



October 31, 2017

Re: Miscellaneous Charge on your bill due to BILLING ERROR

There was a billing error on the August and September electric bills affecting **residential** rate classes* only.

Dear GELD Customer/Owner:

When we changed the rates to apply the Seabrook credit on your August bill, a data entry error occurred on the residential rate classes causing a miscalculation on the bill. There are two generation rate charges shown on your bill:

Generation 1-500 kWh (lower rate) Generation over 500 kWh

For residential rate classes the 1-500 kWh is a lower rate due to savings associated with the power received from the New York Power Authority (NYPA).

On your August and September bill, the **total** kilowatt hours used was multiplied by the lower generation rate only. The result was your total generation was under billed by 1.1 cent per kWh on the "generation over 500 kWh" portion of the bill. The total dollars unbilled is significant – the total is just over \$41,000.00.

If you review your August and September bills, you can see what the actual amounts should have been – the numbers shown are correct, but when you look at the total generation, the amount is miscalculated (the *total* kWh is multiplied by only the lower rate). **See sample bill on back.**

Due to this billing error, GELD is recouping this amount -- 1.1 cent per kWh over 500 from your August and September bill -- as a miscellaneous charge on the October 31, 2017 bill. You will still receive a 10% discount on the miscellaneous charge if your payment is received by 4 PM on the 12th of November.

We sincerely apologize for the error and any inconvenience this may cause.

If you have any specific questions or concerns, please contact Tammi Lemire or Sherrie DiGeronimo at 978-448-1150.

Sincerely,

Their P. Kelly

Kevin P. Kelly Manager

*Residential rate classes include F1, G3, G4, HH, R1, R2, R4. If you don't have a residential rate class, this should not affect your bill.

Office Hours Monday: 7:30 AM	Y WV Fo 97 See 1 - 7:00 P sday, Thu M	ww.groton or billing in 78-448-115 e reverse side i PM	nelectric.org nquiries or 50	s and other information and other information NE Go Pape View an	EW	Accoun Service	e if recei at Numbe Address	r S	10/12/1 SAGE:	7	\$140.96	
	97 See 1 - 7:00 P sday, Thu M	7 8-448-115 e reverse side i PM	50	s and other information NE Go Pape View an	EW	Service	Address	6	SAGE:			
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Monuay. 1.00	sday, Thu M		4		Go Paperless! View and Pay		Our office will be CLOSED Monday, October 9th in observance of Columbus Day! We'll reopen Tuesday, October 10th 7:30am - 7:00pm					
Tuesday, Wednes	M	-		Your Bill Online! GELD.Billtrust.com		Groton Neighborhood Food Project Reminder						
7:30 AM - 4:00 PM			We	eb Enrollment Token		Next pickup date is: October 14th For more info visit: grotonfoodproject.com				า		
	SERV	ICE ADDR	ESS	DKX LLK RP				G PERIOD	BILL DAT	· · ·	COUNT DATI	
	v	•=••=						4-09/24	09/30/17		10/12/17	
METER NUMBER:		MET Previous:	TER READI :	INGS Present:	kW USE		RATE CODE:	MULTIPLI		YS IN CLE:	AVERAGE DAILY USE	
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	17 17	48 52	72 74	Customer	Charge					\$4.25		
,	17	31	66	Distribution .0310x 1203 kwh				\$37.29				
	17	28	58	Transmiss Total Deli	sion ivery Services		.02602	x 1203 kwh		<u>\$31.28</u> \$72.82		
,	17	48	47	Generation:	Very contract					<u> </u>		
March	17	30	34				x 500 kwh		\$35.00	Actual = \$91		
· · · · · · · · · · · · · · · · · · ·	17	29	32	Generation	on over 500		.0810	x 703 kwh		\$56.94		
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qualify for the ea				Total Now	/ Due:						\$157.0	
st be received in 4 PM on the 12th				*Discount i	if payment r	eceived b	oy: 10/1	2/17			-\$16.0	

Net Due:

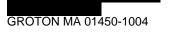
Please detach and return bottom portion with your payment. Thank you.



ELECTRIC BILL - REMIT PORTION								
BALANCE FORWARD	BUDGET PAYMENT	TOTAL DUE	NET DUE 10/12/17					
\$0.00	\$0.00	\$157.03	\$140.96					
	AMOUNT ENCLOSED							
Bill Date			09/30/17					
Account Num	ber							
Service Addres								

\$140.96

Make Checks Payable and Mail To: Groton Electric Light P.O. BOX 803 Reading, MA 01867-0406



by 4 PM on the 12th - see reverse side for

specific details.