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# **National Grid's Rate Design Pursuant to R.I. Gen. Laws Sec. 39-26.6-24**

## **Docket No. 4568**

Technical Session

September 17, 2015

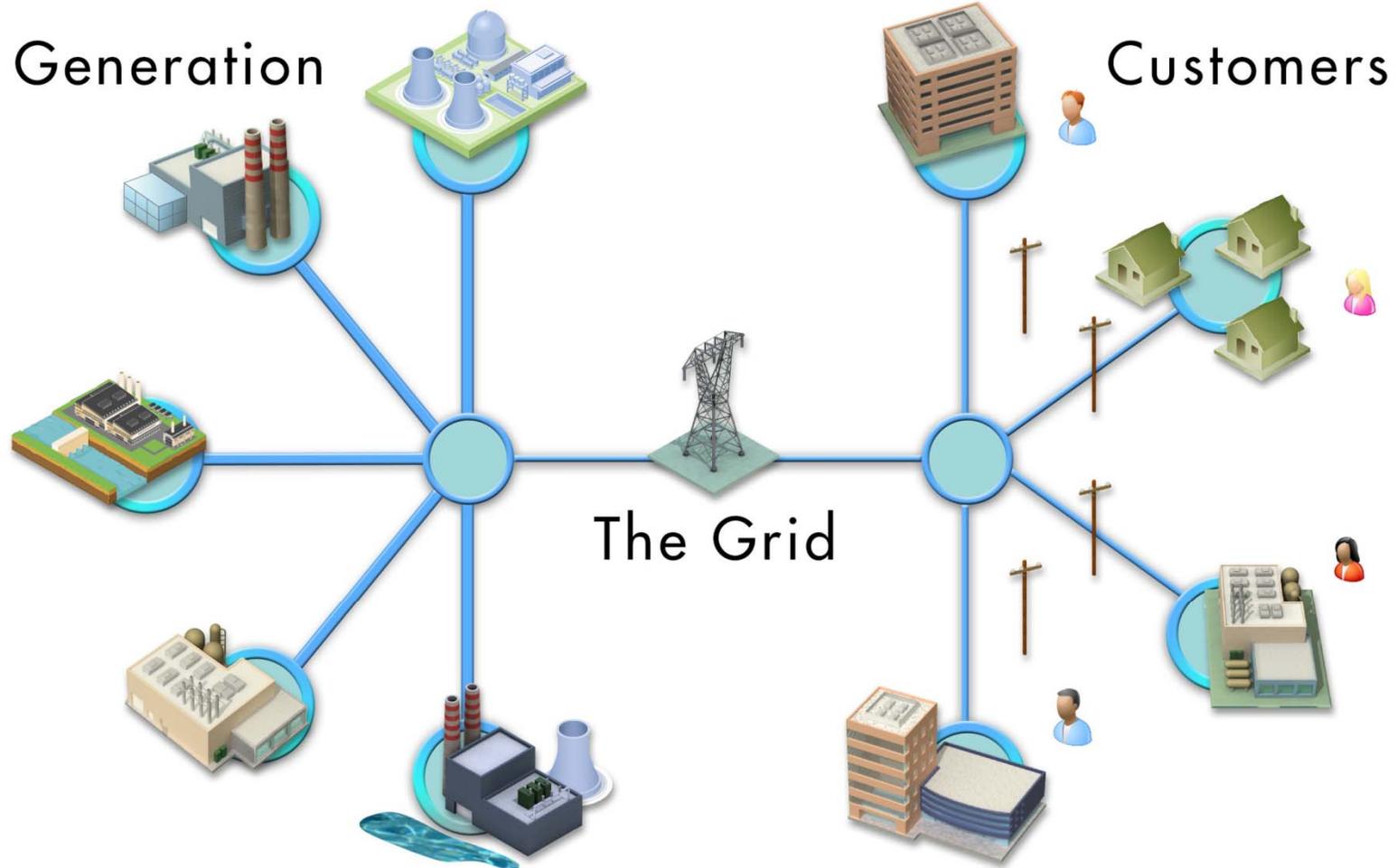


- Overview of Company Filing
  
- Discussion Topics
  - ◆ Tiered Customer Charge
  - ◆ Consolidation of G-32/G-62
  - ◆ Access Fee
  
- Questions/Discussion

- Comply with statutory directive to consider rate design and distribution cost allocation among rate classes in light of net metering and the changing distribution system that is expected to include more distributed energy resources, including, but not limited to, distributed generation.
- Determine the appropriate cost responsibility and contribution to the operation, maintenance, and investment in the distribution system that is relied upon by all customers, including, without limitation, non-net metered and net metered customers.

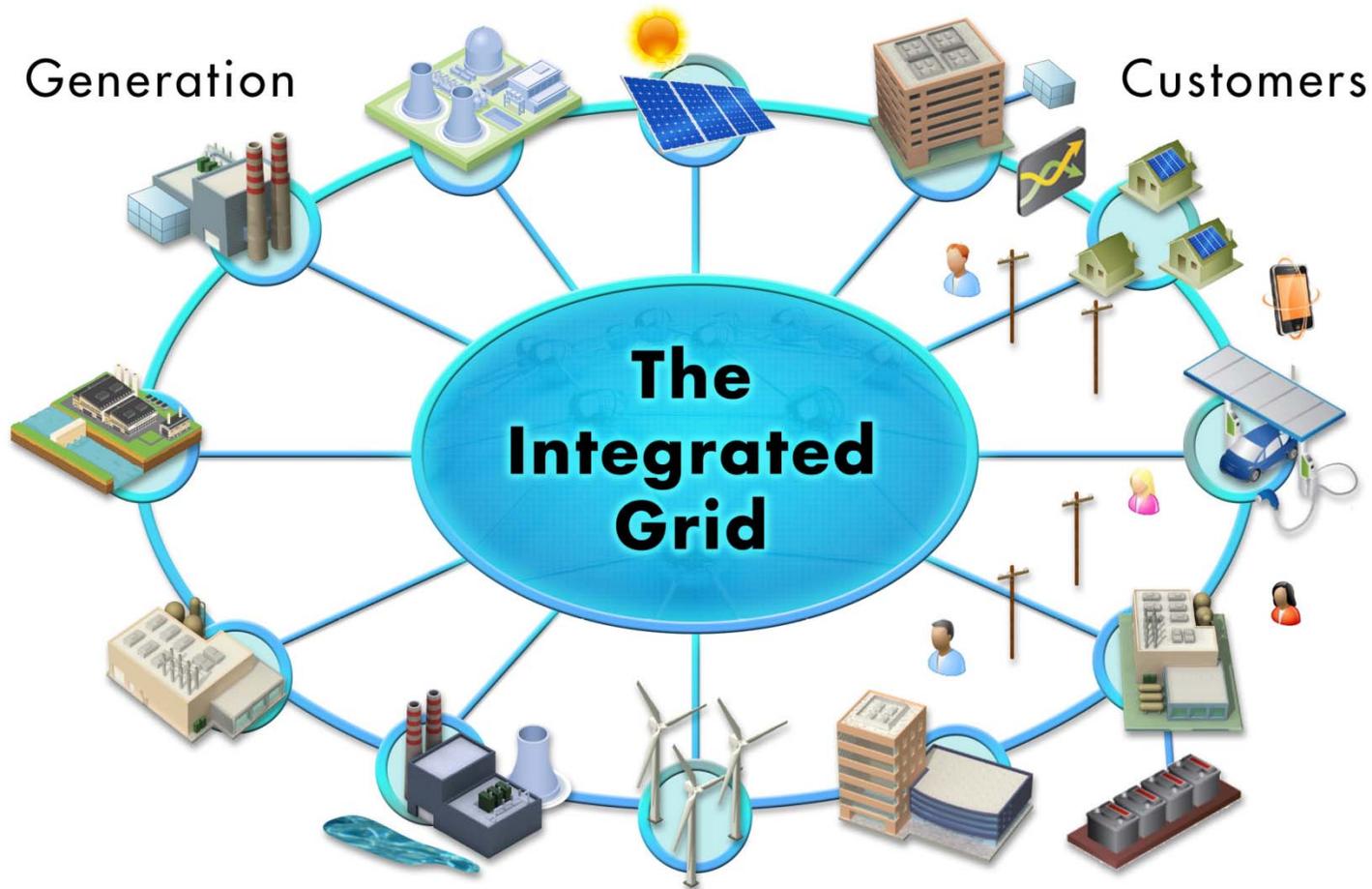
- The distribution system exists, will exist in the future, and must be supported by customers utilizing the system.
- Statutory directive recognizes that the nature of distribution service is changing to accommodate distributed resources.
- All customers who rely upon and use the system—both DG and non-DG customers—contribute to the cost to operate, maintain, and invest in the system and should contribute appropriately to the cost recovery.

# The 20<sup>th</sup> Century Grid



Source: Electric Power Research Institute, "The Integrated Grid" Page 8

# To Be Constructed - 21<sup>st</sup> Century Grid



Source: Electric Power Research Institute, "The Integrated Grid" Page 31

- The Company's proposed rates are:
  - ◆ Revenue neutral
  - ◆ Simple and transparent
  - ◆ Fair because they are:
    - Designed in accordance with industry-standard cost allocation principles; and
    - Reflect cost causation and equitable ratemaking principles regarding the allocation of the costs of the distribution system
- In addition, the Company's proposed rates consider:
  - ◆ General assembly's legislative purposes in creating the Re-Growth program
  - ◆ Benefits of DG and services being provided to DG customers

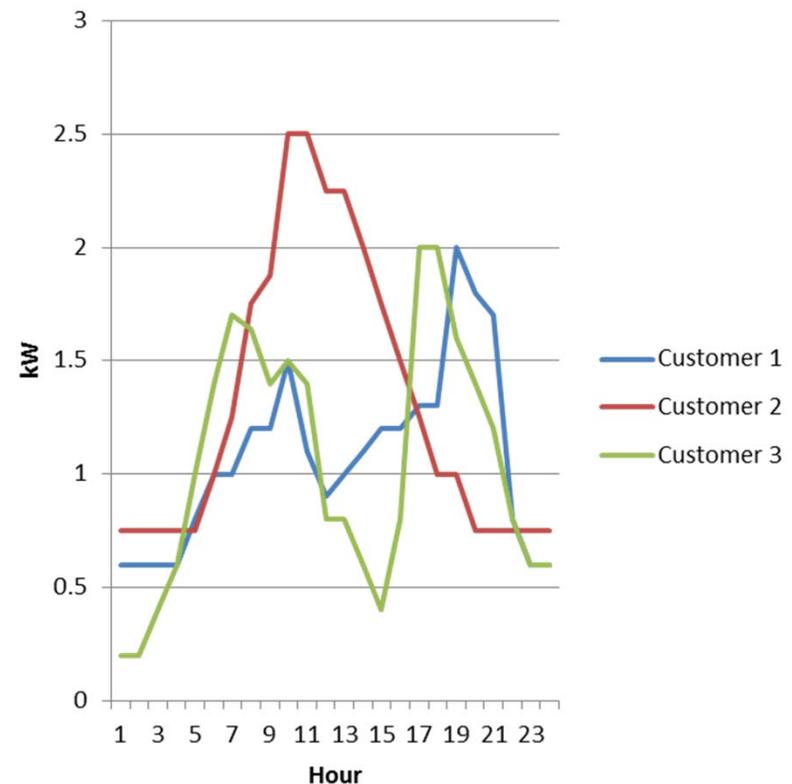
- Residential and Small Commercial
  - ◆ Tiered Customer Charge
  - ◆ Increase in the Amount of Revenue Requirement Recovered through Customer Charge
  - ◆ Limit on Bill Impacts
- Medium & Large Commercial
  - ◆ Increase in Demand (per kW) Charges
  - ◆ Consolidation of G-32/G-62
- Access Fee

## THEORY & MECHANICS

# Distribution system – Design and Diversity

- Distribution system is sized to accommodate the maximum demand at a single point in time.
- Customer maximum demands do not occur at same point in time (concept known as diversity of demand)
- Diversity of demand is reflected in design of distribution system, thus customers get the value of diversity through lower overall system cost
- Class allocation factors used to determine class revenue requirements also reflect diversity of demand for each class
- Rate design becomes the instrument to recover costs and provide proper price signals to customers so they may make decisions that contribute to the greater efficiency of the system.

**Individual Load Shapes - Three Illustrative Customers**



# “Ideal” Rate Design: Demand Based Rates

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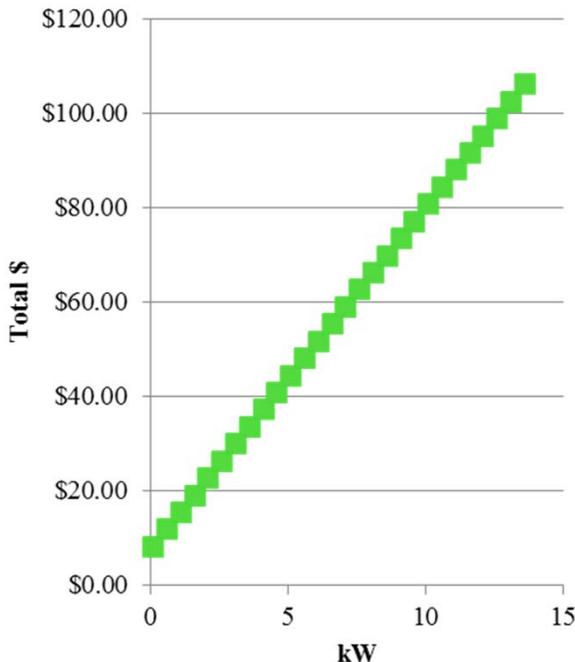
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Not a new concept!



# “Ideal” Rate Design: Demand Based Rates

**Customer Charge: \$7.50 / month  
Demand Charge + \$7.25 per kW**



Ideal rate structure and design for customers would consist of:

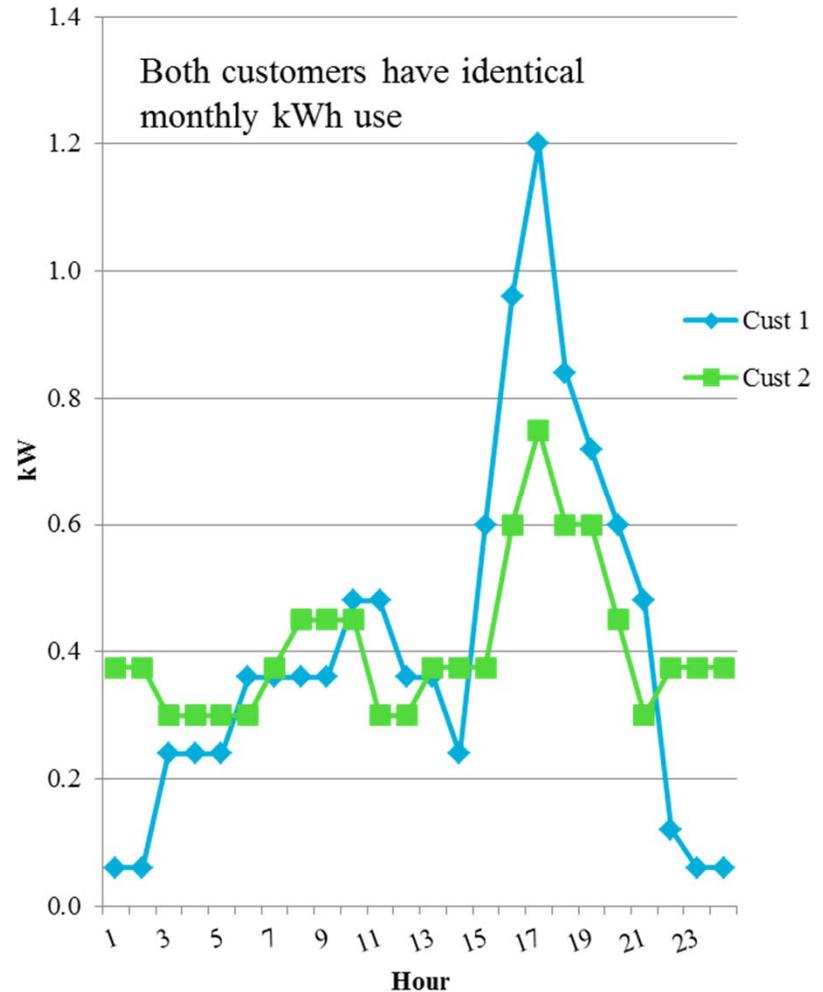
- Monthly Customer Charge designed to recover the customer-related costs (meter, billing, etc.)  
  
plus
- A per-kW charge, assessed on maximum demand (kW).

Customer Charge and per-kW charge based on unit costs developed as part of Allocated Cost of Service Study in Docket No. 4323.

- **Communicate clear and appropriate price signals:**
  - ◆ Consistent with cost causation (i.e., distribution system costs are incurred to meet customer demand at single point in time).
  - ◆ Reflects marginal cost of the distribution system.
- **Fair and Equitable:**
  - ◆ Customers pay fair share of the costs incurred by the utility.
  - ◆ Appropriate for customers with and without DG.

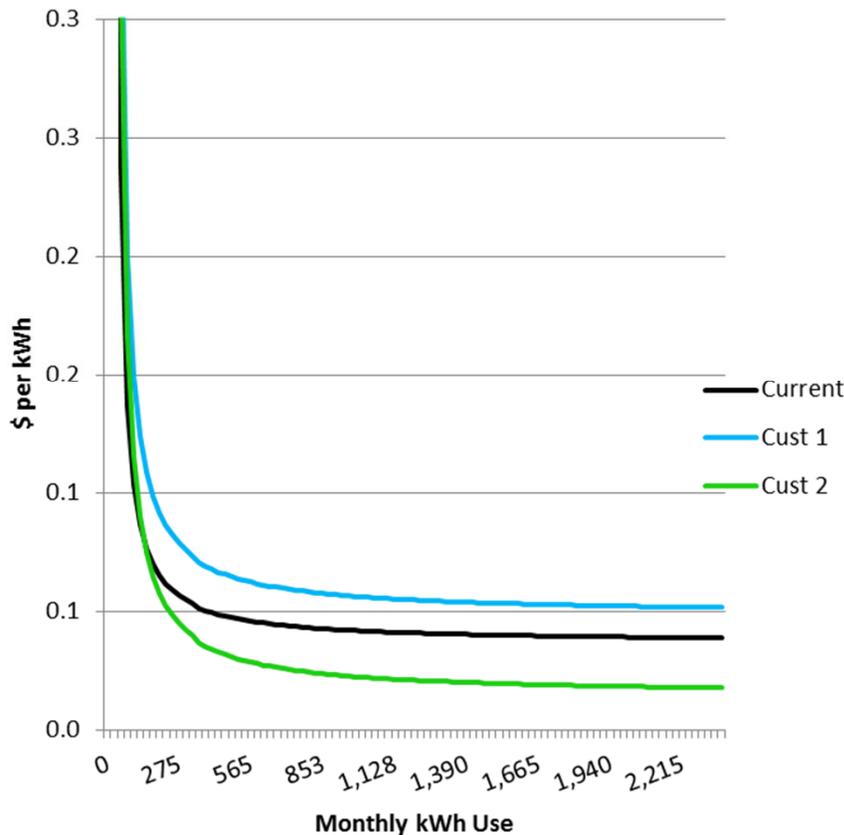
# Demand Based Rates (cont.)

- With demand rate structure, load factor is critical in determining each customer's average revenue (total dollars billed per kWh)
- What is Load Factor (LF)?
  - LF measures a customer's maximum use relative to average use
  - Measure of "efficiency", i.e. how the customer utilizes the distribution system over time



# Current Design vs Ideal Design

Comparison: Current Rate Design vs. Ideal Design



- Under current rates, both customers pay the same monthly charges even though cost responsibility is different
- With demand rates, high LF customers (Cust 2) pay lower average rates than low LF customers (Cust 1) because their maximum demand is lower relative to total kWh use

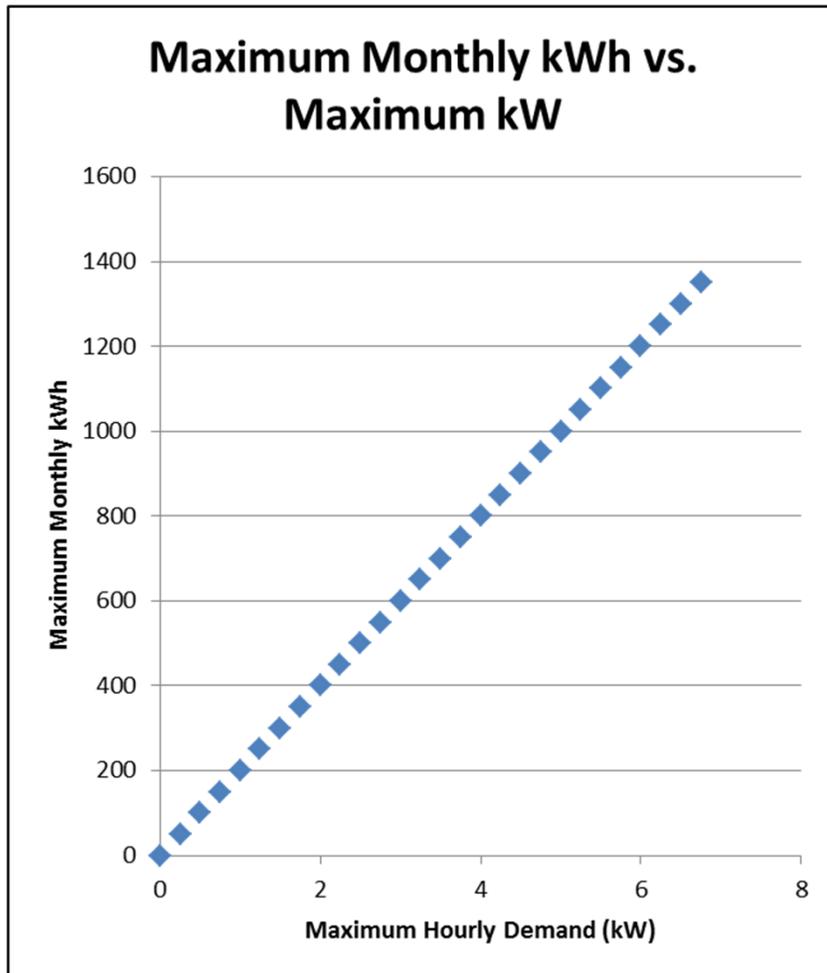
- Low customer charge means some customers aren't contributing their fair share of customer and demand related system costs.
- High use customers subsidize low use customers (Residential Customer Charge is less than full customer-related costs of \$7.50).
- Per kWh charges don't reflect the fixed nature of distribution system costs.
- Continuation of current design will result in increase in number of customers receiving subsidy as more customers reduce usage through DG and/or energy efficiency.
- Current design does not provide price signals for customers to choose actions that improve system efficiency.

# Proposed Alternative to Ideal Design: Tiered Customer Charges

Tier (kWh)	\$ per month
Tier 1: 0 to 250	\$5.25
Tier 2: 251 to 750	\$8.50
Tier 3: 751 to 1,200	\$13.00
Tier 4: > 1,200	\$18.00

- Tiered Customer Charges designed to recover customer-related costs, plus a portion of demand-related costs, subject to bill impact goals.
- Costs not recovered through Customer Charges are recovered through a uniform per-kWh charge.
- Tiers defined by kWh ranges.
- Customer Charge for each tier will be higher relative to the prior tier.
- A customer's tier is based upon the customer's highest (maximum) monthly billed kWh use during the prior 12 months.
- Subsidization of low use customers continues but is reduced.

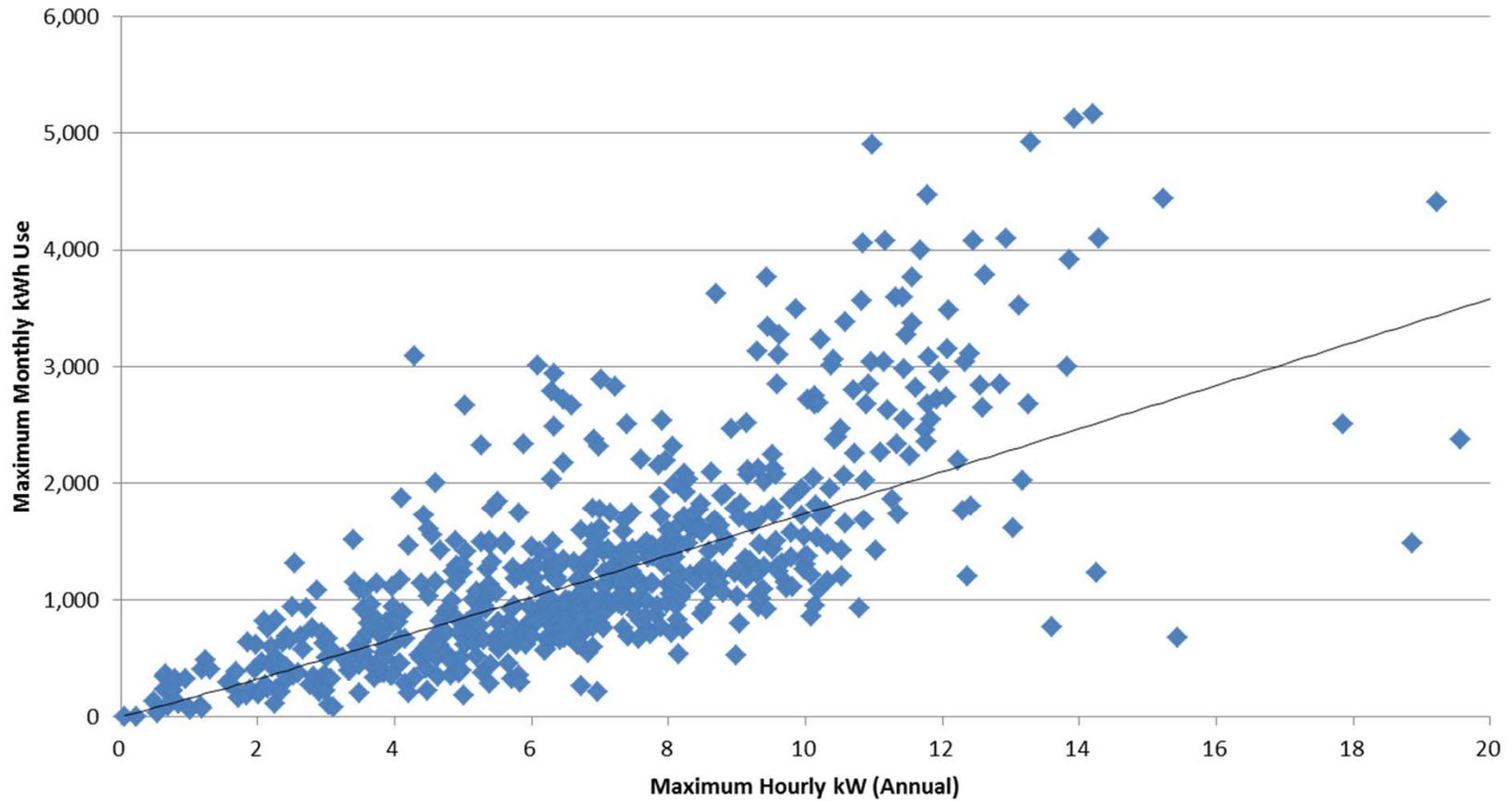
# Relationship between Maximum kWh and kW



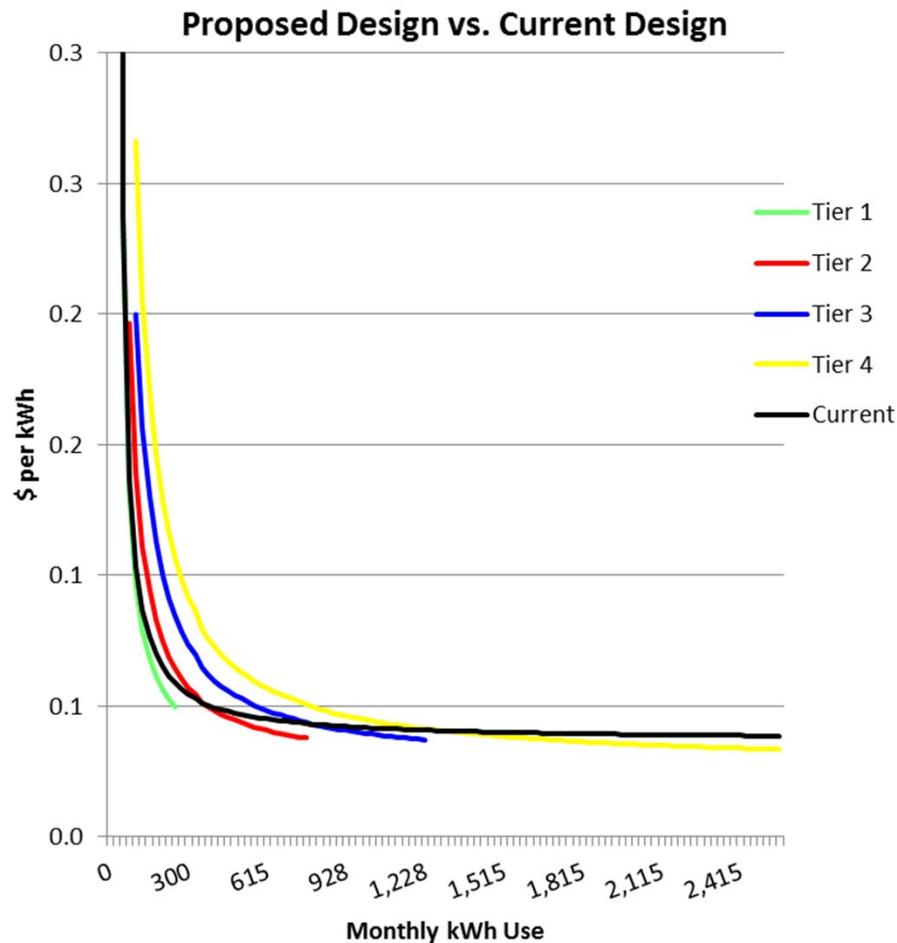
The Company's design uses maximum kWh usage to approximate maximum kW; therefore, the Company analyzed the relationship between maximum kWh and maximum kW using available load research data.

# Load Research Data Analysis

## Maximum Monthly kWh and Maximum Hourly kW

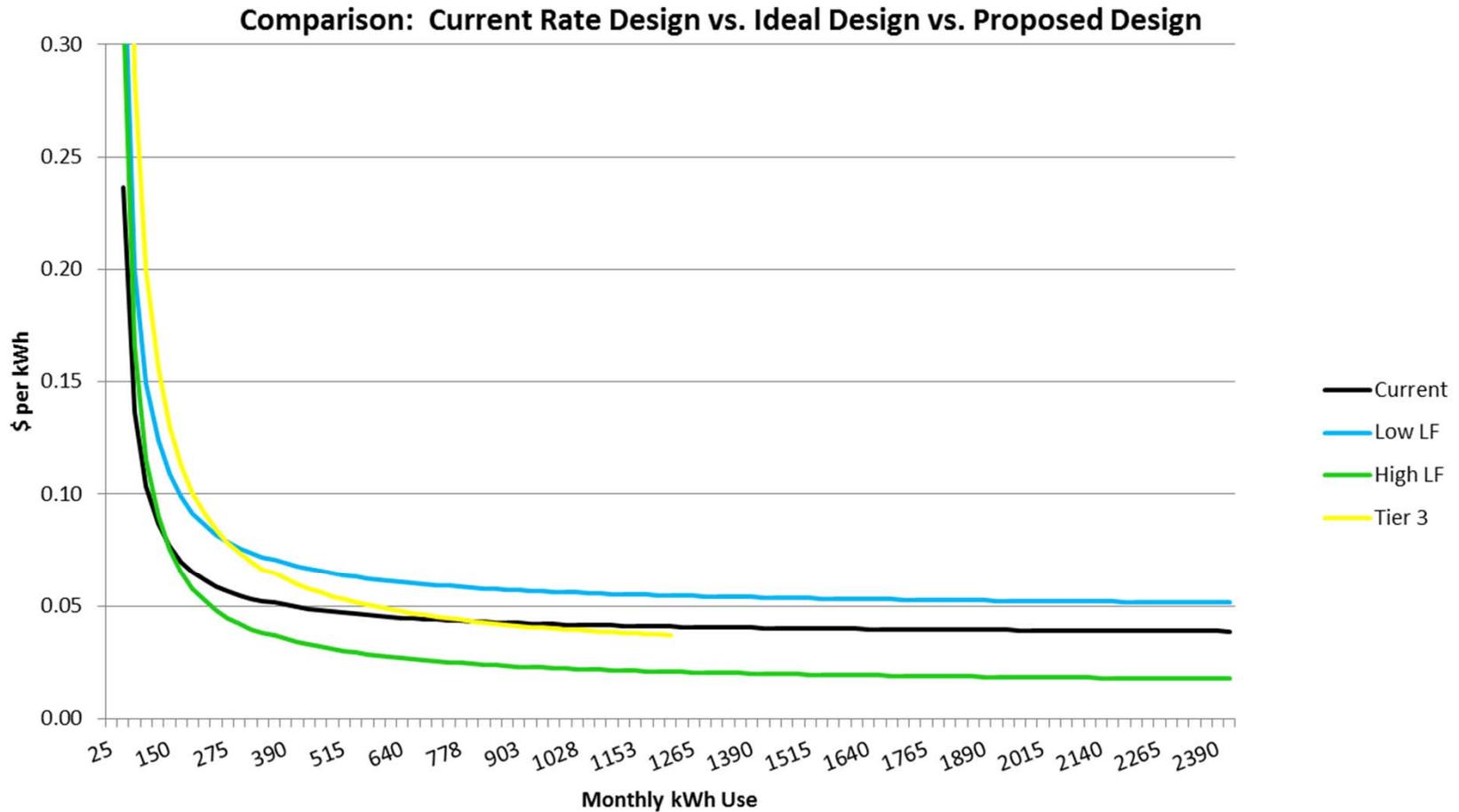


# Comparison of Current Design to Proposed Design



- Under proposed design, average revenue is determined by relationship between average and maximum use.
- Moves toward ideal design by focusing on customer's maximum, rather than average, use.

# Comparison: Current vs. Proposed vs. Ideal Designs



## BILL IMPACTS

# Bill Impact Analysis

	Max/Annual Use	Current Annual Bill	Proposed Annual Bill	Difference	Percent Difference
Tier 2	251	\$120.37	\$161.41	\$41.03	34.1%
Tier 3	751	\$213.25	\$305.12	\$91.87	43.1%
Tier 4	1,201	\$296.84	\$446.34	\$149.50	50.4%

- Residential and small commercial bill impacts limited to +/- 5% based on actual billing data during 2014.
- Not possible to make meaningful changes to rates if bill impact criteria is applied to “typical” bills as some “theoretical” usage levels would result in significant bill impacts.
- Examining actual billing data for a representative 12-month period should ensure that most, if not all, customers will not see significant bill impacts going forward.

# Existing Net Metering Customer

- Higher fixed/lower per kWh charges will result in larger contribution to fixed system costs from customers who reduce usage following implementation of DG.
- Impacts on existing net metering customers will vary.

	Monthly Use	Monthly Bills - Current Rates	Monthly Bills - Proposed Rates (T2)	Difference
Jan	300	\$61.87	\$62.27	\$0.40
Feb	400	\$80.45	\$79.76	(\$0.68)
Mar	200	\$43.30	\$44.78	\$1.48
Apr	(150)	(\$19.36)	(\$14.09)	\$5.27
May	(150)	(\$19.36)	(\$14.09)	\$5.27
Jun	100	\$24.72	\$27.28	\$2.56
Jul	200	\$43.30	\$44.78	\$1.48
Aug	450	\$89.73	\$88.51	(\$1.22)
Sep	150	\$34.01	\$36.03	\$2.02
Oct	(200)	(\$27.86)	(\$22.05)	\$5.81
Nov	(200)	(\$27.86)	(\$22.05)	\$5.81
Dec	300	\$61.87	\$62.27	\$0.40
	1,400	\$344.80	\$373.40	\$28.60
				8.3%
Avg Use:	117			
Max Use:	450			

# New Net Metering Customer

- Customers considering implementation of DG will still be able to realize significant savings under proposed rates.

	Monthly Use - Before DG	Monthly Use - After DG	Savings - Current Rates	Savings - Proposed Rates (T4) (First 11 mo's)	Savings - Proposed Rates (T2) (After 11 mo's)
Jan	600	300	(\$55.73)	(\$52.48)	(\$62.37)
Feb	700	400	(\$55.73)	(\$52.48)	(\$62.37)
Mar	500	200	(\$55.73)	(\$52.48)	(\$62.37)
Apr	550	(150)	(\$127.67)	(\$120.09)	(\$129.99)
May	650	(150)	(\$146.24)	(\$137.58)	(\$147.48)
Jun	800	100	(\$130.03)	(\$122.45)	(\$132.34)
Jul	1,000	200	(\$148.60)	(\$139.94)	(\$149.84)
Aug	1,250	450	(\$148.60)	(\$139.94)	(\$149.84)
Sep	850	150	(\$130.03)	(\$122.45)	(\$132.34)
Oct	500	(200)	(\$126.88)	(\$119.31)	(\$129.20)
Nov	500	(200)	(\$126.88)	(\$119.31)	(\$129.20)
Dec	600	300	(\$55.73)	(\$52.48)	(\$62.37)
	8,500	1,400	(\$1,307.82)	(\$1,230.98)	(\$1,349.73)
Avg Use:	708	117			
Max Use:	1,250	450			
Ann Bill Before DG:			\$1,652.63	\$1,723.13	\$1,723.13
Ann Bill After Dg:			\$344.80	\$492.15	\$373.40



# Re-Growth Residential Customer

	On-site Monthly Use	Monthly Generation	Net Bill: PBI less Bill for On-site Use CURRENT	Net Bill: PBI less Bill for On-site Use PROPOSED (T4)	Difference: Proposed vs. Current
Jan	600	300	(\$51.38)	(\$41.08)	\$10.29
Feb	700	300	(\$32.80)	(\$23.59)	\$9.21
Mar	500	300	(\$69.95)	(\$58.58)	\$11.38
Apr	550	700	(\$258.10)	(\$244.56)	\$13.54
May	650	800	(\$295.85)	(\$282.31)	\$13.54
Jun	800	700	(\$239.53)	(\$227.07)	\$12.46
Jul	1,000	800	(\$258.70)	(\$247.33)	\$11.38
Aug	1,250	800	(\$212.27)	(\$203.60)	\$8.67
Sep	850	700	(\$230.24)	(\$218.32)	\$11.92
Oct	500	700	(\$258.10)	(\$244.56)	\$13.54
Nov	500	700	(\$258.10)	(\$244.56)	\$13.54
Dec	600	300	(\$51.38)	(\$41.08)	\$10.29
	8,500	7,100	(\$2,216.43)	(\$2,076.65)	\$139.77
Avg Use:	708				
Max Use:	1,250				
PBI:			\$2,680.25	\$2,680.25	\$0.00
Bill for On-site Use:			\$1,652.63	\$1,723.13	\$70.51
Bill Credit:			-\$1,188.80	-\$1,119.53	\$69.27
Net Bill:			\$463.83	\$603.60	\$139.77
Residual PBI:			\$1,491.45	\$1,560.72	\$69.27
PBI less Net Bill			\$2,216.43	\$2,076.65	-\$139.77



# Bill Impacts Resulting from Changing Tiers

		Monthly Use - Before	Monthly Use - After	Bill Before	Bill After	Difference	Percent Difference	Bill Before (Current Rates)	Bill After (Current Rates)	Difference	Percent Difference
From	To										
Tier 1	Tier 2	250	300	\$50.14	\$62.27	\$12.13	24.2%	\$52.58	\$61.87	\$9.29	17.7%
Tier 2	Tier 3	750	900	\$140.99	\$171.91	\$30.93	21.9%	\$145.46	\$173.32	\$27.86	19.2%
Tier 3	Tier 4	1,200	1,440	\$224.39	\$271.58	\$47.19	21.0%	\$229.05	\$273.63	\$44.58	19.5%
Tier 4	Tier 2	1,201	750	\$229.77	\$140.99	(\$88.79)	-38.6%	\$229.23	\$145.46	(\$83.77)	-36.5%
Tier 3	Tier 1	751	250	\$145.64	\$52.58	(\$93.06)	-63.9%	\$145.85	\$63.42	(\$82.43)	-56.5%

Bill increases/decreases resulting from change in use is somewhat greater with proposed rates, but doesn't produce significantly different impacts from current rates.



# Bill Impact – Changing Tiers

- Customers must be aware of maximum use months and manage use during those periods.

	Monthly Use - Before	Monthly Use - After	Annual Bill (T2)	Annual Bill (T3)	Difference
Jan	750	751	\$140.99	\$145.85	\$4.86
Feb	600	600	\$114.75	\$119.44	\$4.69
Mar	500	500	\$97.26	\$101.94	\$4.69
Apr	550	550	\$106.00	\$110.69	\$4.69
May	650	650	\$123.49	\$128.18	\$4.69
Jun	750	750	\$140.99	\$145.67	\$4.69
Jul	750	750	\$140.99	\$145.67	\$4.69
Aug	750	750	\$140.99	\$145.67	\$4.69
Sep	650	650	\$123.49	\$128.18	\$4.69
Oct	400	400	\$79.76	\$84.45	\$4.69
Nov	500	500	\$97.26	\$101.94	\$4.69
Dec	600	600	\$114.75	\$119.44	\$4.69
	7,450	7,451	\$1,420.71	\$1,477.13	\$56.42
					4.0%
Avg Use:	621	621			
Max Use:	750	751			



# Bill Impacts Resulting from Change in Use But No Change in Tier

		Monthly Use - Before	Monthly Use - After	Bill Before	Bill After	Difference	Percent Difference	Bill Before (Current Rates)	Bill After (Current Rates)	Difference	Percent Difference
From	To										
Tier 1	Tier 1	200	220	\$41.39	\$44.89	\$3.50	8.5%	\$43.30	\$47.01	\$3.72	8.6%
Tier 2	Tier 2	500	550	\$97.26	\$106.00	\$8.75	9.0%	\$99.02	\$108.31	\$9.29	9.4%
Tier 3	Tier 3	1,000	1,100	\$189.41	\$206.90	\$17.49	9.2%	\$191.90	\$210.47	\$18.58	9.7%
Tier 4	Tier 4	1,500	1,650	\$282.08	\$308.32	\$26.24	9.3%	\$284.77	\$312.63	\$27.86	9.8%

Bill increases/decreases resulting from change in use is somewhat less with proposed rates, but doesn't produce significantly different impacts from current rates.

- Customer Outreach may include:
  - ◆ Bill inserts/mailings (see Smart Energy Solutions program brochure attached in the Appendix)
  - ◆ Website postings
  - ◆ Bill messages
- Training and FAQs will be provided for customer service representatives
- May utilize community meetings to convey information

# Consolidation of G-32/G-62

- Rate G-62 implemented in mid-1990s as part of a rate settlement; mandatory for customers with demands in excess of 3,000 kW.
- Rates were priced to reflect marginal cost; structure consists of customer/demand charge, and no kWh charge which benefited high load factor customers and provided economic development opportunities.
- Docket No. 4065: Company proposed consolidation with Rate G-32, but was opposed by TEC-RI.
  - ◆ Cost of service shows no significant difference on per unit basis than G-32, but indicated a needed rate increase to G-62 of more than 80%.
  - ◆ Consolidation opposed by TEC-RI, G-62 receives subsidy.
- Docket No. 4323: Changed availability provision to optional for customers with demands in excess of 5,000 kW as step toward consolidation, G-62 receives subsidy.

- Cost of service shows Rate G-32 and G-62 are similar on a per unit basis.
- Proposed consolidation continues subsidy, but will set the stage for elimination in next rate case.
- Accomplishes goal of consolidation set in last rate case.
- Could delay consolidation until next general rate case; however, bill impacts could be more significant with change in revenue requirement.

- Six of ten customers will benefit from consolidation now
- Four will have impacts ranging from 0.8% to 2.8%
- Table below illustrates individual impacts (Schedule NG-14)

Rate Code B/G62

Individual Customer Impacts

Number of accounts	% of Customers	Average Annual Change	Average Monthly Change	Min % change	Max % change
3	33.3%	(\$339,377.90)	(\$28,281.49)	-7.4%	-5.5%
1	11.1%	(\$50,369.03)	(\$4,197.42)	-1.3%	-1.3%
1	11.1%	\$43,579.70	\$3,631.64	0.8%	0.8%
1	11.1%	\$103,112.11	\$8,592.68	1.5%	1.5%
2	22.2%	\$248,508.72	\$20,709.06	2.2%	2.8%

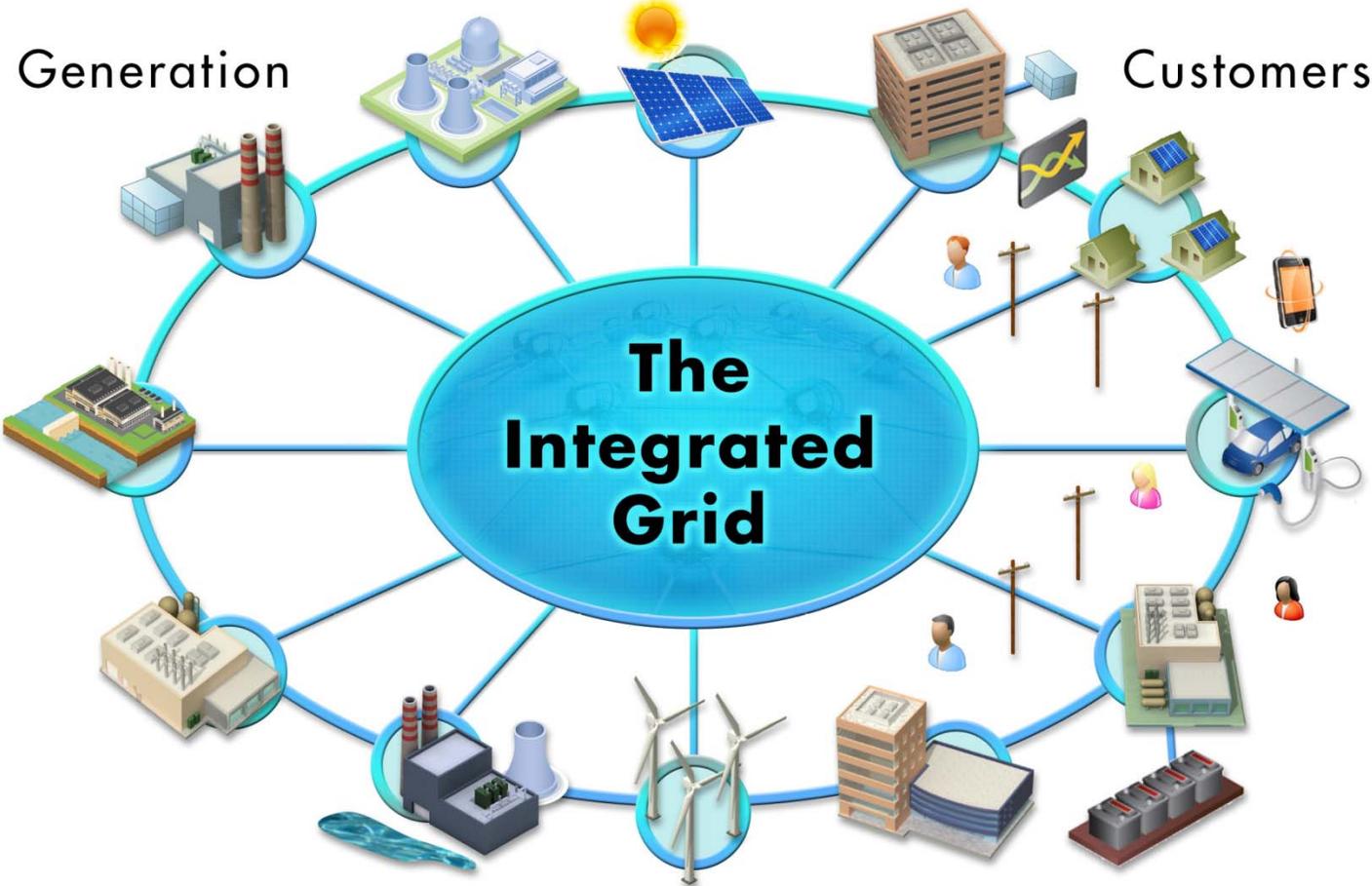
- Two of the ten customers were not included in the bill impact table above because they did not have 12 full bills during the test period.

# Access Fee

# To Be Constructed - 21<sup>st</sup> Century Grid

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Source: Electric Power Research Institute, "The Integrated Grid" Page 31

- Distribution system must be designed to manage system conditions resulting from inflow or outflows of energy.
- In fairness, customers who utilize the distribution grid should pay for that use of the grid to fund costs of company resources supporting their use.
- Distribution system provides value to DG customers.
- Rate application consistent to all customers:
  - ◆ Rate based on cost incurrence, not compensation provided for energy produced.
  - ◆ Consistent with average cost ratemaking.
  - ◆ Avoidance of “undue discrimination”: Price discrimination occurs when a business charges a different price to different groups of consumers for the same good or service.

- Based on nameplate capacity
- Capacity availability factors applied to nameplate capacity to determine monthly capacity value
- Access Fee: \$5.00 (Primary voltage)
- Monthly charge: Fee x monthly capacity value
- Example:
  - ◆ 1 MW solar unit
  - ◆ Capacity Availability Factor: 40%
  - ◆ Monthly Capacity Value:  $1\text{MW} \times 40\% = .4 \text{ MW}$
  - ◆ Access Fee:  $.4\text{MW} \times 1,000 \times \$5.00 = \$2,000.00$  per month

- Distribution rates should be based upon traditional cost of service principles with allocation methodology applied in a consistent manner to all customers who utilize the system.
- Benefits should be recognized as part of compensation provided to generation.
  - ◆ Benefits may vary by type of generation and location but cost to serve may not.
  - ◆ Compensation currently provided through net metering credits and Re Growth Performance Based Incentives and moving forward compensation should be directly related to the need and the value provided.

- Need to evaluate results of ongoing activities
  - ◆ Solar Phase II
  - ◆ Tiverton/Little Compton Pilot (aka DemandLink)
  - ◆ Smart Energy Solutions
- Lessons learned in other jurisdictions will be communicated to RI stakeholders

# Questions/Discussion

# Appendix



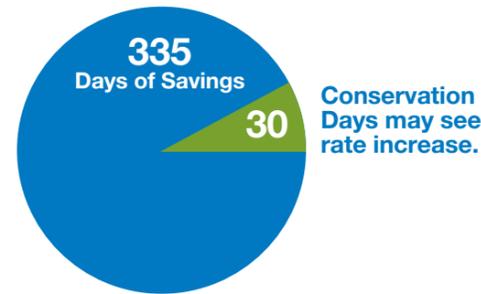
## Smart Rewards Pricing – How it works

### Lower Rate 335 Days a Year

- You are enrolled in Smart Rewards Pricing. Starting in October 2014, you will pay lower rates for your energy usage during the day and even lower rates during nights and weekends.
- Maximize your savings by shifting energy-intensive activities, such as running the dishwasher or doing laundry, to any time before 8:00 am or after 8:00 pm. This lower evening rate applies for weekends and holidays too.

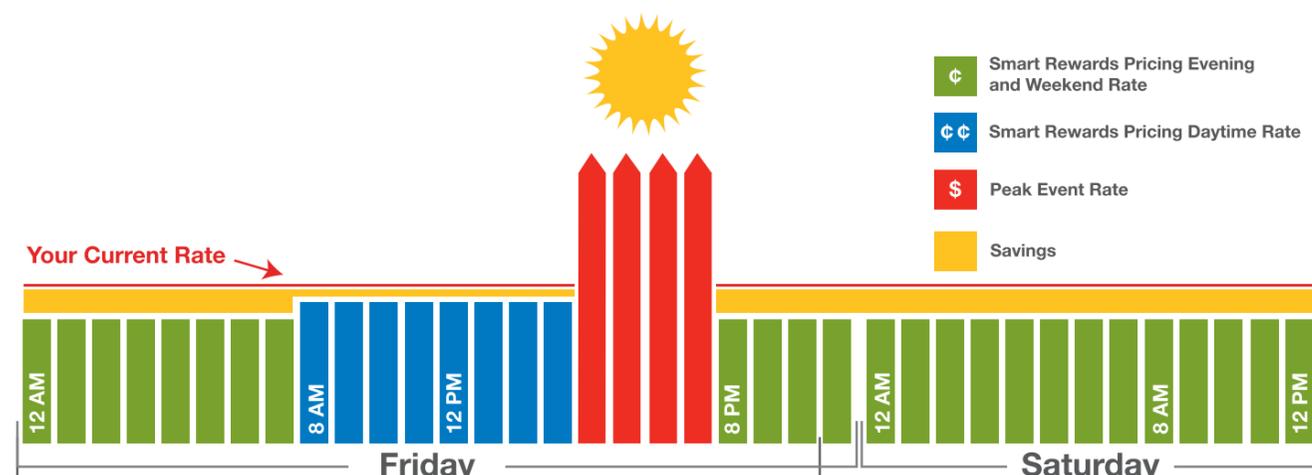
### 30 Conservation Days

- There are approximately 30 Conservation Days a year, which will occur on weekdays and non-holidays. These 30 Conservation Days typically occur in the summer when there is high humidity and the hottest temperatures. There is a possibility for these to occur other times of the year.
- Your rates will increase on the 30 Conservation Days, during specially designated hours, known as Peak Events. National Grid will notify you the day before a Peak Event by your choice of phone, email and/or text message to ensure you have the opportunity to lower your energy usage during your temporary rate increase.



### Your Bill is Protected

- As a participant in Smart Rewards Pricing, your bill is protected. If you stay with this pricing plan for 12 consecutive months, your annual billing will not exceed the amount it would have been under your previous rate.



## What if I don't want to participate in Smart Rewards Pricing?

### Conservation Day Rebate Plan

This plan offers you the opportunity to stay on at your current basic service rate and earn a rebate when you reduce your energy usage below what you normally use during Peak Events.

- **30 Conservation Days:** You will receive a credit at the end of the year for any energy you saved during the 30 Peak Events on Conservation Days.
- **No Lower Daytime, Night and Weekend Rates:** This plan does not include the lower rates for the 335 days of the year the first plan offers. In other words, if you choose this plan, you will lose the opportunity to save money on all electricity consumed during the other 335 days of the year.

If you would prefer to enroll in the Conservation Day plan, you must notify us. To enroll, please visit [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy) and fill out a plan selection form, or call us at **1-855-377-SMART** (1-855-377-7627).



### Learn more at the National Grid Sustainability Hub

We invite you to see a demonstration of the pricing tools available to you through Smart Energy Solutions. Also, visit us to learn about more opportunities to save through Smart Energy Solutions or through one of National Grid's energy efficiency programs. The Sustainability Hub is located at 912 Main Street (at the corner of Main and Hawthorne) and is open M-F, 9 AM - 4 PM.

## Opportunities to save with new pricing

Remember, with Smart Rewards Pricing, your dollar goes further on nights and weekends. So save that hot water load of laundry for Saturday morning and adjust your thermostat while you are at work. More tips are available on National Grid's website and your online energy use portal. Visit [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy).

Additionally, by lowering use during Peak Events on Conservation Days, you will:

- Reduce the impact of the higher prices
- Help reduce strain on the electric grid
- Help the environment by reducing carbon emissions

As a participant in the Smart Energy Solutions program, you also have access to your personalized electricity use online. This tool will help you to monitor and manage your usage.



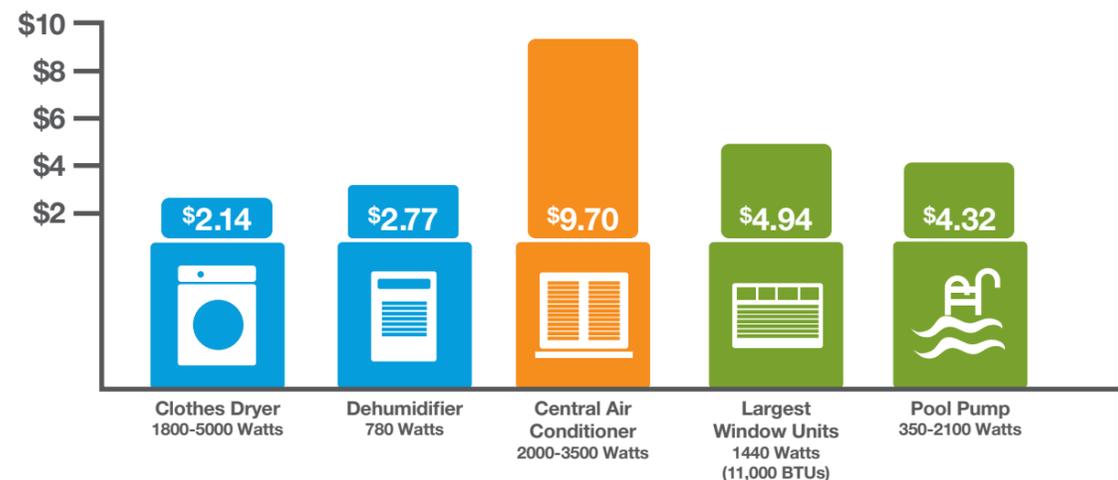
### Did You Know?

Traditionally, National Grid has bought its electricity from generation companies and distributed it to customers at a flat rate, even though the price fluctuates hourly. The cost of electricity increases significantly during the hot summer months, when the majority of people run their air conditioners and electric devices to keep cool.

### More Ways to Save

You can save money and energy 365 days a year with energy efficient equipment. National Grid can help with even more incentives and rebates. Visit [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy) for more details. Here is an idea of the largest electricity consumers in your home (per kWh on a Conservation Day). Investing in energy efficient appliances up front can help lower your annual costs by up to 30%.

### Average cost per Conservation Day



## Smart Energy Solutions pricing – at a glance

- You are already enrolled in **Smart Rewards Pricing**, starting in October. Your rate will change and you will immediately enjoy savings on your bill. By shifting your use to nights and weekends, you will save even more. If you would prefer to enroll in the Conservation Day Rebate plan, you must notify us by visiting [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy) and filling out a plan selection form, or call us at **1-855-377-SMART** (1-855-377-7626).
- On **Conservation Days**, your rate will temporarily increase during designated Peak Event hours. National Grid will notify you the day before a **Conservation Day** to let you know what hours you should aim to reduce your energy use. You can save money by conserving energy during these times.
- There will be approximately **30 Conservation Days** per year, which will most likely be days with the hottest temperatures and the highest energy use of the summer.
- As a participant in the **Smart Rewards Pricing** plan, your bill is protected.\* If you stay in the **Smart Rewards Pricing** plan for at least 12 consecutive months, your annual billing will not exceed the amount it would have been on the basic service rate.
- If you don't want to participate in the Smart Rewards Pricing plan, you may choose the Conservation Day Rebate plan by visiting [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy) and filling out a plan selection form, or by calling our customer care representatives at **1-855-377-SMART** (1-855-377-7627).

\*Bill Protection: See full definition in Glossary of Key Terms located in Frequently Asked Questions.

National Grid is updating the electrical infrastructure in Worcester with advanced technologies that will offer you exciting opportunities to save energy and money while providing enhanced electrical reliability for Smart Energy Solutions customers like you.

To learn more about National Grid's Smart Energy Solutions and our new rate and technology options, please visit [www.nationalgrid.com/smartenergy](http://www.nationalgrid.com/smartenergy) or call **1-855-377-SMART** (1-855-377-7627). Translation services are available.

You may opt out of this program at any time by calling **1-855-377-SMART** (1-855-377-7627) and one of our customer care representatives will be happy to assist you.

## Smart Energy Solutions Pricing Plans

Starting in October 2014, you will have unprecedented levels of choice, control and convenience to help you save money and energy.



Si usted desea recibir esta información en español, llamar al 1-855-377-7627. Servicios de traducción disponibles.

Jul 16, 2015 to Aug 16, 2015

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Sep 12, 2015

\$ 166.00

## ELECTRIC BILL

www.nationalgridus.com

CUSTOMER SERVICE  
1-800-322-3223  
CREDIT DEPARTMENT  
1-888-211-1313

GAS EMERGENCIES  
1-800-640-1595

POWER OUTAGE OR DOWNED LINE  
1-800-465-1212

CONTACT US  
ngrid.com/ri-contactus

CORRESPONDENCE ADDRESS  
PO Box 960  
Northborough, MA 01532-0960  
PAYMENT ADDRESS  
PO Box 11739  
Newark, NJ 07101-4739

DATE BILL ISSUED  
Aug 19, 2015

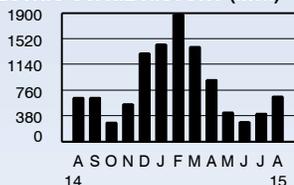
### Enrollment Information

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

Loadzone Rhodelsland

Acct No: [REDACTED] Cycle: 13 [REDACTED]

### ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Aug 14	Aug 15
kWh	22.5	21.7
Cost	\$ 3.83	\$ 4.22

Actual Estimated

### YOUR PAYMENT THIS MONTH

Budget Plan Amount	166.00
<b>Amount Due ▶</b>	<b>\$ 166.00</b>

### PLAN STATUS

<b>Budget Plan - Started Dec 07</b>	
Accumulated Budget Plan charges	-1,494.00
Accumulated Actual Charges	1,704.12
Amount Due Company after paying this bill	\$ 210.12

### ACCOUNT ACTIVITY

Previous Balance		166.00
Payment Received on AUG 3 (Check)	THANK YOU	- 166.00
Current Charges		+ 130.99

### SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ADJUSTMENTS	TOTAL
Electric Service	55.82	69.93		125.75
Other Charges/Adjustments			5.24	5.24
<b>Total Current Charges</b>	<b>\$ 55.82</b>	<b>\$ 69.93</b>	<b>\$ 5.24</b>	<b>\$ 130.99</b>

- Save time and money! Sign up for paperless billing and receive a \$ 0.34 credit on your monthly bill. Visit our website to enroll today.
- The Energy Charge now includes the Renewable Energy Standard Charge which was previously identified separately on the bill. This charge is collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by Rhode Island General Laws section 39-26-1.
- What is the Energy Efficiency Charge on my bill?** This charge funds Energy Efficiency programs that can help consumers lower their energy usage and bills, improve comfort in their homes or businesses, and lower pollutants and carbon emissions in our communities. To learn how to take advantage of these programs and your eligibility, please call 1-866-903-2811 or visit www.ngrid.com/ri-ee.

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
[REDACTED]	Sep 12, 2015	\$ 166.00

# nationalgrid

PO Box 960  
Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

\*\*\*\*AUTO\*\*MIXED AADC 060



021039

NATIONAL GRID  
PO BOX 11739  
NEWARK NJ 07101-4739



Jul 16, 2015 to Aug 16, 2015

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Sep 12, 2015

\$ 166.00

**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: [REDACTED] Cycle: 13, [REDACTED]

**Electric Usage History**

Month	kWh	Month	kWh
Aug 14	653	Mar 15	1409
Sep 14	656	Apr 15	913
Oct 14	288	May 15	442
Nov 14	558	Jun 15	300
Dec 14	1309	Jul 15	418
Jan 15	1448	Aug 15	672
Feb 15	1885		

**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
Jul 16 - Aug 16	31	23069 Actual		22397 Actual		672 kWh

METER NUMBER [REDACTED] NEXT SCHEDULED READ DATE ON OR ABOUT Sep 17

RATE Basic Residential Rate A-16

Customer Charge				5.00
LIHEAP Enhancement Charge				0.73
Distribution Energy Chg	0.04065	x	672 kWh	27.32
Energy Efficiency Prgms	0.00983	x	672 kWh	6.61
Renewable Egy Dist Chg	0.00232	x	672 kWh	1.56
Transmission Charge	0.02348	x	672 kWh	15.78
Transition Charge	-0.00201	x	672 kWh	-1.35
RE Growth Program				0.17

**Total Delivery Services \$ 55.82**

**Supply Services**

SUPPLIER National Grid

Energy Charge	0.10111	x	672 kWh	67.95
Renewable Energy Chg	0.00294	x	672 kWh	1.98

**Total Supply Services \$ 69.93**

**Other Charges/Adjustments**

Gross Earnings Tax	0.04166667	x	125.75	5.24
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**Total Other Charges/Adjustments \$ 5.24**

**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.

**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.