



**Groton Electric Light**

23 Station Avenue  
Groton, MA 01450

tel: 978-448-1150  
fax: 978-448-1159



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 12<sup>th</sup> 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,

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.*



# Groton Electric Light

23 Station Ave, Groton, MA 01450  
www.grotonelectric.org

For billing inquiries or service, call:  
978-448-1150

See reverse side for billing terms and other information.

## Office Hours

Monday: 7:30 AM - 7:00 PM

Tuesday, Wednesday, Thursday:  
7:30 AM - 4:00 PM

Friday: 8:00 AM - 1:00 PM



**NEW**  
Go Paperless!  
View and Pay  
Your Bill Online!  
[GELD.Billtrust.com](http://GELD.Billtrust.com)

**Web Enrollment Token**  
DKX LLK RPM

Total Due \$157.03

\*Net Due if received by 10/12/17 \$140.96

Account Number

Service Address

## MESSAGE:

Our office will be CLOSED Monday, October 9th  
in observance of **Columbus Day!**

We'll reopen Tuesday, October 10th 7:30am - 7:00pm

Groton Neighborhood Food Project Reminder  
Next pickup date is: October 14th  
For more info visit: [grotonfoodproject.com](http://grotonfoodproject.com)

## SERVICE ADDRESS

## ACCOUNT NUMBER

## BILLING PERIOD

## BILL DATE

## DISCOUNT DATE

## METER NUMBER:

## METER READINGS

Previous:

Present:

## kWh USED:

## RATE CODE:

## MULTIPLIER:

## DAYS IN CYCLE:

## AVERAGE DAILY USE:

464

1667

1,203

R1

1

31

39

Your average daily usage and  
average daily temperature:

|           | Year | kWh | °F |
|-----------|------|-----|----|
| September | 17   | 39  | 67 |
| August    | 17   | 48  | 72 |
| July      | 17   | 52  | 74 |
| June      | 17   | 31  | 66 |
| May       | 17   | 28  | 58 |
| April     | 17   | 48  | 47 |
| March     | 17   | 30  | 34 |
| February  | 17   | 29  | 32 |
| January   | 17   | 29  | 32 |
| December  | 16   | 29  | 31 |
| November  | 16   | 30  | 45 |
| October   | 16   | 35  | 56 |
| September | 16   | 57  | 69 |

## Previous Balance:

Less payments and discounts

Adjustments

Balance Forward

## Current Billing Charges:

Delivery Services:

Customer Charge

Distribution

Transmission

Total Delivery Services

\$147.13

\$147.13

\$0.00

\$0.00

\$4.25

\$37.29

\$31.28

\$72.82

## Generation:

Generation 1-500kwh

Generation over 500

.0700x 500 kwh

.0810x 703 kwh

\$35.00

\$56.94

Actual = \$91.94

Total Generation

Total kWh 1203 x .0700 =  
Actual should have been  
\$91.94, billed \$84.21

\$84.21

**Payment is due upon receipt.**

\*To qualify for the early pay discount, payment  
must be received in our office or at our lockbox  
by 4 PM on the 12th - see reverse side for  
specific details.

Total Current Charges:

\$157.03

\$157.03

Total Now Due:

\$157.03

\*Discount if payment received by: 10/12/17

-\$16.07

Net Due:

\$140.96

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 Number

Service Address



# Groton Electric Light

23 Station Ave  
Groton, MA 01450

Make Checks Payable and Mail To:

Groton Electric Light

P.O. BOX 803

Reading, MA 01867-0406

GROTON MA 01450-1004

0234200109301700015703000140967