bulb lifetime and includes the cost of bulbs.

HOW TO READ THE LIGHTING FACTS LABEL

Lighting Facts Per Bulb

Brightness **870 lumens**

Estimated Yearly Energy Cost \$1.57

Based on 3 hrs/day, 11¢/kWh
Cost depends on rates and use



Life

Based on 3 hrs/day

5.5 years

Light Appearance

Warm

Cool



2700 K

Energy Used

13 watts

Contains Mercury

For more on clean up and safe disposal, visit epa.gov/cfl.

Lumens (lm) is a measure of light output, determining the visible brightness of the bulb. The higher the number of lumens, the more light emitted.

Correlated Color Temperature (CCT) is a scale, generally between 2700K - 6500K, used to measure the color of light.

Watts are the measure of power consumption, indicating the amount of energy required to light the product. The lower the wattage, the less energy used.

Learn More

[ENERGY STAR Light Bulbs Website](#)

Learn more about ENERGY STAR certified CFLs and LED bulbs.

[Mass Save CFL Lighting Video](#)

This video explains the different shapes, sizes and shades of light of CFL light bulbs to help you with your lighting purchases.

[Lumennow.org](#)

Learn more about how to choose energy-efficient light bulbs.

Home Energy Assessments

What is a Home Energy Assessment?

An Energy Specialist will visit to assess your home's current energy use and provide a custom list of energy-saving recommendations for your home, and will help you develop a plan to make your home more efficient. What you should expect:

- A Home Energy Assessment usually takes 1.5 to 2.5 hours
- All key decision-makers should be present at the assessment
- The specialist will help you develop an energy plan and explain applicable incentives

Your no-cost Home Energy Assessment includes:

Personalized report outlining recommended energy efficiency improvements

Installation of no-cost immediate savings measures such as compact fluorescent light bulbs (CFLs), programmable thermostats, and water saving devices, as needed

- Screening for eligibility for the ENERGY STAR® refrigerator rebate
- Air Sealing and Insulation specification, if applicable
- Infrared Testing, if applicable
- Combustion Safety Testing

Mass Save® Rebates and Incentives

Available rebates and incentives may include:

- 75% up to \$2000 toward the installation of approved insulation improvements
- No-cost targeted air sealing
- Generous rebates on qualifying energy-efficient heating and hot water heating equipment
- The opportunity to apply for 0% financing for eligible measures through the HEAT loan program
- And more!

Get started today

To begin, take the [Online Home Energy Assessment](#). Through this, you'll learn if your home is a good candidate for an in-home assessment. If your profile indicates that you are a good candidate, schedule your no-cost Home Energy Assessment with a Mass Save Energy Specialist by calling 866-527-SAVE (7283) or have a [Mass Save® Participating Contractor](#) start the process for you.

TOP 10



* ENERGY

* SAVING

* TIPS





Seal air leaks and properly insulate. Plug energy leaks with weather stripping and caulking, and be sure your house is properly insulated to save up to 20% on heating and cooling bills, while also increasing home comfort.



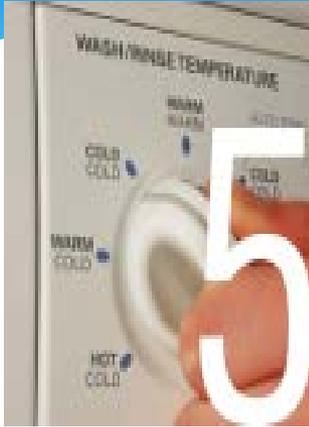
Install a programmable thermostat to save up to 10% on cooling and heating costs.



[Change to new and improved light bulbs.](#) Reduce energy use from about a third to as much as 80% with today's increasing number of energy-efficient halogen incandescents, CFLs and LEDs.



[Look for the Energy Star label,](#) the government's symbol of energy efficiency, on a [wide range](#) of consumer products to save up to 30% on related electricity bills.



Wash clothes in cold water. Heating the water in a washer uses 90% of the energy used to wash clothes. According to Energy Star, by switching to cold water the average household can save between \$30-\$40 annually.



Turn off all lights, appliances and electronics not in use. Use a power strip and turn off devices and lights that are not in use to cut standby power, by doing this the average household will save \$100 a year on their energy bill!



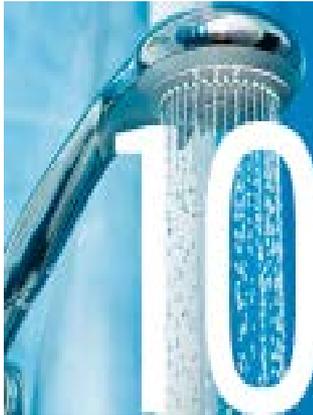
[Be an energy efficient renter.](#) Even if you don't own your home, you can keep your electric bill down by making energy efficient choices in the areas of your home that you have control over.



[Clean or change filters regularly.](#) A dirty furnace or A/C filter will slow down air flow and make the system work harder to keep you warm or cool.



Reduce water heater temperature to 120° F to save energy and money on heating water; and wrap the water storage tank in a specially-designed “blanket” to retain the heat. If your water heater is in need of replacement, consider installing an energy efficient tankless water heater.



Use low-flow faucets and shower heads to save on water bills.