

FOR SERVICE TO	ACCOUNT NUMBER	BILLING DATE	CURRENT BILLED METER READING
WATERFORD PLACE 180 SHAWMUT AV BOSTON, MA 02118-2247	312469001	03/26/14	03/05/14 2622700
METER NUMBER	BILLING PERIOD	PREVIOUS BILLED METER READING	
01501619	28 DAYS	02/05/14 2597050	

ACCESS NUMBER **1619**

**VIEW AND PAY
YOUR BILL ONLINE**

ALL YOU NEED TO LOGON IS YOUR ACCOUNT NUMBER AND THE ACCESS NUMBER PRINTED ABOVE.

VISIT US ON THE WEB AT

WWW.BWSC.ORG

FOR BILLING INQUIRIES
CALL CUSTOMER SERVICE
(617) 989-7800

FOR AN EXPLANATION OF THIS BILL AND YOUR RIGHT TO DISPUTE THE BILL SEE REVERSE FOR DETAILS.

ESTA CUENTA (BILL) ES MUY IMPORTANTE Y PUEDE AFECTAR SU SERVICIO DE AGUA. POR FAVOR TRADUZCALA INMEDIATAMENTE.

PAYMENT DUE UPON RECEIPT

BILLING ACTIVITY	
BALANCE AS OF 02/26/14	\$3,640.49
PAYMENTS AND ADJUSTMENTS:	
03/12/14 PAYMENT	3,640.49CR
03/26/14 PREVIOUS BALANCE	\$0.00
CURRENT CHARGES FOR THE THIRD BILL OF 2014	
WATER	1,412.40
SEWER	1,765.97
1 6" FIRE PIPE	57.96
TOTAL CURRENT CHARGES	\$3,236.33
PLEASE PAY TOTAL AMOUNT DUE	\$3,236.33

SPECIAL MESSAGES

A SANITARY SEWER OVERFLOW (SSO) IS AN UNINTENTIONAL DISCHARGE OF UNTREATED SEWAGE INTO THE ENVIRONMENT, OR A PROPERTY. IF YOU ENCOUNTER A SEWER OVERFLOW, CALL BWSC'S 24 HOUR EMERGENCY SERVICE AT 617-989-7000 YOUR METER IS SCHEDULED TO BE READ DAILY BY AN AUTOMATIC METER READING SYSTEM.

CURRENT CONSUMPTION		CONSUMPTION HISTORY					
Reading Date	Reading	Month	Consumption	Previous Year	Month	Consumption	Previous Year
03/05/14	2622700	MAR 14	25650	25150	SEP 13	29100	25300
02/05/14	2597050	FEB 14	28850	26450	AUG 13	31100	25550
	Usage	JAN 14	27300	23250	JUL 13	28400	26850
cubic feet	25650	DEC 13	24100	25300	JUN 13	31900	25300
		NOV 13	26700	23900	MAY 13	30000	25350
gallons	191,862.00	OCT 13	28300	25950	APR 13	27600	26050

Consumption in cubic feet

PLEASE PROVIDE YOUR ACCOUNT NUMBER ON ALL CORRESPONDENCE

PLEASE RETURN THIS PORTION OF THE BILL WITH YOUR PAYMENT

3124690011000323633

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT PAID
312469001	04/25/14	\$3,236.33	

MAKE CHECKS PAYABLE TO
BOSTON WATER

CHECK HERE IF ADDRESS CHANGE (OVER)

BOSTON WATER AND SEWER COMMISSION
P.O. BOX 55466
BOSTON, MA 02205-5466

|||||.....
WATERFORD PLACE
C/O P6229
PO BOX 3608
OAK BROOK, IL 60522-3608

ANY AMOUNT DUE WHICH IS NOT PAID WITHIN 45 DAYS OF BILLING DATE WILL BE SUBJECT TO DELINQUENCY CHARGES.

FAILURE TO PAY THE PAST DUE BALANCE MAY RESULT IN TERMINATION OF WATER SERVICE.

RIGHT TO WATER SERVICE DURING SERIOUS ILLNESS

Your first step is to telephone the Commission's Collections Department at (617) 989-7070. Within seven (7) days of the call, your physician or the Public Health Commission must forward to the Commission a written certificate explaining the medical condition. You must also fill out and return within seven (7) days the Commission's Certificate of Financial Hardship. The Financial Hardship form is available at the Commission's office or the website at www.bwsc.org.

These certifications must be renewed monthly, or quarterly if the illness has been certified to be chronic. Your failure to renew such certification of serious illness or financial hardship as set forth above may result in your water being shut off.

You may seek assistance by calling the Commission's Collection Division at (617) 989-7070 or by writing:

Boston Water and Sewer Commission
980 Harrison Avenue
Boston, Massachusetts 02119
Attention: Collection Division

RIGHT TO SERVICE FOR SENIOR CITIZENS

If you reside at the premises, all residents in your house or building are 65 years of age or older and a financial hardship exists, your water service will not be terminated for failure to pay a past due bill. If you cannot pay your bill in full, you may be able to work out a payment plan with the Collection Division of the Commission. If you have any questions or want further information, call the Commission at (617) 989-7070.

DISCOUNTS FOR SENIOR CITIZENS AND THE DISABLED

Homeowners 65 years of age and older or fully disabled homeowners, living in structures with one to four dwelling units are eligible for a discount on their water bills for that structure. The discount is 25% of the WATER bill. You may apply by contacting our Customer Service Division at (617) 989-7800.

RIGHT TO DISPUTE YOUR BILL

To dispute a bill you must contact the Commission's Customer Service Division within 30 days of the billing date. The Commission will notify you in writing of the result of its review and your right to request an informal conference. If you dispute the results of the informal conference, you may request a hearing before a special examiner. The special examiner will notify you in writing of the decision and your right to appeal to the Commission's Board of Commissioners.

During the dispute process, the Commission will not shut off your water service for failure to pay the amount you are disputing. However, you must pay that portion of your bill not in dispute.

If you need any assistance in filing a dispute, wish to request a hearing or receive further information write or call:

Boston Water and Sewer Commission
980 Harrison Avenue
Boston, Massachusetts 02119
Attention: Customer Service Division-Disputes
(617) 989-7800

If you need more time to pay, call the Commission's Collection Division at (617) 989-7070.

For a more detailed statement of your rights, you may consult a copy of the Billing, Termination and Appeal Regulations at the offices of the Commission.

IMPORTANT INFORMATION

The Commission's Water Use Regulations provide for the imposition of fines for bypassing, tampering with or preventing a water meter or any component thereof from registering consumption.

In accordance with Commission regulations, Commission personnel may enter premises to install, examine, repair, test or remove meters and automatic meter reading devices. Commission regulations also require that access to meters be unobstructed for reading, testing, inspection, and maintenance purposes.

61.3% of the total current charges included on this bill are used to pay the MWRA and the costs of its federally mandated environmental projects.

RATES

The water and sewer rate schedule is shown below. These rates were established by a vote of the Boston Water and Sewer Commission following a public hearing on the subject of rates.

EFFECTIVE JANUARY 1, 2014

Consumption (Cu. Ft./Day)	—WATER RATE—		—SEWER RATE—	
	Per 1,000 Cubic Feet	Per 1,000 Gallons	Per 1,000 Cubic Feet	Per 1,000 Gallons
First 19	\$46.64	\$6.230	\$60.38	\$8.070
Next 20	\$48.82	\$6.530	\$62.24	\$8.320
Next 50	\$50.84	\$6.800	\$63.49	\$8.490
Next 260	\$54.06	\$7.230	\$66.99	\$8.960
Next 950	\$56.40	\$7.540	\$70.69	\$9.450
Over 1299	\$58.38	\$7.810	\$73.13	\$9.780

HOW TO CALCULATE YOUR BILL

If your Current Billed Meter Reading is 415585 and the Previous Billed Meter Reading is 413515 then the difference between the two readings is equal to your Current Consumption of 2070 cubic feet. Your current water and sewer charges are based on your Current Consumption, the number of days associated with the Billing Period, and the rates corresponding to your usage level(s) from the above Rate Schedule. For example, if Current Consumption is 2,070 cubic feet and the Billing Period is 30, the current water charge is the SUM of the following calculations:

first 19 cu.ft.x30 days = 570 cu.ft./1000 x water rate
next 20 cu.ft.x30 days = 600 cu.ft./1000 x water rate
remainder = 900 cu.ft./1000 x water rate
TOTAL CURRENT USAGE = 2,070 cu. ft.

Your current sewer charge is calculated in the same way, using the sewer rates shown in the rate schedule. One cubic foot of water = 7.48 gallons.

ESTIMATED BILLS

Water and Sewer bills are issued twelve times per year. If an actual meter reading is not obtained your monthly bill will indicate that it is an estimate (EST) based on your prior usage history. Any variance due to an estimated read will correct itself when an actual meter reading is obtained.

A DELINQUENCY CHARGE WILL BE ADDED FOR ANY AMOUNT NOT PAID WITHIN 45 DAYS AFTER THE BILLING DATE SHOWN ON THE FRONT SIDE OF THIS BILL. THAT CHARGE IS CALCULATED AT THE DAILY RATE OF .0003836, WHICH IS EQUAL TO AN ANNUAL PERCENTAGE OF 14%.

SERVICE MAY BE TERMINATED IF PAST DUE AMOUNT REMAINS UNPAID

ADDRESS CHANGE FORM

Name		Phone	
Street		Apt. / Suite	
City	State	Zip	



**metromedia
energy**

Simple Solutions. Powerful Results.

Accounts Payable
Waterford Place LLC
c/o AUM, Inc.
Post Office Box 3608
Oak Brook, IL 60522

Statement Number: 1140201300
Statement Date: 3/19/2014
MME Group: WINNM388

Page 1 of 1

ACCOUNT ACTIVITY

Description	Amount
Previous Balance	\$7,460.12
Payment received on 2/26/2014, Check # 9989800013 applied towards Statement # (1140101274).	(\$7,460.12)
Adjusted Balance:	\$0.00

NEW CHARGES

Description	Period	Details	Amount
Waterford Place LLC, 180 Shawmut Avenue, Boston, MA 02118 (BGC, Acct# 0005134625210, Meter# 005533537)			
Monthly Gas Charge	(02/07/2014-03/13/2014)	4082.120 th @ 0.7723 \$/th	\$3,152.62
Swing Commodity Charge	(02/07/2014-03/13/2014)	2894.677 th @ 1.9609 \$/th	\$5,676.17
		Usage Total 6,976.797 th	
			Location Total: \$8,828.79
			Total New Charges: \$8,828.79
			Amount Due: \$8,828.79

For questions about this Statement, please contact Joanne Sundstrom at (888) 289-4324 ext 0170, or email jsundstrom@mmenergy.com.

Net Terms: 30 Days

Remittance Statement: Please make checks payable to Metromedia Energy, Inc.
For Customer Service please contact Joanne Sundstrom at (888) 289-4324 ext 0170.

**METROMEDIA ENERGY, INC.
ACCOUNTS RECEIVABLE DEPT.
P.O. Box 28025
New York, NY 10087-8025**

Accounts Payable
Waterford Place LLC
c/o AUM, Inc.
Post Office Box 3608
Oak Brook, IL 60522

Statement Number: 1140201300
Payment Due: 4/18/2014
Adjusted Balance: \$0.00
New Charges: \$8,828.79
Amount Due: \$8,828.79
Amount Paid:

1016268120372141-032214



0085134625210702121725

WATERFORD PLACE
C/O P6229
PO BOX 3608
OAK BROOK, IL

**C 050 033736

60522-3608



**Please Pay
 Upon Receipt**

2,121.72 H

51346-25210

Account Number

Please mail this part of bill with your payment

Make checks payable to National Grid.

Write your account number on check.

Tear here

National Grid address on the back must show in return envelope window

Service To	Account Number	Next Meter Reading	Bill Date
WATERFORD PLACE 180 SHAWMUT AVE BOSTON, MA 02118	51346-25210	May 08 '14	Apr-08 '14
BLDG	Rate G-43T	For Customer Assistance	
	Commercial Hea	Please call (617) 469-2300	

CURRENT BILL ITEMIZED

In 25 days you used 4211 therms:

Apr 07 2014 reading ACTUAL 16370
 Mar 13 2014 reading ACTUAL 12277
 CCF Used for METER# 005533537 4093

Thermal Factor x1.0288
 Total therms used 4211

Your Cost is determined as follows:

Minimum Charge \$83.34
 \$3.3336 per day for 25 days
 First 750.1 therms @ \$.2863 214.75
 Next 3460.9 therms @ \$.3477 1,203.35
 Distribution Adjustment:
 4211 therms x 0.14730 per therm 620.28

GAS DELIVERY CHARGE \$2,121.72

TOTAL CURRENT CHARGES \$2,121.72

SUMMARY OF CHARGES

Total Current Charges \$2,121.7
 Amount Due Last Bill 3,355.8
 Your Total Payments Since
 Last Bill. Thank You! -3,355.8

Please Pay Upon Receipt \$2,121.7

If payment received after 05/03/2014
 a late payment charge of \$17.40
 (0.82% of outstanding charges) may be added
 to your National Grid balance.

GAS USE HISTORY

Days	Therms	Days	Therms
Apr 14 25 Act	4211	Sep 13 33 Act	111
Mar 14 34 Act	6677	Aug 13 28 Act	81
Feb 14 29 Act	5731	Jul 13 30 Act	101
Jan 14 31 Act	6122	Jun 13 34 Act	191
Dec 13 33 Act	4561	May 13 30 Act	281
Nov 13 29 Act	2493	Apr 13 31 Act	481
Oct 13 28 Act	1597	Mar 13 30 Act	551

IMPORTANT MESSAGES

You have chosen Metromedia to be your gas supply provider. National Grid will continue to deliver gas to your premises. If you have any questions about your gas supply charges, please contact Metromedia at (888) 289-4324. Thank you.

Between March and April there will be an adjustment to your gas bill resulting in an increase of approximately \$0.16 per therm. Please remember there are programs available to manage bills and help you find ways to use less energy. Call 800.233.5325 or visit www.nationalgrid.com

Your unique online Access Code is: 29DA19C

We're online, anytime! View and pay your bill, check your balance, submit meter readings. The code above provides free, instant access with "My Account" - visit www.nationalgridus.com. Many automated services are also available at the telephone number above.

We sincerely appreciate the prompt way you pay your bills.

026087270414140-041414

GLOSSARY OF TERMS

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

CCF - Units of gas used measured in hundreds cubic feet.

Thermal Factor - The factor used to convert units of gas into therms. A therm is a measure of heat energy.

Minimum Charge - Represents the basic cost of providing service to each customer regardless of gas usage, i.e., meter reading, billing, and account maintenance. Included is the customers' contribution to the Energy Audit Program.

02682720414140-041414

PLEASE PAY NATIONAL GRID GAS AND ELECTRIC BILLS SEPARATELY

National Grid
P.O. Box 11735
Newark, NJ 07101-4735



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

Distribution Adjustment - Includes National Grid customer's contribution to local energy conservation and environmental programs.

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

← Tear here →

← Tear here →

When moving please give ten days notice and forwarding address. Al mudarse, favor de avisarnos de su nueva direccion diez dias antes.

QUESTIONS ABOUT YOUR BILL

Please call the Customer Assistance number on the front of your bill.

Or write to: National Grid
PO Box 1040
Northborough, MA 01532-4040

Please include your account number on all correspondence.

PAYMENT PLANS

We offer a wide variety of payment plans including but not limited to:

Balanced Billing, our Budget Plan, which averages your annual gas costs and spreads them over a 12-month period.

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

RIGHTS TO GAS SERVICE FOR RESIDENTIAL CUSTOMERS DURING FINANCIAL HARDSHIP

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

Serious Illness and Financial Hardship

Initially, your doctor or board of health must call us to let us know of this condition. Within seven days of this phone call, you must return the financial statement and your doctor or board of health must write to us and confirm the name and address of the seriously ill person and the business address and telephone number of the doctor or agency. The statement must be renewed quarterly or semi-annually if certified to be chronic.

Winter Protection and Financial Hardship

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

Infant Under the Age of 12 Months and Financial Hardship

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

- birth certificate
- official records or letter from a registered physician, local board of health, hospital, or government official
- letter from the Department of Transitional Assistance
- letter from a clergyman, or religious institution.

NOTICE TO ELDERLY CUSTOMERS

If all residents in your household are 65 or older or if all the residents in your household are 65 or over and there is also a minor, we won't shut off your gas service without the permission of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill at once, you can work out a payment plan with us. If you have any questions, or want further information, call us at the address printed on the front of your bill. To protect yourself, please call the Company immediately if all residents in your home are 65 years of age or older.

RIGHT TO DISPUTE YOUR GAS BILL

If you believe your gas bill is not correct or wish to dispute it, or if you have a service quality problem or dispute, call us at the number on the front or write us at the address printed above or listed in your local telephone directory. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct or the service quality problem has not been addressed, you have a right to appeal by calling the Massachusetts Department of Public Utilities (DPU) at (617) 737-2836 or 1-877-886-5066, by writing to the DPU, Consumer Division, One South Station, Boston, MA 02110, or by visiting the DPU's Web site www.mass.gov/dpu.

NON RESIDENTIAL CUSTOMERS

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

PRIVACY NOTICE

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

ARREARS MANAGEMENT PROGRAM

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

Before you begin any excavation project call 1-888-DIG-SAFE or 811



PO Box 660369
Dallas, TX 75266-0369

025160070401140-040114

Account Number

12 5 0000207717 15 80 2626 859 1000

WATERFORD PLACE
C/O P6229
PO BOX 3608
OAK BROOK IL 60522

Please Pay
\$2,077.17

Payment Received by
Apr 20, 2014 Will
Appear on Your next Bill

NSTAR Electric

RETURN THIS PORTION WITH YOUR PAYMENT. MOVING? PLEASE LET US KNOW, OTHERWISE YOU MAY BE RESPONSIBLE FOR ENERGY USE AFTER YOU MOVE.

NEW BASIC SERVICE PRICING WILL TAKE EFFECT ON APRIL 1. NEW PRICES ARE AVAILABLE ON WWW.NSTAR.COM.

DIGGING? HITTING AN UNDERGROUND WIRE OR PIPE CAN BE DANGEROUS. THAT'S WHY STATE LAW REQUIRES YOU OR YOUR CONTRACTOR TO CALL DIG SAFE AT 811 OR 888-DIG-SAFE AT LEAST THREE BUSINESS DAYS PRIOR TO DIGGING. FOR MORE INFORMATION VISIT WWW.DIGSAFE.COM.

Account Number	Billing Date	Next Read Date
2626 859 1000	Mar 25, 2014	Apr 23, 2014

Service Provided to

WATERFORD PLACE
180 SHAWMUT AVE
BOSTON MA 02118

Account Summary

Previous Bill	2,183.45
Payment - Thank You	-2,183.45
Total Cost Electricity	2,077.17
Amount Due	\$2,077.17

Electricity Used

Rate B2-Large General-Secondary		
Meter 5033797		
Mar 14, 2014 Actual Read		17232
Feb 14, 2014 Actual Read	-	17105
		127
Multiplied by Constant	X	120
28 Day Billed Use		15240

5033797	KWH	DMD
03/14	15240	31.2
02/14	16200	31.2
01/14	13560	31.2
12/14	12120	24.0
11/14	11880	22.8
10/14	10920	22.8
09/14	22680	51.6
08/14	29160	80.4
07/14	26880	79.2
06/14	12120	74.4
05/14	11760	22.8
04/14	12840	24.0
03/14	11760	22.8

Cost of Electricity

Delivery Services			
Customer Charge			18.19
Distribution Demand Charges			
1st 10 KWH	No Charge		0.00
Over 10 KWH	9.43 X	21.2 KWH	199.92
Transmission Demand Charges			
1st 10 KWH	No Charge		0.00
Over 10 KWH	7.04 X	21.2 KWH	149.25
Distribution Energy Charges			
1st 2000 KWH	.02488 X	2000 KWH	49.76
Next 4680 KWH	.01983 X	4680 KWH	92.80
Over 6680 KWH	.01796 X	8560 KWH	153.74
Transition Energy Charges *			
1st 2000 KWH	-.00031 X	2000 KWH	-0.62
Next 4680 KWH	-.00031 X	4680 KWH	-1.45
Over 6680 KWH	-.00031 X	8560 KWH	-2.65
Renewable Energy	.00050 X	15240 KWH	7.62
Energy Conservation	.00250 X	15240 KWH	38.10
Delivery Services Total			704.66
Supplier Services			
Generation Charge			
Basic Svc Fixed	.09006 X	15240 KWH	1372.51
Total Cost of Electricity			2077.17

Sales Tax Exempt



CUSTOMER SERVICE CENTER 800-592-2000

This is an important notice. Please have it translated.
Este aviso es importante. Por favor, tenga la bondad de traducirlo.
本通知很重要。请将其译成中文。

Electric Billing Terms and Definitions

Customer Charge - The costs of providing services such as metering, billing and account maintenance. These are fixed costs and are not affected by the actual amount of electricity you use.

Demand Charge - Rate applied to the highest recorded peak kW use during the month. Applies to most business accounts.

Distribution Charge - Cost of delivering electricity over wires to a customer's location.

Energy Conservation Charge - Covers the cost of energy efficiency programs.

Generation Charge - Cost of producing electricity in power plants by transforming other forms of energy into electric energy.

Kilowatt (kW) - Unit of measurement used to calculate demand use (1,000 watts).

Kilowatt-hour (kWh) - Standard unit of measurement for electrical use (1,000 watts multiplied by the hours of use).

Rate Minimum - Minimum monthly charge for service.

Renewable Energy Charge - Funds the Mass. Renewable Energy Trust Fund to increase the availability of renewable energy (e.g. solar and biomass).

Transition Charge - Cost of past investments in generating plants and power contracts.

Transmission Charge - Cost of moving electricity over high-power lines from a generating plant to an electric company's service area.

Gas Billing Terms and Definitions

BTU Factor (British Thermal Unit) The standard unit of measurement of heat. A BTU factor is used to convert CCF into therms and varies from month to month as the heat content of natural gas varies.

Customer Charge: The costs of providing services such as metering, billing, and account maintenance. These are fixed costs and are not affected by the actual amount of gas you use. Included is a charge for the energy audit program.

CCF Used: A measurement in hundreds of cubic feet of gas used during the billing period. It is the difference between current and past meter readings.

Cost of Gas: The charge for natural gas that is supplied to you by NSTAR Gas.

Distribution Adjustment Charge: The costs of environmental, conservation, and industry restructuring programs.

Distribution Charge: Cost of delivering natural gas through NSTAR Gas pipes to you.

Distribution Demand: Rate applied to the highest recorded peak of use during the month. Applies to most business accounts.

Therm: A unit of heating value equal to 100,000 BTU's.

Therm Factor: The number used to convert CCF into therms. A different therm factor may be expected for each billing period as the heat content of natural gas varies.

Types of Meter Reads:

Actual Read - Meter reading obtained by NSTAR. **Customer Read** - Meter reading provided by the customer. **Estimated Read** - Meter reading based on past actual use (meter was not read).

Copies of all rate schedules are available upon request. Service is subject to the company's Terms and Conditions.
We reserve the right to convert consumer checks to electronic format and re-present returned ACH debit requests electronically.

Billing Questions and Dispute Resolution

Contact NSTAR by calling our customer service number.

800-592-2000

Business Customers please call 800-340-9822.



Or you may write to us at one of the following addresses:

NSTAR
Customer Care
One NSTAR Way, SW200
Westwood, MA 02090



www.nstar.com

Please include an explanation of your inquiry and a phone number where we can reach you between 9 a.m. and 5 p.m. Please include your home phone number as well. We will thoroughly research your inquiry and promptly report the results back to you.

If you are not satisfied with our investigation or the payment plan we offered on the overdue portion of your bill, you may appeal by writing to the Department of Public Utilities (DPU), Consumer Division, One South Station, Boston, MA 02110, or by calling 877-886-5066 (Massachusetts only) or 617-737-2836. The DPU's web site address is www.mass.gov/dpu/

If you have a question about the supplier section of your bill and your supplier is not NSTAR, please contact your supplier directly.

Important Information for Residential Customers

You are protected by important consumer laws. Your service cannot be shut off, or will be restored, if you certify to the company that you are unable to pay any overdue bill because of financial hardship and you can document one of the following:



- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15 and March 15 your service provides heat or operates the heating system and your service was not shut off for non-payment before November 15; or
- All adults in the home are age 65 or older and a minor resides in the home.

Please call us at 800-592-2000 to receive more information about the residential protections listed above.

Protection for Residential Customers 65 and Older

If you and everyone living in your home are 65 years old or older and you have overdue NSTAR bills, NSTAR will not shut-off your service without an investigation by the Department of Public Utilities. Please contact NSTAR to apply for this protection.

Convenient Service Options

E-Bill: NSTAR customers can pay and view their bill online with E-Bill at www.nstar.com

Direct Pay: Have the amount due on your bill automatically deducted from your bank account each month.

Pay by Phone: Call us each month, or for a one-time payment, and we'll automatically deduct payment from your bank account. Call 800-592-2000.

Budget Billing: Residential customers can arrange for equal monthly payments based upon your annual usage.

Hearing-Impaired Line: Contact us at 800-322-8242 for special service for our hearing-impaired customers.

Braille and Large Print Bills: A free service for blind or visually impaired customers.

Basic Service

Basic Service refers to market-based prices for electricity we purchase for customers who do not have a competitive supplier. NSTAR does not make any profit on these costs. Basic Service has two pricing options. Basic Fixed has a fixed price for up to six months. Basic Variable price changes monthly.

Payment Plans

NSTAR offers a variety of payment plans for residential customers with overdue bills. Please contact us at 800-592-2000 or visit www.nstar.com to establish a payment plan.

025160070401140-040111

References in this bill to NSTAR Electric or NSTAR Gas shall mean NSTAR Electric Company or NSTAR Gas Company respectively.



PO Box 660369
Dallas, TX 75266-0369

023160070401140-040114

Account Number

— —
— —

WATERFORD PLACE
C/O P6229

PAGE 2 OF 2

2626 859 1000

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RETURN THIS PORTION WITH YOUR PAYMENT. MOVING? PLEASE LET US KNOW, OTHERWISE YOU MAY BE RESPONSIBLE FOR ENERGY USE AFTER YOU MOVE.

CHARGES ARE SUBJECT TO 0.82% INTEREST
AFTER 25 DAYS.

2421



CUSTOMER SERVICE CENTER 800-592-2000
FOR BUSINESS CUSTOMERS SEE OUR WEBSITE

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Electric Billing Terms and Definitions

Customer Charge: The costs of providing services such as metering, billing and account maintenance. These are fixed costs and are not affected by the actual amount of electricity you use.

Demand Charge - Rate applied to the highest recorded peak kW use during the month. Applies to most business accounts.

Distribution Charge - Cost of delivering electricity over wires to a customer's location.

Energy Conservation Charge - Covers the cost of energy efficiency programs.

Generation Charge - Cost of producing electricity in power plants by transforming other forms of energy into electric energy.

Kilowatt (kW) - Unit of measurement used to calculate demand use (1,000 watts).

Kilowatt-hour (kWh) - Standard unit of measurement for electrical use (1,000 watts multiplied by the hours of use).

Rate Minimum - Minimum monthly charge for service.

Renewable Energy Charge - Funds the Mass. Renewable Energy Trust Fund to increase the availability of renewable energy (e.g. solar and biomass).

Transition Charge - Cost of past investments in generating plants and power contracts.

Transmission Charge - Cost of moving electricity over high-power lines from a generating plant to an electric company's service area.

Gas Billing Terms and Definitions

BTU Factor: (British Thermal Unit) The standard unit of measurement of heat. A BTU factor is used to convert CCF into therms and varies from month to month as the heat content of natural gas varies.

Customer Charge: The costs of providing services such as metering, billing, and account maintenance. These are fixed costs and are not affected by the actual amount of gas you use. Included is a charge for the energy audit program.

CCF Used: A measurement in hundreds of cubic feet of gas used during the billing period. It is the difference between current and past meter readings.

Cost of Gas: The charge for natural gas that is supplied to you by NSTAR Gas.

Distribution Adjustment Charge: The costs of environmental, conservation, and industry restructuring programs.

Distribution Charge: Cost of delivering natural gas through NSTAR Gas pipes to you.

Distribution Demand: Rate applied to the highest recorded peak of use during the month. Applies to most business accounts.

Therm: A unit of heating value equal to 100,000 BTU's.

Therm Factor: The number used to convert CCF into therms. A different therm factor may be expected for each billing period as the heat content of natural gas varies.

Types of Meter Reads:

Actual Read - Meter reading obtained by NSTAR. **Customer Read** - Meter reading provided by the customer. **Estimated Read** - Meter reading based on past actual use (meter was not read).

Copies of all rate schedules are available upon request. Service is subject to the company's Terms and Conditions. We reserve the right to convert consumer checks to electronic format and re-present returned ACH debit requests electronically.

Billing Questions and Dispute Resolution

Contact NSTAR by calling our customer service number.

800-592-2000

Business Customers please call 800-340-9822.



Or you may write to us at one of the following addresses:

NSTAR
Customer Care
One NSTAR Way, SW200
Westwood, MA 02090

www.nstar.com

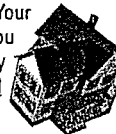
Please include an explanation of your inquiry and a phone number where we can reach you between 9 a.m. and 5 p.m. Please include your home phone number as well. We will thoroughly research your inquiry and promptly report the results back to you.

If you are not satisfied with our investigation or the payment plan we offered on the overdue portion of your bill, you may appeal by writing to the Department of Public Utilities (DPU), Consumer Division, One South Station, Boston, MA 02110, or by calling 877-886-5066 (Massachusetts only) or 617-737-2836. The DPU's web site address is www.mass.gov/dpu

If you have a question about the supplier section of your bill and your supplier is not NSTAR, please contact your supplier directly.

Important Information for Residential Customers

You are protected by important consumer laws. Your service cannot be shut off, or will be restored, if you certify to the company that you are unable to pay any overdue bill because of **financial hardship** and you can document one of the following:



- Someone living in your home is **seriously ill**; or
- A child under **12 months old** lives in your home; or
- Between November 15 and March 15 your service provides **heat** or operates the heating system and your service was not shut off for non-payment before November 15; or
- All adults in the home are age 65 or older and a minor resides in the home.

Please call us at **800-592-2000** to receive more information about the residential protections listed above.

Protection for Residential Customers 65 and Older

If you and everyone living in your home are 65 years old or older and you have overdue NSTAR bills, NSTAR will not shut-off your service without an investigation by the Department of Public Utilities. Please contact NSTAR to apply for this protection.

Convenient Service Options

E-Bill: NSTAR customers can pay and view their bill online with E-Bill at www.nstar.com

Direct Pay: Have the amount due on your bill automatically deducted from your bank account each month.

Pay by Phone: Call us each month, or for a one-time payment, and we'll automatically deduct payment from your bank account. Call **800-592-2000**.

Budget Billing: Residential customers can arrange for equal monthly payments based upon your annual usage.

Hearing-Impaired Line: Contact us at **800-322-8242** for special service for our hearing-impaired customers.

Braille and Large Print Bills: A free service for blind or visually impaired customers.

Basic Service

Basic Service refers to market-based prices for electricity we purchase for customers who do not have a competitive supplier. NSTAR does not make any profit on these costs. Basic Service has two pricing options. Basic Fixed has a fixed price for up to six months. Basic Variable price changes monthly.

Payment Plans

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025160070401L140-04012

References in this bill to NSTAR Electric or NSTAR Gas shall mean NSTAR Electric Company or NSTAR Gas Company respectively.



PO Box 660369
Dallas, TX 75266-0369

05159020001140-040114

Account Number

12 1 0000002148 15 80 2626 868 1009

WATERFORD PL
C/O P6229
PO BOX 3608
OAK BROOK IL 60522

Please Pay
\$21.48
Payment Received by
Apr 20, 2014 Will
Appear on Your next Bill

NSTAR Electric

RETURN THIS PORTION WITH YOUR PAYMENT. MOVING? PLEASE LET US KNOW, OTHERWISE YOU MAY BE RESPONSIBLE FOR ENERGY USE AFTER YOU MOVE.

NEW BASIC SERVICE PRICING WILL TAKE EFFECT ON APRIL 1. NEW PRICES ARE AVAILABLE ON WWW.NSTAR.COM.

DIGGING? HITTING AN UNDERGROUND WIRE OR PIPE CAN BE DANGEROUS. THAT'S WHY STATE LAW REQUIRES YOU OR YOUR CONTRACTOR TO CALL DIG SAFE AT 811 OR 888-DIG-SAFE AT LEAST THREE BUSINESS DAYS PRIOR TO DIGGING. FOR MORE INFORMATION VISIT WWW.DIGSAFE.COM.

2212

Account Number	Billing Date	Next Read Date
2626 868 1009	Mar 25, 2014	Apr 23, 2014

Service Provided to

WATERFORD PL
180 SHAWMUT AVE PUMP
BOSTON MA 02118

Account Summary	
Previous Bill	21.96
Payment - Thank You	-21.96
Total Cost Electricity	21.48
Amount Due	\$21.48

Electricity Used

Rate B2-Large General-Secondary
Meter 5032614
Mar 14, 2014 Actual Read 4270
Feb 14, 2014 Actual Read - 4242
28 Day Billed Use 28

5032614	KWH	DMD
03/14	28	0.0
02/14	32	0.0
01/14	31	0.0
12/14	30	0.0
11/14	31	0.0
10/14	37	14.0
09/14	31	0.0
08/14	31	0.0
07/14	29	0.0
06/14	32	0.0
05/14	30	0.0
04/14	31	0.4
03/14	28	0.0

Cost of Electricity

Delivery Services			
Customer Charge			18.19
Distribution Charges			
1st 2000 KWH	.02488 X	28 KWH	0.70
Transition Charges *			
1st 2000 KWH	-.00031 X	28 KWH	-0.01
Renewable Energy	.00050 X	28 KWH	0.01
Energy Conservation	.00250 X	28 KWH	0.07
Delivery Services Total			18.96
Supplier Services			
Generation Charge			
Basic Svc Fixed	.09006 X	28 KWH	2.52
Total Cost of Electricity			21.48

Sales Tax Exempt

CHARGES ARE SUBJECT TO 0.82% INTEREST AFTER 25 DAYS.



CUSTOMER SERVICE CENTER 800-592-2000

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