



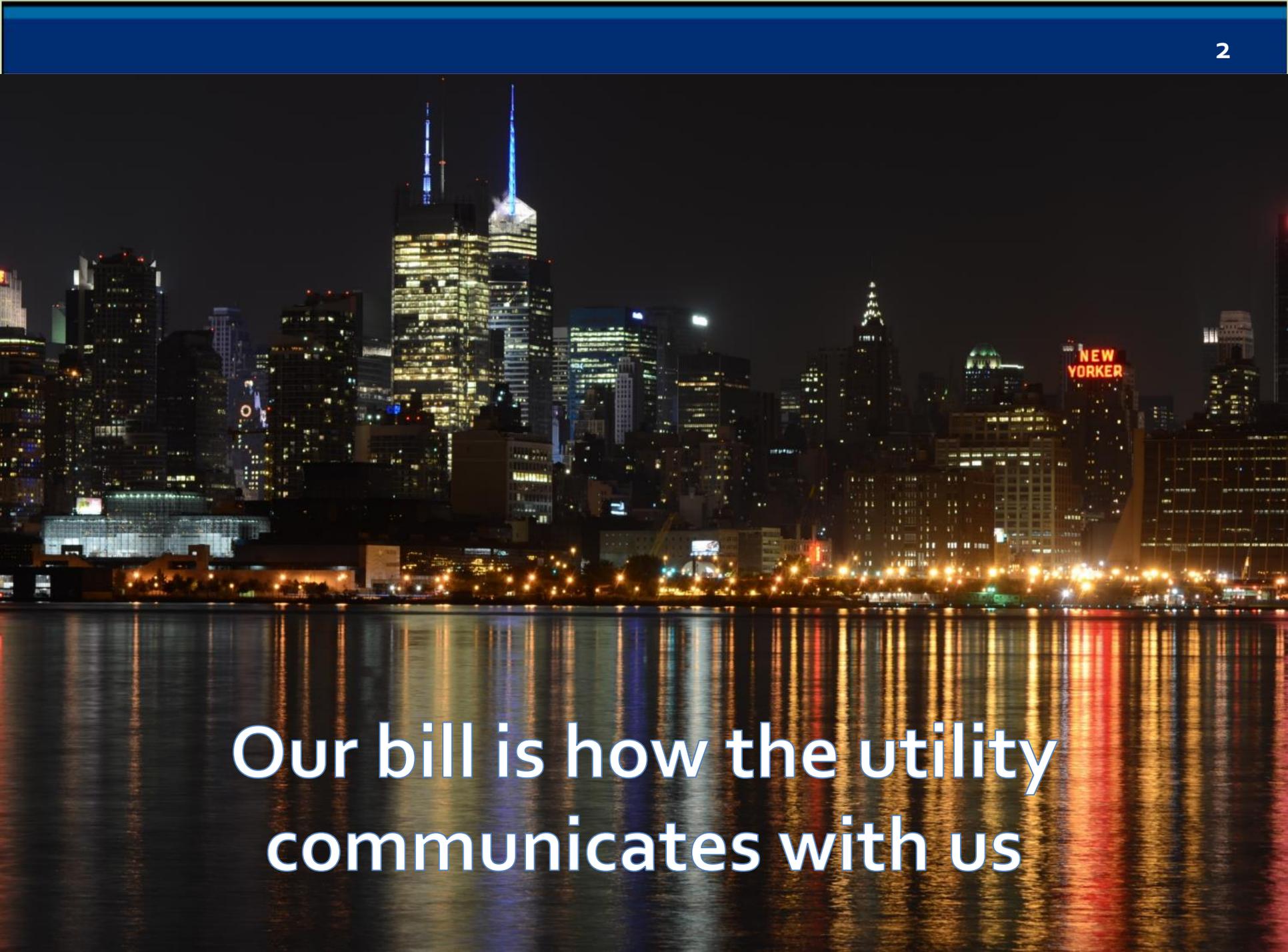
Department
of Public Service

Demystifying Electricity Bills

A breakdown of the components of a utility bill

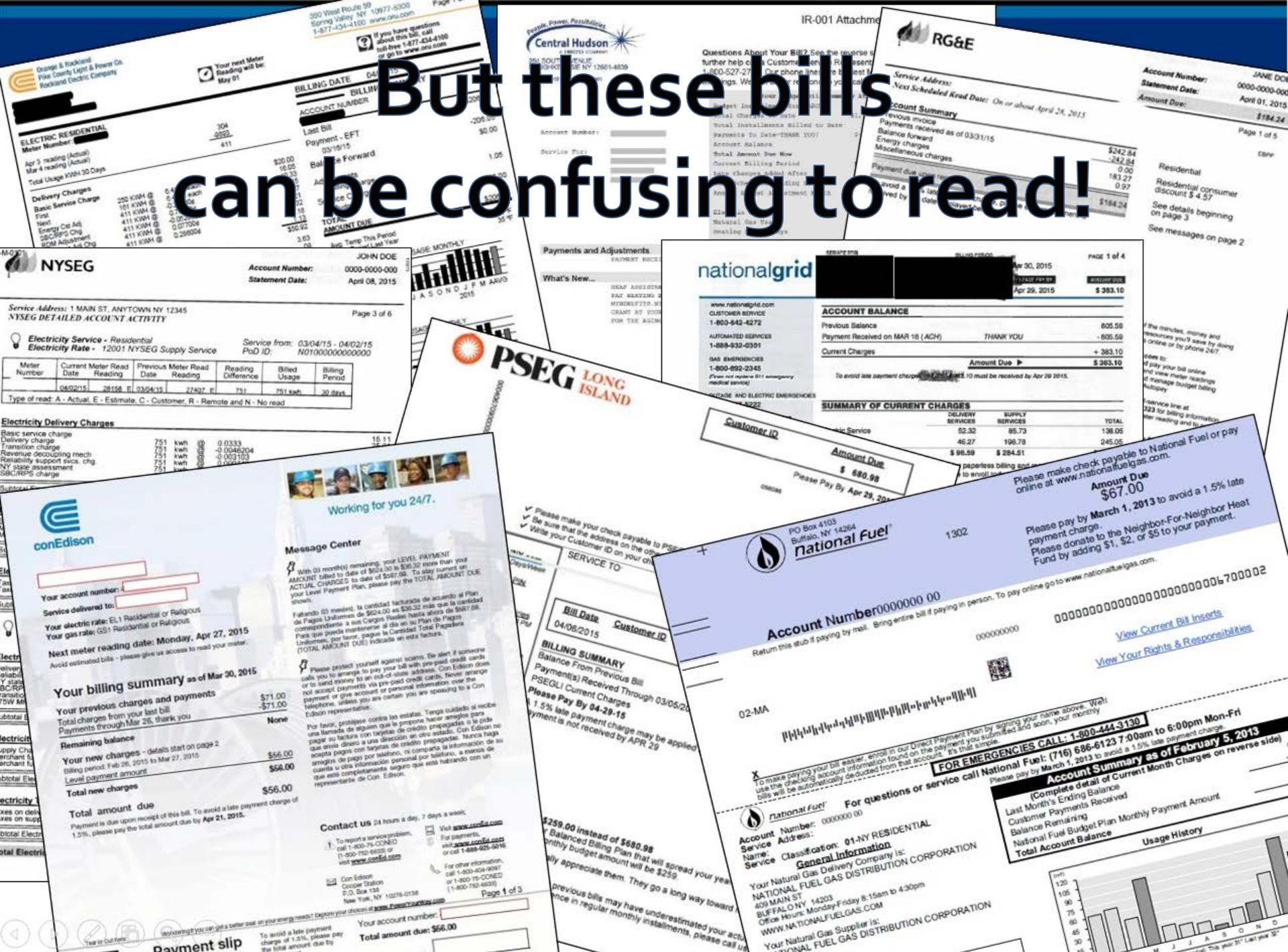
LIFE Statewide Conference

May 25, 2016

A nighttime photograph of the New York City skyline, viewed from across a body of water. The city lights are reflected in the water. The text "Our bill is how the utility communicates with us" is overlaid in white on the lower half of the image.

Our bill is how the utility communicates with us

But these bills can be confusing to read!



Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

Your next Meter Reading will be: **May 31**

ELECTRIC RESIDENTIAL
Meter Number: [REDACTED]

BILLING DATE: [REDACTED]

Account Number: 0000-0000-000

Statement Date: April 08, 2015

| | |
|-------------------------|---------|
| Apr 3 reading (Actual) | \$20.00 |
| Mar 4 reading (Actual) | 14.05 |
| Total Usage kWh 30 Days | 6.95 |

Delivery Charges: 200 kWh @ 0.14 = 28.00
Basic Service Charge: 411 kWh @ 0.02 = 8.22

AMOUNT DUE: \$36.22

NYSEG

Service Address: 1 MAIN ST, ANYTOWN NY 12345

Electricity Service - Residential
Electricity Rate - 12001 NYSEG Supply Service

| Month | Current Meter Read | Previous Meter Read | Reading Difference | Billed Usage | Billing Period |
|----------|--------------------|---------------------|--------------------|--------------|-----------------|
| 04/02/15 | 28158 E | 3304/15 | 27492 R | 751 | 751 kWh 30 days |

Electricity Delivery Charges

| | | |
|-------------------------------|---------------------|-------|
| Basic service charge | 751 kWh @ 0.0333 | 15.11 |
| Delivery charge | 751 kWh @ 0.0046204 | 3.47 |
| Transition charge | 751 kWh @ 0.0001103 | 0.08 |
| Revenue decoupling mech. | 751 kWh @ 0.0001103 | 0.08 |
| Reliability support svcs. chg | 751 kWh @ 0.0001103 | 0.08 |
| NY state assessment | 751 kWh @ 0.0001103 | 0.08 |
| Other NYSEG charge | 751 kWh @ 0.0001103 | 0.08 |

conEdison

Working for you 24/7.

Your account number: [REDACTED]

Your electric rate: E1 Residential or Religious

Your gas rate: G5 Residential or Religious

Next meter reading date: Monday, Apr 27, 2015

Your billing summary as of Mar 30, 2015

| | |
|--|----------|
| Your previous charges and payments | \$71.00 |
| Total charges from your last bill | -\$71.00 |
| Payments through Mar 26, thank you | None |
| Remaining balance | None |
| Your new charges - details start on page 2 | \$56.00 |
| billing period: Feb 26, 2015 to Mar 27, 2015 | \$56.00 |
| Level payment amount | \$56.00 |
| Total new charges | \$56.00 |

Message Center

With 03 months remaining, your LEVEL PAYMENT AMOUNT billed to date of \$54.50 is \$36.32 more than your ACTUAL CHARGES to date of \$18.18. To clear current on your Level Payment Plan, please pay the TOTAL AMOUNT DUE shown.

Please protect yourself against scams. Be alert if someone calls you to arrange to pay your bill with pre-paid credit cards or to send money to an out-of-state address. Con Edison does not accept payments via pre-paid credit cards. Never arrange payment or give account or personal information over the telephone, unless you are certain you are speaking to a Con Edison representative.

Contact us 24 hours a day, 7 days a week

To report a service problem, call 1-800-75-CONEED or (1-800-752-6103) or visit www.coned.com

For other information, call 1-800-424-9091 or 1-800-75-CONEED (1-800-752-6103)

Central Hudson

Questions About Your Bill? See the reverse for further help or call our Customer Response Center at 1-800-527-2727. Our phone lines are busiest Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Standard Time.

Account Number: [REDACTED]

Service Type: [REDACTED]

Payments and Adjustments

What's New...

PSEG LONG ISLAND

Account Number: [REDACTED]

Statement Date: [REDACTED]

Amount Due: [REDACTED]

Service ID

Bill Date: 04/05/2015

Customer ID: [REDACTED]

BILLING SUMMARY

Balance From Previous Bill

Payment(s) Received Through 03/05/2015

PSEGL Current Charges

Please Pay By 04-29-15

1.5% late payment charge may be applied if payment is not received by APR 29

Payment slip

Your account number: [REDACTED]

Total amount due: \$66.00

To avoid a late payment charge of 1.5%, please pay the total amount due by [REDACTED]

RG&E

Service Address: [REDACTED]

Next Scheduled Read Date: On or about April 26, 2015

Account Number: [REDACTED]

Statement Date: [REDACTED]

Amount Due: [REDACTED]

nationalgrid

Account Number: [REDACTED]

Statement Date: [REDACTED]

Amount Due: [REDACTED]

ACCOUNT BALANCE

CUSTOMER SERVICE: 1-800-642-4272

PREVIOUS BALANCE: 805.58

PAYMENT RECEIVED ON MAR 16 (ACH) THANK YOU: -805.58

CURRENT CHARGES: +383.10

AMOUNT DUE: \$383.10

National Fuel

Customer ID: [REDACTED]

Amount Due: \$680.98

Please Pay By Apr 29, 2015

PO Box 4103
Buffalo, NY 14254

1302

Return this stub if paying by mail. Bring entire bill if paying in person. To pay online go to www.nationalfuelgas.com.

National Fuel

Account Number: 00000000

Service Address: [REDACTED]

Name: [REDACTED]

Classification: 01-NY RESIDENTIAL

General Information

Your National Gas Delivery Company is: NATIONAL FUEL GAS DISTRIBUTION CORPORATION

Office Hours: Monday-Friday 8:15am to 4:30pm

WWW.NATIONALFUELGAS.COM

Your National Gas Supplier is: NATIONAL FUEL GAS DISTRIBUTION CORPORATION

Account Summary

Service Address: [REDACTED]

Next Scheduled Read Date: On or about April 26, 2015

Account Number: [REDACTED]

Statement Date: [REDACTED]

Amount Due: [REDACTED]

National Fuel

Customer ID: [REDACTED]

Amount Due: \$67.00

Please make check payable to National Fuel or pay online at www.nationalfuelgas.com.

Please pay by March 1, 2013 to avoid a 1.5% late payment charge.

Please donate to the Neighbor-For-Neighbor Heat Fund by adding \$1, \$2, or \$5 to your payment.

National Fuel

FOR EMERGENCIES CALL: 1-800-444-3130

To make paying your bill easier, enroll in our Direct Payment Plan by signing your name above. We'll use the checking account information found on the payment you submitted and soon, your monthly bills will be automatically deducted from that account. It's that simple.

FOR QUESTIONS OR SERVICE CALL NATIONAL FUEL: (716) 686-6123 7:00am to 6:00pm Mon-Fri

Please pay by March 1, 2013 to avoid a 1.5% late payment charge.

Account Summary as of February 5, 2013

Complete detail of Current Month Charges on reverse side

| | |
|--|------------|
| Last Month's Ending Balance | [REDACTED] |
| Customer Payments Received | [REDACTED] |
| Balance Remaining | [REDACTED] |
| National Fuel Budget Plan Monthly Payment Amount | [REDACTED] |
| Total Account Balance | [REDACTED] |

Usage History

Bar chart showing usage in kWh for months M, J, J, A, S, O, N, D.

Usage History

Usage (kWh)

M J J A S O N D



SERVICE FOR
JOHN SMITH
 1010 ANY STREET
 ANYTOWN NY 99999

BILLING PERIOD
 Mar 7, 2016 to Apr 6, 2016

PAGE 1 of 4

ACCOUNT NUMBER **PLEASE PAY BY** **AMOUNT DUE**
 99999-99999 May 1, 2016 \$ 111.94

ACCOUNT BALANCE

| | |
|---|------------------|
| Previous Balance | 136.06 |
| Payment Received on MAR 31 (Check) <i>THANK YOU</i> | - 136.06 |
| Current Charges | + 111.94 |
| Amount Due ▶ | \$ 111.94 |

To avoid late payment charges of 1.5%, \$ 111.94 must be received by May 1 2016.

SUMMARY OF CURRENT CHARGES

| | DELIVERY SERVICES | SUPPLY SERVICES | TOTAL |
|------------------------------|-------------------|-----------------|------------------|
| Electric Service | 39.52 | 14.20 | 53.72 |
| Gas Service | 41.46 | 16.76 | 58.22 |
| Total Current Charges | \$ 80.98 | \$ 30.96 | \$ 111.94 |

- Save time and money! Sign up for paperless billing and receive a \$ 0.40 credit on your monthly bill. Visit our website to enroll today.
- National Grid buys low cost energy and receives a Residential Consumer Discount monthly payment from the New York Power Authority (NYPA) to be used as a benefit for residential customers. This bill reflects a savings of \$ 0.53 from these benefits.
- Payment concerns?** We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.
- ★ WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?:** During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to www.nationalgrid.com/myaccount to update your information so that we may be able to reach you with important information during power outages.

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

ACCOUNT NUMBER **PLEASE PAY BY** **AMOUNT DUE**
 99999-99999 **May 1, 2016** **\$ 111.94**

Write account number on check and make payable to National Grid

PAGE 2 of 4

2016
PLEASE PAY BY **AMOUNT DUE**
 May 1, 2016 **\$ 111.94**

Previous Reading = Total Usage
 94588 Actual 398 kWh
 May 9

| | |
|-------|-------|
| 8 kWh | 17.00 |
| 8 kWh | 19.10 |
| 8 kWh | 0.31 |
| 8 kWh | 2.66 |
| 8 kWh | 1.23 |
| 8 kWh | -0.07 |
| 8 kWh | -1.50 |
| 8 kWh | 0.79 |

Delivery \$ 39.52

Measured CF x Therm Factor = Therms Used
 1 1.02787 = 52

May 9

PAGE 3 of 4

6, 2016
PLEASE PAY BY **AMOUNT DUE**
 May 1, 2016 **\$ 111.94**

| |
|-------|
| 20.35 |
| 18.10 |
| 0.13 |
| 0.71 |
| 0.26 |
| 0.79 |
| 0.29 |
| 0.83 |

Delivery \$ 41.46
Services \$ 80.98

| | |
|-----|------|
| kWh | 8.02 |
| kWh | 0.66 |
| kWh | 5.52 |

Supply \$ 14.20

| |
|--------------------------|
| 15.57 |
| 1.19 |
| Supply \$ 16.76 |
| Services \$ 30.96 |

Total Billing Services \$ 1.24

www.nationalgridus.com
 CUSTOMER SERVICE
1-800-642-4272
 AUTOMATED SERVICES
1-888-932-0301
 GAS EMERGENCIES
1-800-892-2345
 (Does not replace 911 emergency medical service)

OUTAGE AND ELECTRIC EMERGENCIES
1-800-867-5222

CORRESPONDENCE ADDRESS
**300 Erie Blvd West
 Syracuse, NY 13202**

DATE BILL ISSUED
Apr 7, 2016

GAS USAGE HISTORY (Therms)



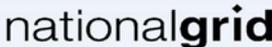
Daily Averages
 Therms Apr 15 2.3 Apr 16 1.7
 Cost \$ 2.95 \$ 1.94

ELECTRIC USAGE HISTORY (kWh)



Daily Averages
 kWh Apr 15 13.3 Apr 16 13.3
 Cost \$ 2.10 \$ 1.79

■ Actual □ Estimated



300 Erie Blvd West
 Syracuse NY 13202-0960

*AUTO**SCH 5-DIGIT 13027
 JOHN SMITH
 1010 ANY STREET
 ANYTOWN NY 99999

028431

NATIONAL GRID
 PO BOX 11742
 NEWARK NJ 07101-4742

So what ARE these charges on my bill?

costs associated with
 ns, such as energy
 nism ("RDM")
 y service revenues
 service revenues
 customers. Target
 service revenues are
 ation Mechanism
 Grid's electricity
 cost of
 7. Costs above
 customers. Revenues
 customers.
 Service Charge:
 nsporting gas across
 premise, regardless
 n normal weather:
 omers' gas bills due
 er during the heating
 charge to reflect
 mandated public policy
 ciency programs.
 ect the Company's
 m suppliers and
 npany's distribution
 rate supplier, the
 on with that supplier.
 t:
 credits consisting of
 e Sharing
 opment Surcharge,
 m Adjustment and
 a reading, we
 your past usage,
 ns into account.
 ntinuous record of
 estimated and actual
 xt meter reading. To
 can take your own
 scheduled date shown
 8-932-0301.
 payment programs
 varied needs of our
 ers avoid high
 ng the cost for utility
 customers extra time
 rid bill.
 ent: Designed for
 ind on their payments
 istance Plan: Allows
 d due to hospitaliza-
 National Grid bill 30
 t:
 -800-642-4272
 ng their National Grid

Supply charge

nationalgrid

www.nationalgridus.com
 CUSTOMER SERVICE 1-800-642-4272
 AUTOMATED SERVICES 1-888-932-0301
 GAS EMERGENCIES 1-800-892-2345
 (Does not replace 911 emergency medical service)
 OUTAGE AND ELECTRIC EMERGENCIES 1-800-867-5222
 CORRESPONDENCE ADDRESS
 300 Erie Blvd West
 Syracuse, NY 13202
 THE BILL ISSUED
 Mar 7, 2016

SERVICE FOR
 JOHN SMITH
 1010 ANY STREET
 ANYTOWN NY 99999

BILLING PERIOD
 Mar 7, 2016 to Apr 6, 2016

ACCOUNT NUMBER
 99999-99999

PAGE 1 of 4

PLEASE PAY BY
 May 1, 2016

AMOUNT DUE
 \$ 111.94

ACCOUNT BALANCE

| | |
|------------------------------------|------------------|
| Previous Balance | |
| Payment Received on MAR 31 (Check) | |
| Current Charges | 136.06 |
| | - 136.06 |
| | + 111.94 |
| Amount Due | \$ 111.94 |

THANK YOU

To avoid late payment charges of 1.5%, \$ 111.94 must be received by May 1 2016.

SUMMARY OF CURRENT CHARGES

| | | | |
|------------------|-------------------|-----------------|-----------|
| Electric Service | DELIVERY SERVICES | | TOTAL |
| Gas Service | 39.52 | SUPPLY SERVICES | 53.72 |
| | 41.46 | 14.20 | 58.22 |
| | \$ 80.98 | 16.76 | \$ 111.94 |
| | | \$ 30.96 | |

Total Current Charges

Save time and money! Sign up for paperless billing and receive a \$ 0.40 credit on your monthly bill. Visit our website to enroll today.

National Grid buys low cost energy and receives a Residential Consumer Discount monthly payment from the New York Power Authority (NYPA) to be used as a benefit for residential customers. This bill reflects a savings of \$ 0.53 from these benefits.

Payment concerns? We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

★ WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?: During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to www.nationalgrid.com/myaccount to update your information so that we may be able to reach you with important power outages.

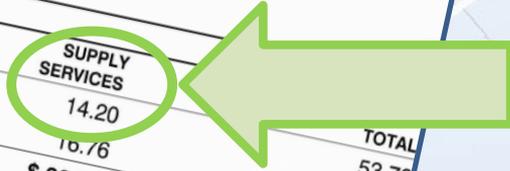
AS USAGE HISTORY (Therms)

| | | | |
|--------|---------|--------|---------|
| Apr 15 | 2.3 | Apr 16 | 1.7 |
| Apr 15 | \$ 2.35 | Apr 16 | \$ 1.94 |

AS USAGE HISTORY (kWh)

| | | | |
|--------|------|--------|---------|
| Apr 15 | 13.3 | Apr 16 | 13.3 |
| Apr 15 | 2.10 | Apr 16 | \$ 1.79 |

This is what you pay for the amount of electricity you used.



SERVICE FOR
JOHN SMITH
1010 ANY STREET
ANYTOWN NY 99999

BILLING PERIOD
Mar 7, 2016 to Apr 6, 2016

PAGE 3 of 4

ACCOUNT NUMBER 99999-99999
PLEASE PAY BY
May 1, 2016

AMOUNT DUE
\$ 111.94

www.nationalgridus.com



High energy user? Consider Time-of-Use.

Depending on your electricity usage patterns, your electricity bills may be lower on Time-of-Use (TOU) Service Classification 1C (SC-1C) rate than on standard residential service (SC-1).

SC-1C customers pay a higher basic service charge—currently \$30 per billing period—and a lower delivery charge than on standard residential service. However, these customers will pay more per kilowatt-hour for electricity supply used during on-peak periods. In return, they pay lower rates for electricity supply during off-peak periods, when the demand for electricity is lower.

If your usage is greater than 980 kWh and you have the ability to shift at least 12 percent of your usage to shoulder-peak hours and 80 percent of your usage to the off-season/off-peak hours, you may benefit from this rate. Once enrolling on the rate, there is a one-year commitment.

For more information, visit
www.nationalgridus.com/sc1c

On-peak hours are:

- ▶ December, January, February:
5 p.m. to 8 p.m. on weekdays
- ▶ June, July, August: 11 a.m. to
5 p.m. on weekdays

Shoulder-peak hours are:

- ▶ December, January, February:
9 a.m. to 5 p.m. on weekdays
- ▶ June, July, August: 8 a.m. to

| | | |
|---|---------------------|-----------------|
| Basic Service Charge (including first 3 therms) | | 20.35 |
| Next 47 Therms | 0.3852 x 47 therms | 18.10 |
| Over/Last 2 Therms | 0.06385 x 2 therms | 0.13 |
| Adjustment for Changes from Normal Weather | | 0.71 |
| Delivery Service Adj(s) | 0.00503 x 52 therms | 0.26 |
| System Benefits Charge | 0.01528 x 52 therms | 0.79 |
| Incr State Assessment | 0.0055 x 52 therms | 0.29 |
| Tariff Surcharge | 2.04082 % | 0.83 |
| Total Gas Delivery | | \$ 41.46 |
| Total Delivery Services | | \$ 80.98 |

Supply Services

Electricity Supply

SUPPLIER National Grid

| | | |
|---------------------------------|----------------------|-----------------|
| Electricity Supply | 0.02015 x 398 kWh | 8.02 |
| Merchant Function | 0.00166764 x 398 kWh | 0.66 |
| ESRM | 0.013867 x 398 kWh | 5.52 |
| Total Electricity Supply | | \$ 14.20 |

Gas Supply

SUPPLIER National Grid

| | | |
|------------------------------|----------------------|-----------------|
| Gas Supply | 0.299273 x 52 therms | 15.57 |
| Merchant Function | 0.022944 x 52 therms | 1.19 |
| Total Gas Supply | | \$ 16.76 |
| Total Supply Services | | \$ 30.96 |

▶ For Your Information

The following charges are already included in the "Delivery Services" portion of your bill. If you were to

Supply charge



Department
of Public Service

Actual vs. estimated reading

nationalgrid

SERVICE FOR
JOHN SMITH
1010 ANY STREET
ANYTOWN NY 99999

BILLING PERIOD
Mar 7, 2016 to Apr 6, 2016

PAGE 2 of 4

ACCOUNT NUMBER 99999-99999
PLEASE PAY BY
May 1, 2016

AMOUNT DUE
\$ 111.94

Enrollment Information

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

Loadzone Central

Acct No: 99999-99999 Cycle: 7, ABCD

| Electric Usage | | Gas Usage | |
|----------------|-----|-----------|--------|
| Month | kWh | Month | Therms |
| Apr 15 | 386 | Apr 15 | 68 |
| May 15 | 347 | May 15 | 36 |
| Jun 15 | 644 | Jun 15 | 21 |
| Jul 15 | 724 | Jul 15 | 14 |
| Aug 15 | 875 | Aug 15 | 13 |
| Sep 15 | 948 | Sep 15 | 12 |
| Oct 15 | 560 | Oct 15 | 14 |
| Nov 15 | 348 | Nov 15 | 26 |
| Dec 15 | 497 | Dec 15 | 46 |
| Jan 16 | 467 | Jan 16 | 52 |
| Feb 16 | 402 | Feb 16 | 73 |
| Mar 16 | 476 | Mar 16 | 85 |
| Apr 16 | 398 | Apr 16 | 52 |

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

DETAIL OF CURRENT CHARGES

Delivery Services

Electricity Delivery

| Service Period | No. of days | Current Reading | - | Previous Reading | | |
|-------------------------------------|-----------------------|--------------------------------------|---|------------------|--|-----------------|
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | | kWh |
| METER NUMBER | 12345678 | NEXT SCHEDULED READ DATE ON OR ABOUT | | May 9 | | |
| RATE | Electric SC1 Non Heat | | | | | |
| Basic Service (not including usage) | | | | | | 17.00 |
| Delivery | | 0.048004 | x | 398 kWh | | 19.10 |
| Incr State Assessment | | 0.00078 | x | 398 kWh | | 0.31 |
| SBC | | 0.006686 | x | 398 kWh | | 2.66 |
| Legacy Transition Chrg | | 0.00309 | x | 398 kWh | | 1.23 |
| RDM | | -0.00017633 | x | 398 kWh | | -0.07 |
| Transmission Rev Adj | | -0.00377 | x | 398 kWh | | -1.50 |
| Tariff Surcharge | | 2.04082 % | | | | 0.79 |
| Total Electricity Delivery | | | | | | \$ 39.52 |

Gas Delivery

| Service Period | No. of days | Current Reading | - | Previous Reading | = | Measured CCF | x | Therm Factor | = | Therms Used |
|----------------|------------------|--------------------------------------|---|------------------|---|--------------|---|--------------|---|-------------|
| Mar 7 - Apr 6 | 30 | 2098 Actual | | 2047 Actual | | 51 | | 1.02787 | | 52 |
| METER NUMBER | 12345678 | NEXT SCHEDULED READ DATE ON OR ABOUT | | May 9 | | | | | | |
| RATE | Gas SC1 Res Heat | | | | | | | | | |

Merchant function charge

This covers the utility's costs of procuring your electricity, as well as processing payments and collections-related actions.

service. However, these customers will pay more per kilowatt-hour for electricity supply used during on-peak periods. In return, they pay lower rates for electricity supply during off-peak periods, when the demand for electricity is lower.

If your usage is greater than 980 kWh and you have the ability to shift at least 12 percent of your usage to shoulder-peak hours and 80 percent of your usage to the off-season/off-peak hours, you may benefit from this rate. Once enrolling on the rate, there is a one-year commitment.

For more information, visit www.nationalgridus.com/sc1c

On-peak hours are:

▶ December, January, February:

Supply Services

Electricity Supply

SUPPLIER National Grid

| | | | |
|---------------------------------|------------|-----------|-----------------|
| Electricity Supply | 0.02015 | x 398 kWh | 8.02 |
| Merchant Function | 0.00166764 | x 398 kWh | 0.66 |
| ESRM | 0.013867 | x 398 kWh | 5.52 |
| Total Electricity Supply | | | \$ 14.20 |

Gas Supply

SUPPLIER National Grid

| | | | |
|------------|----------|-------------|-------|
| Gas Supply | 0.299273 | x 52 therms | 15.57 |
|------------|----------|-------------|-------|



Department
of Public Service

Electricity Supply Reconciliation Mechanism

The ESRM reconciles electricity supply service revenues to the cost of electricity bought by the utility.

service. However, these customers will pay more per kilowatt-hour for electricity supply used during on-peak periods. In return, they pay lower rates for electricity supply during off-peak periods, when the demand for electricity

If your usage is less than 12 percent of your peak hours and 80 percent of your usage to the off-season/off-peak hours, you may benefit from this rate. Once enrolling on the rate, there is a one-year commitment.

For more information, visit www.nationalgridus.com/sc1c

On-peak hours are:
▶ December, January, February:

Supply Services

Electricity Supply

SUPPLIER National Grid

| | | | |
|---------------------------------|------------|-----------|-----------------|
| Electricity Supply | 0.02015 | x 398 kWh | 8.02 |
| Merchant Function | 0.00199764 | x 398 kWh | 0.66 |
| ESRM | 0.013867 | x 398 kWh | 5.52 |
| Total Electricity Supply | | | \$ 14.20 |

Gas Supply

SUPPLIER National Grid

| | | | |
|------------|----------|-------------|-------|
| Gas Supply | 0.299273 | x 52 therms | 15.57 |
|------------|----------|-------------|-------|

Delivery charge

This charge covers the costs of the network of power lines and substations that brings the electricity to your home.

nationalgrid

SERVICE FOR
 JOHN SMITH
 1010 ANY STREET
 ANYTOWN NY 99999

BILLING PERIOD
 Mar 7, 2016 to Apr 6, 2016

ACCOUNT NUMBER
 99999-99999

PLEASE PAY BY
 May 1, 2016

www.nationalgridus.com
 CUSTOMER SERVICE
 1-800-642-4272

AUTOMATED SERVICES
 1-888-932-0301

GAS EMERGENCIES
 1-800-892-2345
 (Does not replace 911 emergency medical service)

OUTAGE AND ELECTRIC EMERGENCIES
 1-800-867-5222

CORRESPONDENCE ADDRESS
 300 Erie Blvd West
 Syracuse, NY 13202

DATE BILL ISSUED
 Apr 7, 2016

ACCOUNT BALANCE

Previous Balance

Payment Received on MAR 31 (Check)

Current Charges

THANK YOU

To avoid late payment charges of 1.5%, \$ 111.94 must be received by May 1 2016.

Amount Due ▶

SUMMARY OF CURRENT CHARGES

| | DELIVERY SERVICES | SUPPLY SERVICES |
|----------------------|-------------------|-----------------|
| Electric Service | 39.52 | 14.20 |
| Gas Service | 41.46 | 16.76 |
| Total Current | \$ 80.98 | \$ 30.96 |

GAS USAGE HISTORY (Therms)

| Daily Averages | Apr 15 | Apr 16 |
|----------------|---------|---------|
| Therms | 2.3 | 1.7 |
| Cost | \$ 2.35 | \$ 1.94 |

ELECTRIC USAGE HISTORY (kWh)

| Daily Averages | Apr 15 | Apr 16 |
|----------------|---------|---------|
| kWh | 13.3 | 13.3 |
| Cost | \$ 2.10 | \$ 1.79 |

Actual
 Estimated

Sign up for paperless billing and receive a \$ 0.40 credit on your monthly bill. Visit our website to enroll today.

National Grid buys low cost energy and receives a Residential Consumer Discount benefit for residential customers. This bill reflects a savings of \$ 0.53 from these benefits.

Payment concerns? We are here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?: During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to www.nationalgrid.com/myaccount to update your information so that we may be able to reach you with important information during power outages.

Delivery charge

nationalgrid

SERVICE FOR
JOHN SMITH
1010 ANY STREET
ANYTOWN NY 99999

BILLING PERIOD
Mar 7, 2016 to Apr 6, 2016

ACCOUNT NUMBER
99999-99999

PLEASE PAY BY
May 1, 2016

PAGE 2 of 4

AMOUNT DUE
\$ 111.94

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:
Loadzone Central
Acct No: 99999-99999
Service: 7, ABCD

Electric Usage

| Month | kWh | Month | kWh |
|--------|-----|--------|-----|
| Apr 15 | 386 | Apr 15 | 386 |
| May 15 | 347 | May 15 | 347 |
| Jun 15 | 644 | Jun 15 | 644 |
| Jul 15 | 724 | Jul 15 | 724 |
| Aug 15 | 875 | Aug 15 | 875 |
| Sep 15 | 948 | Sep 15 | 948 |
| Oct 15 | 560 | Oct 15 | 560 |
| Nov 15 | 348 | Nov 15 | 348 |
| Dec 15 | 497 | Dec 15 | 497 |
| Jan 16 | 467 | Jan 16 | 467 |
| Feb 16 | 402 | Feb 16 | 402 |
| Mar 16 | 476 | Mar 16 | 476 |
| Apr 16 | 398 | Apr 16 | 398 |

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

Notice About Electronic Check Conversion

By sending your completed, signed check to us, you authorize us to use the account number on the check to make an electronic payment from your account.

DETAIL OF CURRENT CHARGES

Delivery Services

Electricity Delivery

Service Period
Mar 7 - Apr 6

METER NUMBER 12345678

RATE Electric SC1 Non Heat

| No. of days | Current Reading | Previous Reading | Total Usage |
|-------------|-----------------|------------------|-------------|
| 30 | 94986 Actual | 94588 Actual | 398 kWh |

NEXT SCHEDULED READ DATE ON OR ABOUT May 9

| | | | |
|-------------------------------------|-------------|-----------|-----------------|
| Basic Service (not including usage) | 0.048004 | x 398 kWh | 17.00 |
| Delivery | 0.003978 | x 398 kWh | 19.10 |
| Incr State Assessment | 0.006686 | x 398 kWh | 0.31 |
| SBC | 0.00309 | x 398 kWh | 2.66 |
| Legacy Transition Chrg | -0.00017633 | x 398 kWh | 1.23 |
| RDM | -0.00377 | x 398 kWh | -0.07 |
| Transmission Rev Adj | | | -1.50 |
| Tariff Surcharge | 2.04082 % | | 0.79 |
| Total Electricity Delivery | | | \$ 39.52 |

Gas Delivery

Service Period
Mar 7 - Apr 6

METER NUMBER 12345678

RATE Gas SC1 Res Heat

| No. of days | Current Reading | Previous Reading | Measured CCF | Therm Factor | Therms Used |
|-------------|-----------------|------------------|--------------|--------------|-------------|
| 30 | 2098 Actual | 2047 Actual | 51 | 1.02787 | 52 |

NEXT SCHEDULED READ DATE ON OR ABOUT May 9

Basic service charge

nationalgrid SERVICE FOR
JOHN SMITH
 1010 ANY STREET
 ANYTOWN NY 99999

BILLING PERIOD
 Mar 7, 2016 to Apr 6, 2016

ACCOUNT NUMBER
 99999-99999

PLEASE PAY BY
 May 1, 2016

PAGE 2 of 4

AMOUNT DUE
\$ 111.94

DETAIL OF CURRENT CHARGES

Delivery Services

Electricity Delivery

| Service Period | No. of days | Current Reading | Previous Reading | Total Usage |
|----------------|-------------|-----------------|------------------|-------------|
| Mar 7 - Apr 6 | 30 | 94986 Actual | 94588 Actual | 398 kWh |

METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT May 9

RATE Electric SC1 Non Heat

| | | | | |
|--|-------------|-----------|--|-------------|
| Basic Service (not including usage) Delivery | | | | |
| Incr State Assessment | 0.048004 | x 398 kWh | | 17.00 |
| SBC | 0.00078 | x 398 kWh | | 19.10 |
| Legacy Transition Chrg | 0.006686 | x 398 kWh | | 0.31 |
| RDM | 0.00309 | x 398 kWh | | 2.66 |
| Transmission Rev Adj | -0.00017633 | x 398 kWh | | 1.23 |
| Tariff Surcharge | -0.00377 | x 398 kWh | | -0.07 |
| | 2.04082 % | | | -1.50 |
| Total Electricity Delivery | | | | 0.79 |

Gas Delivery

| Service Period | No. of days | Current Reading | Previous Reading | Measured CCF | Therm Factor | Therms Used |
|----------------|-------------|-----------------|------------------|--------------|--------------|-------------|
| Mar 7 - Apr 6 | 30 | 2098 Actual | 2047 Actual | 51 | 1.02787 | 52 |

METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT May 9

RATE Gas SC1 Res Heat

Enrollment Information
 To enroll with a supplier or change to another supplier, you will need the following information about your account:
 Loadzone Central
 Acct No: 99999-99999 Cycle: 7, ABCD

Electric Usage

| Month | kWh | Month | Therms |
|--------|-----|--------|--------|
| Apr 15 | 386 | Apr 15 | 68 |
| May 15 | 347 | May 15 | 36 |
| Jun 15 | 644 | Jun 15 | |
| Jul 15 | 724 | Jul 15 | |
| Aug 15 | 875 | Aug 15 | |
| Sep 15 | 948 | Sep 15 | |
| Oct 15 | 560 | Oct 15 | |
| Nov 15 | 348 | Nov 15 | |
| Dec 15 | | Dec 15 | |
| Jan 16 | | Jan 16 | 52 |
| Feb 16 | | Feb 16 | 73 |
| Mar 16 | | Mar 16 | 85 |
| Apr 16 | | Apr 16 | 52 |

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 our 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 nationalgridus.com/energychoice

About Electronic Check Conversion
 After you have completed, signed check conversion, you authorize us to use the account information from your check to make an

A fixed amount that covers customer-related services, such as meter-reading, and basic infrastructure.

System Benefits Charge

Known as the SBC, this charge is used to fund mandated public policy programs. The amount is established as a statewide amount that is apportioned among New York's utilities.

| Usage Information | | | ACCOUNT NUMBER | PLEASE PAY BY | AMOUNT DUE |
|-------------------------------------|-----------------------|--------------------------------------|----------------|------------------|-----------------|
| ANYTOWN NY 99999 | | | 99999-99999 | May 1, 2016 | \$ 111.94 |
| DETAIL OF CURRENT CHARGES | | | | | |
| Delivery Services | | | | | |
| Electricity Delivery | | | | | |
| Service Period | No. of days | Current Reading | - | Previous Reading | = Total Usage |
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | 398 |
| METER NUMBER | 12345678 | NEXT SCHEDULED READ DATE ON OR ABOUT | May 9 | | |
| RATE | Electric SC1 Non Heat | | | | |
| Basic Service (not including usage) | | | | | |
| Delivery | 0.048004 | x | 398 kWh | | 1.91 |
| Incr State Assessment | 0.00078 | x | 398 kWh | | 0.31 |
| SBC | 0.006686 | x | 398 kWh | | 2.66 |
| Legacy Transition Chrg | 0.00309 | x | 398 kWh | | 1.23 |
| RDM | -0.00017633 | x | 398 kWh | | -0.07 |
| Transmission Rev Adj | -0.00377 | x | 398 kWh | | -1.50 |
| Tariff Surcharge | 2.04082 % | | | | 0.79 |
| Total Electricity Delivery | | | | | \$ 39.52 |

Renewable Portfolio Standard

Often seen on utility bills with the SBC, the RPS funds renewable energy projects.

Orange
100 MAIN STREET
ANYTOWN NY 99999

ACCOUNT NUMBER **PLEASE PAY BY** **AMOUNT DUE**

99999-99999 May 1, 2016 \$ 111.94

Account Information

If you wish to change your supplier, you will need the information about your account:

Central
9999-99999 Cycle: 7, ABCD

| Usage | Gas Usage | |
|-------|-----------|--------|
| kWh | Month | Therms |
| 386 | Apr 15 | 68 |
| 347 | May 15 | 36 |
| 644 | Jun 15 | 21 |
| 724 | Jul 15 | 14 |
| 875 | Aug 15 | 13 |
| 948 | Sep 15 | 12 |
| 560 | Oct 15 | 14 |
| 348 | Nov 15 | 26 |
| 497 | Dec 15 | 46 |
| 467 | Jan 16 | 52 |
| 402 | Feb 16 | 73 |
| 476 | Mar 16 | 85 |
| 398 | Apr 16 | 52 |

an Energy Supplier You can choose any energy supplier you choose.

DETAIL OF CURRENT CHARGES

Delivery Services

Electricity Delivery

| Service Period | No. of days | Current Reading | - | Previous Reading | = | Total Usage |
|----------------|-------------|---------------------|---|---------------------|---|-------------|
| Mar 7 - Apr 6 | 30 | 94986 <i>Actual</i> | | 94588 <i>Actual</i> | | 398 kWh |

METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT May 9

RATE Electric SC1 Non Heat

| | | | | | | |
|-------------------------------------|-------------|---|---------|--|--|-----------------|
| Basic Service (not including usage) | | | | | | 17.00 |
| Delivery | 0.048004 | x | 398 kWh | | | 19.10 |
| Incr State Assessment | 0.00078 | x | 398 kWh | | | 0.31 |
| SBC | 0.006686 | x | 398 kWh | | | 2.66 |
| Legacy Transition Chrg | 0.00309 | x | 398 kWh | | | 1.23 |
| RDM | -0.00017633 | x | 398 kWh | | | -0.07 |
| Transmission Rev Adj | -0.00377 | x | 398 kWh | | | -1.50 |
| Tariff Surcharge | 2.04082 | % | | | | 0.79 |
| Total Electricity Delivery | | | | | | \$ 39.52 |



NYS Assessment

This surcharge is collected from all customers for the state's general fund.

on aigna 1010 ANY STREET
ANYTOWN NY 99999

ACCOUNT NUMBER 99999-99999 **PLEASE PAY BY** May 1, 2016 **AMOUNT DUE** \$ 111.94

Account Information

With a supplier or change to supplier, you will need the information about your account:
Central
9999-99999 7, ABCD

Usage

| kWh | Month |
|-----|--------|
| 386 | Apr 15 |
| 347 | May 15 |
| 644 | Jun 15 |
| 724 | Jul 15 |
| 875 | Aug 15 |
| 948 | Sep 15 |
| 560 | Oct 15 |
| 348 | Nov 15 |
| 497 | Dec 15 |
| 467 | Jan 16 |
| 402 | Feb 16 |
| 476 | Mar 16 |
| 398 | Apr 16 |

DETAIL OF CURRENT CHARGES

Delivery Services

Electricity Delivery

| Service Period | No. of days | Current Reading | - | Previous Reading | = | Total Usage |
|----------------|-------------|-----------------|---|------------------|---|-------------|
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | | 398 kWh |

METER NUMBER 12345678 NEXT SCHEDULED READ DATE ON OR ABOUT May 9

| Service | Rate | Usage | Amount |
|-------------------------------------|----------------|------------------|-----------------|
| Electric SC1 Non Heat | | | |
| Basic Service (not including usage) | | | 17.00 |
| Delivery | 0.048004 | x 398 kWh | 19.10 |
| Incr State Assessment | 0.00078 | x 398 kWh | 0.31 |
| SBC | 0.006666 | x 398 kWh | 2.66 |
| Legacy Transition Chrg | 0.00309 | x 398 kWh | 1.23 |
| RDM | -0.00017633 | x 398 kWh | -0.07 |
| Transmission Rev Adj | -0.00377 | x 398 kWh | -1.50 |
| Tariff Surcharge | 2.04082 % | | 0.79 |
| Total Electricity Delivery | | | \$ 39.52 |

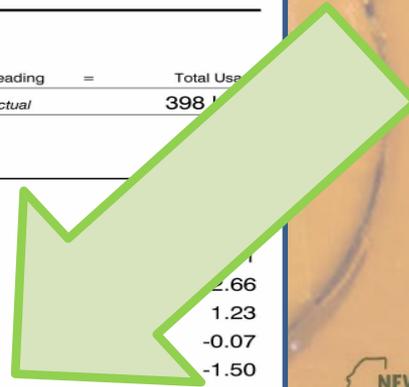
an Energy Supplier You can choose any of the energy suppliers your energy. No matter which energy supplier you choose,

Tariff Surcharge

This is a tax on utility revenues imposed by NYS and local municipalities. It is applied to all rates and charges and may vary among each utility service area based on the taxing municipality.

| Usage | | | Gas Usage | | |
|-------|--------|--------|-----------|--|--|
| kWh | Month | Therms | | | |
| 386 | Apr 15 | 68 | | | |
| 347 | May 15 | 36 | | | |
| 644 | Jun 15 | 21 | | | |
| 724 | Jul 15 | 14 | | | |
| 875 | Aug 15 | 13 | | | |
| 948 | Sep 15 | 12 | | | |
| 560 | Oct 15 | 14 | | | |
| 348 | Nov 15 | 26 | | | |
| 497 | Dec 15 | 46 | | | |
| 467 | Jan 16 | 52 | | | |
| 402 | Feb 16 | 73 | | | |
| 476 | Mar 16 | 85 | | | |
| 398 | Apr 16 | 52 | | | |

| DETAIL OF CURRENT CHARGES | | | | | | |
|-------------------------------------|-------------|--|---|------------------|---|-----------------|
| Delivery Services | | | | | | |
| Electricity Delivery | | | | | | |
| Service Period | No. of days | Current Reading | - | Previous Reading | = | Total Usage |
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | | 398 kWh |
| METER NUMBER 12345678 | | NEXT SCHEDULED READ DATE ON OR ABOUT May 9 | | | | |
| RATE Electric SC1 Non Heat | | | | | | |
| Basic Service (not including usage) | | | | | | |
| Delivery | | 0.048004 | x | 398 kWh | | 19.12 |
| Incr State Assessment | | 0.00078 | x | 398 kWh | | 0.31 |
| SBC | | 0.006686 | x | 398 kWh | | 2.66 |
| Legacy Transition Chrg | | 0.00309 | x | 398 kWh | | 1.23 |
| RDM | | -0.00017633 | x | 398 kWh | | -0.07 |
| Transmission Rev Adj | | 0.000077 | x | 398 kWh | | -1.50 |
| Tariff Surcharge | | 2.04082 % | | | | 0.79 |
| Total Electricity Delivery | | | | | | \$ 39.52 |



Taxes

Utilities are required to charge sales tax on supply costs.

Utilities also charge tax on their gross receipts from sales of services, known as a Gross Receipts Tax (GRT).

Revenue Decoupling Mechanism

This charge reconciles actual billed delivery service revenues compared to annual target revenues. Revenues above target are refunded to customers, or a charge is collected if revenues are below.

| Usage Information | | |
|--|-----------|--------|
| Switching to a different energy supplier or change to your energy supplier, you will need the following information about your account: Account Number: 9999-99999 Service Area: Central Billing Cycle: 7, ABCD | | |
| Usage | Gas Usage | |
| kWh | Month | Therms |
| 386 | Apr 15 | 68 |
| 347 | May 15 | 36 |
| 644 | Jun 15 | 21 |
| 724 | Jul 15 | 14 |
| 875 | Aug 15 | 13 |
| 948 | Sep 15 | 12 |
| 560 | Oct 15 | 14 |
| 348 | Nov 15 | 26 |
| 497 | Dec 15 | 46 |
| 467 | Jan 16 | 52 |
| 402 | Feb 16 | 73 |
| 476 | Mar 16 | 85 |
| 398 | Apr 16 | 52 |

| DETAIL OF CURRENT CHARGES | | | | | | |
|-----------------------------------|--|-----------------|---|------------------|---|-----------------|
| Delivery Services | | | | | | |
| Electricity Delivery | | | | | | |
| Service Period | No. of days | Current Reading | - | Previous Reading | = | Total Usage |
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | | 398 kWh |
| METER NUMBER | 12345678 | NEXT SCHEDULE | | DATE ON OR ABOUT | | May 9 |
| RATE | Electric SC1 Non Heat | | | | | |
| | Basic Service (not including delivery) | | | | | 17.00 |
| | Delivery | 0.048004 | x | 398 kWh | | 19.10 |
| | Incr State A | 0.00078 | x | 398 kWh | | 0.31 |
| | SBC | 0.006686 | x | 398 kWh | | 2.66 |
| | Legacy Tr | 0.00309 | x | 398 kWh | | 1.23 |
| | RDM | -0.00017633 | x | 398 kWh | | -0.07 |
| | Transmission Rev Adj | -0.00377 | x | 398 kWh | | -1.50 |
| | Tariff Surcharge | 2.04082 % | | | | 0.79 |
| Total Electricity Delivery | | | | | | \$ 39.52 |

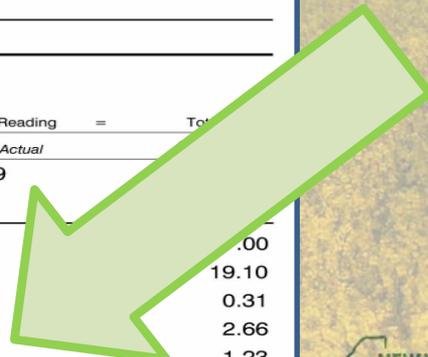
Transition Charge

Billed to all delivery service customers for the cost or benefit of electricity supply contracts the utility entered prior to June 2001.

This may also be called the Legacy Transition Charge (LTC).

| Usage | | | Gas Usage | | |
|-------|--------|--------|-----------|--|--|
| kWh | Month | Therms | | | |
| 386 | Apr 15 | 68 | | | |
| 347 | May 15 | 36 | | | |
| 644 | Jun 15 | 21 | | | |
| 724 | Jul 15 | 14 | | | |
| 875 | Aug 15 | 13 | | | |
| 948 | Sep 15 | 12 | | | |
| 560 | Oct 15 | 14 | | | |
| 348 | Nov 15 | 26 | | | |
| 497 | Dec 15 | 46 | | | |
| 467 | Jan 16 | 52 | | | |
| 402 | Feb 16 | 73 | | | |
| 476 | Mar 16 | 85 | | | |
| 398 | Apr 16 | 52 | | | |

| DETAIL OF CURRENT CHARGES | | | | | |
|--|-------------|--|---|------------------|-----------------|
| Delivery Services | | | | | |
| Electricity Delivery | | | | | |
| Service Period | No. of days | Current Reading | - | Previous Reading | = |
| Mar 7 - Apr 6 | 30 | 94986 Actual | | 94588 Actual | |
| METER NUMBER 12345678 | | NEXT SCHEDULED READ DATE ON OR ABOUT May 9 | | | |
| RATE Electric SC1 Non Heat | | | | | |
| Basic Service (not including usage) 0.00 | | | | | |
| Delivery | | 0.048004 | x | 398 kWh | 19.10 |
| Incr State Assessment | | 0.00078 | x | 398 kWh | 0.31 |
| SBC | | 0.006600 | x | 398 kWh | 2.66 |
| Legacy Transition Chrg | | 0.00309 | x | 398 kWh | 1.23 |
| RDIM | | 0.0047333 | x | 398 kWh | -0.07 |
| Transmission Rev Adj | | -0.00377 | x | 398 kWh | -1.50 |
| Tariff Surcharge | | 2.04082 % | | | 0.79 |
| Total Electricity Delivery | | | | | \$ 39.52 |





Tampering With Con Edison Equipment is Illegal

It also creates hazards that could hurt you. If you think someone has tampered with our equipment, call **1-718-222-7175**. You do not have to give us your name.

Working Together

Con Edison continuously monitors and inspects its electric system to keep you safe. You can help us keep our system safe by calling the police if you see suspicious individuals or activities around our facilities and equipment.

Want to Know More?

If you want additional electric safety information, visit conEd.com/customercentral.

The following organizations also offer safety ideas:

- Electrical Safety Foundation International
- Consumer Product Safety Commission

ELECTRIC SAFETY



Bill inserts

March/April 2016

WeConnect

Energy news for our customers in Upstate New York

nationalgrid
HERE WITH YOU, HERE FOR YOU



Spring ahead with energy-saving ideas that can save you money.

For more details, visit www.nationalgridus.com

Gas Emergency
1-800-892-2345
or call **911**

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272

Guard against scam artists, impersonators.

- Be alert for scam artists who may try to gain access to sensitive account information or attempt to gain entry to your home. Please keep these safety tips in mind:
- Every National Grid employee and all contractors doing work for us, carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **1-800-642-4272**. If you feel you are in immediate danger, call **911**.
 - We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept debit cards for payment. If you would never ask a customer to acquire a new debit card, please be sure you are not being scammed. If you have any doubts that the caller is from National Grid, please hang up. The last five digits of your account number are listed on the back of your bill.

January/February 2016

WeConnect

Energy news for our customers in Upstate New York

nationalgrid
HERE WITH YOU, HERE FOR YOU



Your safety is our top priority. We respond to emergencies 24 hours a day, 365 days a year.

Gas Emergency
1-800-892-2345
or call **911**

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272

Taking steps to avoid slips and falls this winter.

icy sidewalks. Slippery steps. Dangerous driveways. During the winter months our field employees encounter a variety of walking conditions. That's why practicing the right way to walk in slippery conditions is an important part of our safety training. You can help by clearing a path if you know we'll be visiting your home or business.

Follow these tips to help avoid injury whenever you encounter winter walking conditions.

- Avoid taking shortcuts across snow-covered areas. Always use cleared sidewalks, paths and parking lots. Be especially careful when going to or from different levels (e.g. down or up steps).
- Check the weather conditions - boots with good tread or anti-slip footwear. Clear snow and ice from your foot on the step as possible. Use handrails when possible. Carry packages evenly.



For a look at the Slippery Surface Simulator that's used in our training program, visit <https://youtube.com/xr5E54mV0U>

New! Sign up for Outage Alerts at nyseg.com

May 2016



EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

Sign up for Autopay — win a State Park pass!



This month, when you enroll in **Autopay**, you could win a State Park pass for the season. We're awarding Empire passports to 5 **Autopay** customers for entry to New York's State parks where you can walk, hike, picnic and more. Enroll at nyseg.com by June 10 for your chance to win!

While you're away this summer, your secure payment will be made on time automatically - you won't have to do a thing. Join the thousands of customers enjoying the time they save each month with **Autopay**.

- Even more convenience:**
- eBill** is the easiest way to view your bill online when you need it. Sign up for our new and improved **eBill** service today!
 - Budget Billing** spreads your energy costs evenly over 12 months so you'll know exactly what your payment will be ahead of time.

For complete sweepstakes details and to enroll in our services, visit nyseg.com. Enrollment in **Autopay** not required to enter sweepstakes.

REV's Bill Content Collaborative

- Examine current PSC billing requirements
- Increase informational value
- Identify consumer preferences
- Improve customer accessibility, engagement
- Receive input on current utility bills from various stakeholders, including consumer and community organizations

Go to
www.dps.ny.gov

or email
Chelsea.Kruger@dps.ny.gov