

## ESCo billing comparison drafts



April 10, 2013

Pricing Tools  
Collaborative

- New function added to the web's "Your Account" services to generate and display billing comparison data.
- This new function should work regardless of whether or not the account has been enrolled with an ESCo. It will also work if the account is on different suppliers for gas and electric service, and if there was more than one supplier for either of those services.
- "Total ESCo Bill" will be the total service (gas or electric) amount on an ESCo consolidated (1-bill) bill (delivery and supply).
- "Total Comparable NG Bill" will be the amount National Grid would have billed if it provided delivery and supply for the same period (calculated at billing using the HEFPA-based "lesser-than" data).
- "Difference" is simply the Total ESCo Bill minus the Total Comparable NG Bill.
- Bill dates shall be the last 12 months' bills. If any month is National Grid supply, "National Grid" will show as the supplier name, and "N/A" in all amount fields for that month.

# Web

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- If any month is a T&D bill (2-bill) only, the supplier will show in the supplier name, “Unknown” in the Total EScO Bill, and “NA” in the remaining amount fields.
- If the account is gas-only, only the gas chart will display. If the account is electric-only, only the electric chart will display.
- The web user will have “Print Chart” and “Download Chart Data” buttons which will produce either a properly displayed print format or an export of the chart’s data to an Excel (or similar – csv, txt, etc.) type file. These buttons will also assist contact center reps who may need to send this information out to customers.
- There will be a plain-language and competition-neutral explanation of the comparison.

Customer Name,  
Address,  
Account #

## My usage and costs graphs

Here, you can view up to two years of your historical energy usage.

Account:

Electric usage	Gas usage	Electric and gas service cost	ESCo cost comparison		
					Table view 
Bill date	Service	Supplier name	Total ESCo bill	Total comparable NO bill	Difference
02/25/2013	Electric	ESCo Name	\$115.94	\$101.50	\$14.44
01/25/2013	Electric	ESCo Name	\$133.81	\$116.55	\$17.26
12/25/2012	Electric	ESCo Name	\$105.54	\$88.10	\$17.44
11/25/2012	Electric	ESCo Name	\$93.99	\$71.52	\$22.47
10/23/2012	Electric	ESCo Name	\$95.40	\$74.96	\$20.44
09/24/2012	Electric	ESCo Name	\$73.29	\$73.23	\$.06
08/27/2012	Electric	ESCo Name	\$87.67	\$76.93	\$10.74
07/29/2012	Electric	ESCo Name	\$87.34	\$77.99	\$9.35
06/25/2012	Electric	ESCo Name	\$75.78	\$63.33	\$12.45
05/25/2012	Electric	ESCo Name	\$83.88	\$68.82	\$15.06
04/25/2012	Electric	ESCo Name	\$73.99	\$61.79	\$12.20
03/29/2012	Electric	ESCo Name	\$97.05	\$80.48	\$16.57
<b>Totals:</b>			<b>\$1133.68</b>	<b>\$955.22</b>	<b>\$178.46</b>

Customer Name,  
Address,  
Account #

## My usage and costs graphs

Here, you can view up to two years of your historical energy usage.

Account:

Gas usage Gas service cost **ESCo cost comparison**

Table view 

Bill date	Service	Supplier name	Total ESCo bill	Total comparable NG bill	Difference
02/25/2013	Gas	ESCo Name	\$294.29	\$235.04	\$59.25
01/25/2013	Gas	ESCo Name	\$517.23	\$483.05	\$34.18
11/29/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
10/24/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
09/25/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
08/27/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
07/26/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
06/25/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
05/25/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
04/25/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
03/26/2012	Gas	NATIONAL GRID	N/A	N/A	N/A
<b>Totals:</b>			<b>\$811.52</b>	<b>\$718.09</b>	<b>\$93.43</b>

# Web (new connect example)



Customer Name,  
Address,  
Account #

## My usage and costs graphs

Here, you can view up to two years of your historical energy usage.

Account:

Electric usage | Electric service cost | **ESCo cost comparison**

Table view

Bill date	Service	Supplier name	Total ESCo bill	Total comparable NG bill	Difference
03/01/2013	Electric	ESCo Name	\$86.13	\$68.03	\$18.10
01/31/2013	Electric	ESCo Name	\$98.13	\$76.92	\$21.21
01/11/2013	Electric	ESCo Name	\$41.18	\$34.07	\$7.11
<b>Totals:</b>			<b>\$225.44</b>	<b>\$179.02</b>	<b>\$46.42</b>

# Bill

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- New bill section will display ESCo bill comparison data for residential customers.
- A new section will be added to the residential bill format to display the chart shown on the page following.
- This new section and chart should only display for a given service if there was at least one month of ESCo consolidated (1-bill) billing in the last 12 months.
- For a given bill, this chart may show only the gas comparison, only the electric comparison, both gas and electric comparisons, or the section may not print at all.
- “Total ESCo Bill” will be the total service (gas or electric) amount on an ESCo consolidated (1-bill) bill (delivery and supply).
- “Total Comparable NG Bill” will be the amount National Grid would have billed if it provided delivery and supply for the same period (calculated at billing using the HEFPA-based “lesser-than” data).
- “Difference” is simply the Total ESCO Bill minus the Total Comparable NG Bill.

# Bill

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- Aggregated data will be obtained for the last 12 months' bills. If any month is National Grid supply, nothing will be accumulated in the amount fields for that month. If any month is a T&D bill (2-bill) only, nothing will be accumulated in the amount fields for that month.
- If the account is gas-only, only the gas chart will display (if appropriate). If the account is electric-only, only the electric chart will display (if appropriate).
- The new display will be incorporated into the existing bill image archival function.



SERVICE FOR

Customer Name  
Premise address

BILLING PERIOD

Feb 4, 2013 to Mar 6, 2013

PAGE 4 of 5

ACCOUNT NUMBER

99999-99999

PLEASE PAY BY

Apr 17, 2013

AMOUNT DUE

\$ 289.78

### Electric ESCO Bill Comparison

Bill Date	Supplier Name	Total ESCO Bill	Comparable NGRID Bill	Difference
Current Bill	ESCo Name	\$ 106.87	\$ 99.83	\$ 7.04
Last 12 months*		\$ 1,257.40	\$ 1,001.05	\$ 256.35

### Gas ESCO Bill Comparison

Bill Date	Supplier Name	Total ESCO Bill	Comparable NGRID Bill	Difference
Current Bill	ESCo Name	\$ 182.91	\$ 154.71	\$ 28.20
Last 12 months*		\$ 1,249.73	\$ 1,025.39	\$ 224.34

\*a more detailed breakdown of your last 12 months can be obtained by visiting [www.nationalgrid.com](http://www.nationalgrid.com) or by speaking with a National Grid contact center agent.

# Letters

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- New section added to the following letters
- Display and function will be identical to that on proposed bill chart

# Letters

-\*- Demonstration Powered by HP Exstream 03/20/2013, Version 7.0.604 -\*-

March 13, 2013

Bill Account Number: [REDACTED]  
Service Address: [REDACTED]



**THIS IS A FINAL DISCONNECTION NOTICE.  
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

Your electric and/or gas service may be shut off anytime after 03/28/2013 for non-payment of past due bills of \$ 431.88. (See itemized listing below.) Failure to pay this amount will also result in termination of your commodity service contract.

National Grid	\$ 170.07
Other Supplier Services	\$ 261.81
Suspended Charges / Credits / ESCO Suspend	\$ 0.00
Amount to Avoid Disconnect	\$ 431.88

Please be aware that it may take up to 24 hours to turn it back on after you have paid the bill.

A summary of your rights and responsibilities are listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

If you are unable to pay the 'Amount to Avoid Disconnect' of \$ 431.88 on or before 03/28/2013, contact Collection Services at 1-800-443-1837 to discuss the possibility of payment arrangements. Payment arrangements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of March 13, 2013 is \$ 431.88.

**ESCO Bill Comparison**

Bill Date	Service	Supplier Name	Total ESCO Bill	Total NGRID Bill	Difference
Current Bill	Electric	[REDACTED]	\$ 201.71	\$ 175.82	\$ 25.89
Last 12 Months*	Electric	[REDACTED]	\$ 2,418.70	\$ 2,011.88	\$ 406.82
Current Bill	Gas	[REDACTED]	\$ 233.53	\$ 177.69	\$ 55.84
Last 12 Months*	Gas	[REDACTED]	\$ 1,337.45	\$ 1,128.93	\$ 208.52

\* A more detailed breakdown of your last 12 months can be obtained by visiting [www.nationalgrid.com](http://www.nationalgrid.com) or by speaking with a National Grid contact center agent.

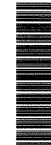
Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	03/28/2013	\$ 431.88	\$ 873.59

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

NATIONAL GRID  
P.O. BOX 11742  
NEWARK, NJ 07101-4742



March 13, 2013

Bill Account Number: [REDACTED]  
Service Address: [REDACTED]

**RE: PAYMENT AGREEMENT DEFAULT NOTICE**

Our records indicate that you have failed to keep the terms of the payment agreement you established with us on 05/15/2006. As a result, your payment agreement has defaulted and the full past-due balance amount of \$ 471.08 is now due.

Your service may be terminated for non-payment under the terms of a Disconnect Notice which you may receive as a result of your defaulted payment agreement.

Payment of missed installments and billings totaling \$ 21.05 must be made immediately in order to restore your agreement. It will not be necessary to contact us once payment has been made.

If you have already made payment sufficient to restore your defaulted agreement, we thank you; your agreement will be re-established and your service protected.

If you are also on a BUDGET PLAN, please read below:

Because you have defaulted from your Payment Agreement, your budget will default as well. In addition to the amount due below, any difference owed between the payments you have made on your budget and your actual charges will become due. Once your Budget defaults, you will receive a Corrected Bill which will state "Your Budget Plan Has Been Cancelled". When you see this on your bill, the Total Amount Due will need to be paid.

ESCO Bill Comparison

Bill Date	Service	Supplier Name	Total ESCO Bill	Total NGRID Bill	Difference
Current Bill	Electric	[REDACTED]	\$ 54.28	\$ 49.94	\$ 4.34
Last 12 Months*	Electric	[REDACTED]	\$ 614.65	\$ 520.69	\$ 93.96
Current Bill	Gas	[REDACTED]	\$ 100.12	\$ 75.05	\$ 25.07
Last 12 Months*	Gas	[REDACTED]	\$ 726.70	\$ 593.19	\$ 135.51

\* A more detailed breakdown of your last 12 months can be obtained by visiting [www.nationalgrid.com](http://www.nationalgrid.com) or by speaking with a National Grid contact center agent.

Bill Account Number

[REDACTED]

Past Due Balance

\$ 471.08

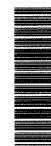
ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

NATIONAL GRID  
P.O. BOX 11742  
NEWARK, NJ 07101-4742

[REDACTED]



March 12, 2013

Bill Account Number: [REDACTED]  
Service Address: [REDACTED]



## The AffordAbility Program ...Managing Energy Use & Cost



**SUBJECT: National Grid's AffordAbility Program Default**

Dear Customer:

We regret to inform you that your participation in the AffordAbility Program has been terminated. Your monthly payments have not been made according to our agreement and/or you have not received HEAP benefits for this current heating season.

Your account has been returned to active collections however, you may be eligible for HEAP assistance at this time. Please contact your local Department of Social Services office for more information.

If you have any questions, please contact Collection Services at (800) 443-1837, 9AM to 5PM Monday through Friday.

Sincerely,

National Grid  
AffordAbility Department

ESCO Bill Comparison

Bill Date	Service	Supplier Name	Total ESCO Bill	Total NGRID Bill	Difference
Current Bill	Electric	[REDACTED]	\$ 149.25	\$ 110.48	\$ 38.77
Last 12 Months*	Electric	[REDACTED]	\$ 1,737.09	\$ 1,390.46	\$ 346.63
Current Bill	Gas	[REDACTED]	\$ 185.53	\$ 141.05	\$ 24.48
Last 12 Months*	Gas	[REDACTED]	\$ 1,053.24	\$ 951.12	\$ 102.12

\* A more detailed breakdown of your last 12 months can be obtained by visiting [www.nationalgrid.com](http://www.nationalgrid.com) or by speaking with a National Grid contact center agent.

This is an important notice. Please have it translated.

Este é um aviso importante. Quem mandó lo traducir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH VỤ THÔNG CÁO XỬ

Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

Questa è un'informazione importante.  
Si prega di tradurla.