

# Middleton Municipal Electric Department

197 North Main Street  
Middleton, MA 01949-1695  
Phone: (978) 774-4313

Office Hours: 8:00 a.m. to 4:00 p.m. Monday - Friday



BILL DATE:

PLEASE RETURN TOP PORTION WITH PAYMENT AND WRITE YOUR ACCOUNT NUMBER ON FRONT OF CHECK.

ACCT. NO	DISCOUNT

AMOUNT DUE	IF PAID BY

GROSS AMOUNT	<i>Make check payable to:</i> <b>M.E.L.D.</b>

AMOUNT PAID	CHECK NO.

*Discounts will be allowed on payments received at 197 North Main Street by the discount date.*

PLEASE RETURN TOP PORTION WITH PAYMENT AND WRITE YOUR ACCOUNT NUMBER ON FRONT OF CHECK. 13955

BILLED TO	FOR SERVICE AT	ACCOUNT NO	RATE	BILL DATE
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READING PERIOD	PREVIOUS READING	PRESENT READING	KWH USED	NO. DAYS
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DEMAND	KWH	MULTIPLIER	MONTHLY	DETAIL	SUMMARY

YOUR ELECTRICITY USAGE (IN KILOWATT HOURS)

DAILY  
MONTHLY

## Middleton Municipal Electric Department

197 North Main Street ~ Middleton, MA 01949-1695

Phone: (978) 774-4313 Fax: (978) 774-5408

KEEP THIS PORTION FOR YOUR RECORDS

**NOTICE TO RESIDENTIAL ELECTRIC CUSTOMERS  
RIGHT TO DISPUTE YOUR BILL**

If for any reason, you believe your bill is inaccurate, you may call or write to the Middleton Municipal Electric Department Complaint Officer at 197 N. Main Street, Middleton, MA 01949-1695 (978) 774-4313 and explain the amount you believe to be in error and the reason you believe the error has occurred.

If after receipt of the decision of the Complaint Officer, you still consider your bill to be inaccurate or if you dispute the time over which an arrearage is to be paid, you have a right to appeal to the Manager of the Middleton Municipal Electric Department.

If after receipt of the decision of the Manager, you still consider your bill to be inaccurate or if you continue to dispute the time over which an arrearage is to be paid, you have a right to appeal to the Department of Public Utilities.

Write: Mass. Dept. of Public Utilities  
Consumer Division  
One South Station  
Boston, MA 02110  
Call: (617) 737-2836 OR (877) 886-5066

**NOTICE TO CUSTOMERS OVER 65**

IF ALL RESIDENTS IN YOUR HOUSE ARE 65 YEARS OF AGE OR OLDER the Department cannot terminate your service for failure to pay a past due bill without the approval of the Massachusetts Department of Public Utilities (DPU). If you cannot pay your bill all at once, the Department is willing to work out a payment plan with you. You have a right to Appeal in accordance with the Department's Appeal Process and a right to a Hearing at the DPU before Termination of Service.

If you have any questions or want further information, call the Middleton Municipal Electric Department at (978) 774-4313 or the DPU Consumer Division at (617) 737-2836 or toll-free at 1-877-886-5066.

**FINANCIAL STATEMENT**

If you are claiming "Financial Hardship" under Massachusetts General Laws, Chapter 164, section 124A or 124F, please provide the following information and return this form to the address above within (7) days.

Number of people in household \_\_\_\_\_

Total Family income (before taxes)

\$ \_\_\_\_\_ per year

I, the undersigned, do hereby certify that the information provided is complete and the truth, to the best of my knowledge.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**EXPLANATION OF BILLING**

ACCOUNT NUMBER	Your account number is used for billing purposes. It allows us to access information pertaining to your account in our computer system.
SERVICE ADDRESS	The service address refers to the location of the electric service for which the bill has been generated.
READING PERIOD	The service dates show the date of the current meter reading and that of the previous reading.
NUMBER OF DAYS	This field refers to the number of days between meter readings. Pay careful attention to this field, as it can vary from month to month resulting in some fluctuation in your bills.
USAGE	The difference between your current meter reading and your previous meter reading determines your usage. Electric usage is measured in kilowatthours (KWH). The usage is then multiplied by the rate per kwh to determine a cost for the electricity used. This total is shown in the summary column.
DEMAND	Large general service only. A demand charge is made for the maximum quantity of energy used over one fifteen-minute interval each month. See rate schedules for details.
KW	KiloWatt. The peak usage of real power over one 15-minute interval each month.
PPA	The power cost adjustment is used to compensate for the fluctuating cost that we pay for power. Your PPA charge or credit (-) is calculated by multiplying the usage figure by the current month's PPA rate.
BASE CHARGE	The minimum amount that will be charged for the month, even if there is no usage, and will be based upon customer class and the rate in effect at the time.
SALES TAX	Business only. State regulations require us to collect sales tax from businesses whose use of electricity is primarily for non-manufacturing purposes (see state guidelines for details to obtain tax-exempt status).
DISCOUNT POLICY	A 10% discount shall be granted on all current residential and commercial energy rates for all payments received at 197 North Main Street by the discount date. No discounts are allowed on the fuel cost portion or minimum bills. All bills must be paid in full to receive discount.