



For National Grid's residential customers in New York

Costs for Seasonal Electric Service

Comparing the costs of maintaining and disconnecting seasonal service.

If you have a seasonal home, you want to make an informed, economical decision about your seasonal electric service. Should you have your electric service turned on at the beginning of the season and turned off at the end of each season—or leave it on year-round? While many of our seasonal customers prefer the convenience of having their electric service available throughout the year, the following information can help you decide which option is best for you.

Seasonal Service Charges

When National Grid disconnects and/or reestablishes electric service to the same customer for the same meter location within 12 months after reestablishing or disconnecting service, a charge is assessed. The New York Public Service

Commission approved new disconnection and reestablishment charges effective January 1, 2001.

Our charge to turn off or reestablish electric service at a seasonal residence is \$34. This means that the total cost to turn off and restore service is \$68, plus applicable taxes. These charges are in effect from 8 a.m. to 4 p.m., Mondays through Fridays.

Charges are higher if service is required at other times or on holidays. Also, the fee is significantly higher if it requires work at a pole or in the street instead of a meter. Outside of normal business hours, the charge to disconnect or reestablish service is \$103. For work required at a pole or in the street outside of normal business hours, the charge is \$374.

Comparing the Options

Seasonal customers still have the option to maintain service year-round. If you maintain your service, you are billed a basic customer service charge (currently \$16.04 per billing period) and are charged for any electricity that may be used, plus applicable taxes.

Before making your decision to leave service on or turn it off, determine how long your service will be disconnected. Compare the cost of \$16.04 per month to the \$68 cost for turning service on and off.

Here are some examples that may help you decide:

Options	Charge*
Turn on and turn off	\$68
Leave on 1 month	\$16.04
Leave on 2 months	\$32.08
Leave on 3 months	\$48.12
Leave on 4 months	\$64.16
Leave on 5 months	\$80.20
Leave on 6 months	\$96.24

**Leave-on charges may vary slightly depending on the actual number of days in the billing period.*

For example, if you choose to turn on service May 1 and have it turned off on September 30, the cost for turn-on and turn-off would be \$68. If you choose to leave service on between October 1 and April 30, it would cost \$112.28.



Therefore, you may opt to turn off service and reconnect for a total of \$68, because you would save \$44.28.

However, if you decide to leave service on between November 1 and March 31, the cost would be \$80.20, costing you \$12.20. In this case, you may decide to leave the service on.

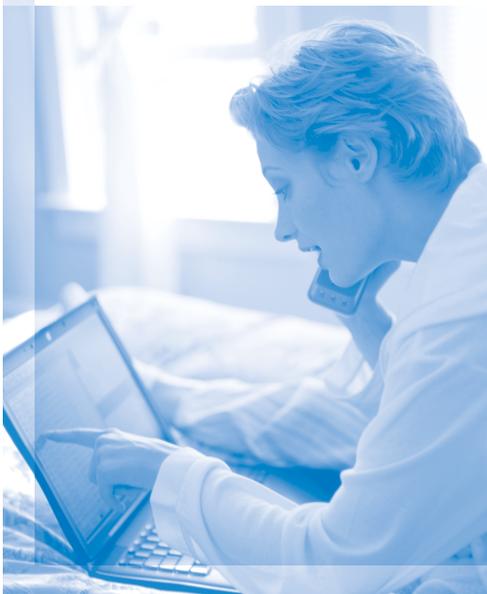
Leaving Service On

If you choose to leave your service on, you will continue to be billed monthly. To ensure that you are billed only for the prevailing basic service charge you need to do the following:

- Turn off all electric appliances. Make sure the main switch or circuit breaker is turned to the “off” position and the electric meter is registering no usage.
- Call us and ask to be billed for zero use and advise us of the time period for which you would like to be billed in this way. This will avoid your being billed for estimated usage, and it will also prevent us from sending a meter reader to a meter that is showing no usage.

Multiple Meters

If you have multiple meters at a single location, such as a vacation park or campground with multiple cabins, the connect or disconnect charge will be \$34 for the first meter, but only \$10 for each additional meter under the same name on the same field visit, Monday through Friday, 8 a.m. to 4 p.m.



DirectPay

National Grid's Automatic DirectPay Program lets you pay your National Grid bills automatically, wherever you happen to be.

If you use DirectPay for a seasonal address and have disconnected service for the season, please remember that you will need to renew DirectPay at that address when your seasonal service is turned on again. Renewing DirectPay is simple: when you call us to reconnect your service, just ask our customer service representative to restart DirectPay for that address.

Contacting Us

To help ensure that your service request can be performed when you need it, please contact us for connection or disconnection at least five business days before you will need service.

You can arrange for service connection and disconnection online at www.nationalgrid.com. Under *Your Account*, click on *Start or Stop Service*, or call 1-800-642-4272. Our customer service representatives are available to assist you 24 hours a day, every day.

To request service disconnection online, you will be required to log on to our secure *Account Access* area and then select *Stop Service* from the menu list. Once you have submitted this request, we will contact you to schedule a final meter reading and arrange your service disconnection and a final billing.

It's up to you to make sure we have access to your meter so we can read it for your final bill. If we cannot read your meter, bills will continue in your name and you will be responsible for paying the service bill until a final reading is obtained.



National Grid, through the transmission and distribution of electricity and natural gas, serves close to 4 million customers across 29,000 square miles of Massachusetts, New Hampshire, New York and Rhode Island. Its parent company, National Grid plc, is an international energy delivery business located in the U.K. with principal activities in the regulated electricity and natural gas industries.

nationalgrid

National Grid
300 Erie Boulevard West
Syracuse, NY 13202
1-800-642-4272
www.nationalgrid.com

NY0731 10/06