

www.nationalgridus.com

CUSTOMER SERVICE
1-800-233-5325
Monday-Friday, 7AM-7PM
GAS EMERGENCIES
1-800-233-5325
24 Hours/Day - 7 Days/Week
(Does not replace 911 emergency
medical services)
PARA ESPANOL
1-800-233-5325
CORRESPONDENCE ADDRESS
PO Box 1040
Northborough, MA 01532

PAYMENT ADDRESS
PO BOX 371338
PITTSBURGH, PA 15250-7338

DATE BILL ISSUED
Nov 25, 2025

GAS USAGE HISTORY (Therms)



Daily Averages
Therms
Cost

Dec 25
\$ 0.40

Actual Estimated

nationalgrid

PO Box 1040
Northborough MA 01532

THE AFFORDABLE HOUSING TR
2104 HOCKLEY DR, GAS
HINGHAM MA 02043

012131

NATIONAL GRID
PO BOX 371338
PITTSBURGH PA 15250-7338

ACCOUNT BALANCE

Previous Balance	10.80
Payment Received <i>No payments have been received during this billing period</i>	- 0.00
Balance Forward	10.80
Current Charges	+ 11.60
Amount Due	\$ 22.40

If you're concerned about paying your bill, we offer programs and services that can help. Visit <https://ngrid.com/hereforyou> to learn more.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Gas Service	11.60	.00	11.60
Total Current Charges	\$ 11.60		\$ 11.60

In compliance with a recent ruling by the Massachusetts Department of Public Utilities, National Grid will change the Distribution Adjustment line item on your gas bill as of November 1, 2025. Please note, this is only a change in the bill presentation and does not represent additional bill charges. Moving forward, the Distribution Adjustment line item will be broken into two components – with one line item dedicated to Energy Efficiency program costs, and the Other line item for various costs to support infrastructure upgrades and assistance programs for income-eligible customers.

- For gas consumption beginning November 1, 2025, the Gas Supply Charge has changed from \$0.2547 to \$0.9564 per therm.
- Save time and money! Sign up for paperless billing and receive a \$ 0.38 credit on your monthly bill. Visit our website to enroll today!
- Utility Worker Safety Reminder: State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
63471-59046	Dec 19, 2025	\$ 22.40

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

Enrollment Information

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

Acct No: 63471-59046 Cycle: 1, THE

Gas Usage History

Month	Therms
Nov 25	00
Dec 25	00

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 <https://www.nationalgridus.com/energy-service-companies/MA-Gas/>

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Measured CCF	x	Therm Factor	=	Therms Used
Oct 27 - Nov 25	29	816 Actual		816 Actual		0		1.02934		0

METER NUMBER 07344111 NEXT SCHEDULED READ DATE ON OR ABOUT Dec 31

RATE R-3B Residential Heating

Minimum Charge 11.60

Total Delivery Services \$ 11.60



For gas consumption beginning November 1, 2025, the base delivery charge will be \$0.9544 per therm.

For gas consumption beginning November 1, 2025, the Energy Efficiency portion of the Distribution Adjustment will be \$0.2719 per therm.

For gas consumption beginning November 1, 2025, the other components of the Distribution Adjustment will be \$0.2853 per therm.

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Glossary of Terms

Meter Read, Estimated: Your meter was not read. Your bill was calculated on the amount of gas you used during a similar period last year, or weather conditions for heating customers.

CCF – The unit of gas volume (100 cubic feet) as measured by your meter.

Thermal Factor – The factor that converts the quantity of gas used (CCF) to a quality measurement (Therms).

Minimum Charge – Fixed charge prorated for the number of days of service.

Gas Delivery Charge-The cost of operating and maintaining the National Grid distribution system.

Gas Supply Charge-The cost of purchase, storage, and interstate transmission of gas.

Dist Adj - Energy Efficiency
Portion of Distribution Adjustment recovering costs associated with local energy conservation programs.

Distribution Adj - Other
Portion of Distribution Adjustment recovering cost of various programs including accelerated remediation of aging infrastructure and residential assistance for income-eligible customers.

Questions About Your Bill
Please call the Customer Assistance number on the front of your bill, or write to:
National Grid
PO Box 1040
Northborough, MA 01532-4040
Please include your account number in all correspondence.

Payment Plans

To help pay down overdue charges, call to discuss your eligibility for one of our payment plans. We also offer Budget Billing (also known as Balanced Billing) which averages your annual energy costs to avoid large fluctuations in your monthly bills.

Please call or visit www.nationalgridus.com to find out more about this and other payment plans.

Rights To Gas Service For Residential Customers During Financial Hardship

If you cannot pay your gas bill because of a **financial hardship** and there exists a **serious illness**, or there is an **infant under the age of 12 months**, or **all adults living in the home are over the age of 65** and there is a **minor child in the residence**, or if it is between November 15 and March 15, if your service is heat related we will not shut off your gas service. To protect yourself, call us immediately and we will send you a financial statement which you can complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

Serious Illness and Financial Hardship

Initially, your registered physician, physician assistant, nurse practitioner or Local Board of Health official must call us to let us know of this condition. Within seven days of this phone call, you must return the financial statement and your registered physician, physician assistant, nurse practitioner or Local Board of Health official must write to us and confirm the name and address of the seriously ill person and the business address and telephone of the doctor or agency. The statement must be renewed quarterly or semi-annually if certified to be chronic.

Winter Protection and Financial Hardship

If you heat your home with gas and cannot pay your overdue gas bill between November 15 and March 15 because of financial hardship, we will not shut off your gas. Contact us immediately and send in a financial statement.

Infant Under the Age of 12 Months and Financial Hardship

To qualify please call us immediately. Within seven days of the call, you must return the financial statement and send us the name, address, and birth date of the child and one of the following:

- birth certificate
- official records or a letter from a registered physician, physician assistant, nurse practitioner or Local Board of Health, hospital or government official
- letter from the Department of Transitional Assistance
- letter from clergyman or religious institution

Notice about Electronic Check Conversion:

By sending in 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 of your check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process a copy of your check.

Notice to Elderly Customers

If all residents in your household are 65 or older, we won't shut off your gas service without prior consent of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill, you may be able to work out a payment plan with us. If you have any questions, or want further information call us at the number printed on the front of your bill. To protect yourself please call the Company immediately if all residents in your home are 65 years of age or older.

Adults Over 65 Plus Minor Child and Financial Hardship

To qualify, please contact us by phone immediately. Within seven days of the call you must return the financial hardship form and send us the name, address and birthdate of the adults over 65 and the birthdate of the minor.

Right to Dispute Your Gas Bill

If you believe your bill is not correct or wish to dispute it, or if you have a service quality problem or dispute please contact us. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct, or continue to dispute the time the arrearage is to be paid, or the service quality problem has not been addressed you have the right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at 877-886-5066 or 617-737-2836 or TTY (hearing impaired only) 1-800-439-2370, by writing to the DPU, Consumer Division, One South Station, Boston, MA 02110, or by visiting the DPU's site www.mass.gov/dpu.

Non-Residential Customers

All unpaid balances more than 30 days in arrears are subject to late payment charges at the rate equal to the rate paid on the 2-year US Treasury notes for the preceding 12 months ending December 31, plus 10%. Non-residential customers will be notified of late payment charges percentage with their February bill. Esta informacion se puede obtener en Espanol.

Privacy Notice

The DPU requires us to cross reference our residential customer database against the database of Transitional Assistance recipients to determine eligibility for our discounted delivery rate. If you do not want to be included in the automated matching process, please call us at the Customer Assistance number on the front.

Arrearage Management Program

The Arrearage Management Program (AMP) provides arrears forgiveness to income qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details, visit www.nationalgridus.com.