

North Attleborough Electric Department (NAED) Credit Card Authorization Form

Credit Card Information:

Check Only ONE of the following Mastercard Visa Discover

Credit Card Number _____ Exp. Date _____

NAED Account Information:

Account Number _____

Name on Account _____

Address _____

Daytime Phone _____

I authorize NAED to charge against Mastercard/Visa/Discover on a monthly basis the full amount of the NAED bill on the due date of the bill.

Signature _____ Date _____

Contact Information

General Questions

508.643.6300

Service Installations & Cancellations

508.643.6300

Billing Questions

508.643.6300

Past Due Notices & Payment Arrangements

508.643.6376

Fax: 508.699.5603

www.naelectric.com

After Hours Emergency Phone

508.643.6300

Business Hours

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

Thursday evenings Sept.-June

until 5:00 p.m.



Statement Information

DELIVERY SERVICES are comprised of:

Customer Charge: The cost of providing customer related services such as metering, meter reading and billing. These costs are independent of the actual amount of electricity you use.

Capacity Charge: The cost of providing electrical distribution equipment to accommodate a customer's largest hourly electrical energy usage.

Distribution Charge: The cost of delivering electrical energy to homes and businesses using the NAED's electrical facilities.

Transmission Charge: The cost of using the Transmission Grid to deliver electrical energy from the generating units to NAED's distribution system.

Generation Charge: The cost to operate and maintain the generating units from which NAED receives electrical energy.

SUPPLIER SERVICES are comprised of:

Energy Charge: Cost of the electrical energy produced by the generators who sell energy to NAED.

OTHER CHARGES include, but are not limited to:

Late Payment Fee: Billed at 1.5% per month against a customer's balance.

State Sales Tax: Charged against the purchase of goods and services provided by NAED and paid to the Commonwealth of Massachusetts.

Leased Lighting: Monthly charges for lighting fixtures leased from NAED.

Payment Options

In Person: Cash, Check or Credit Card: At the Operations Center or after hours using the convenient drop box located at the front of our building.

By Mail: Send your check and payment stub to our processing center in Chelsea, MA in the self-addressed envelope provided with your bill. If no payment stub available, please send your check to NAED at 275 Landry Avenue, North Attleborough, MA 02760-3501.

Online Bank Payment Systems: The payment must be sent DIRECTLY to NAED at 275 Landry Avenue, North Attleborough, MA 02760-3501. Do NOT use the Chelsea address for online payments.

Credit Pay: Pre-authorized credit card arrangement, which is applied on the due date of your electric bill.

By Telephone: Call in credit card payments using Visa, MasterCard or Discover credit cards.

Power Pay: Automatic withdrawal from your checking account. Call NAED for details.

Special Payment Plans: Can be arranged for NAED customers who have a past-due balance and no special payment plan in the last 12 months. Call our Customer Service Representative at 508.643.6376 to sign up.

Budget Billing: Payment plan that calculates your projected annual electric costs based on prior year's history and divides the total into 12 equal payments.

Right To Dispute Your Bill - NAED Appeal Process

If you believe your bill is inaccurate, call 508.643.6300 or write to NAED, 275 Landry Avenue, North Attleborough, MA 02760-3501. Explain the amount you believe to be in error and the reason you believe the error has occurred. If after the receipt of the decision on your account, 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 Board of Electric Commissioners. If you still consider your bill to be inaccurate, you have a right to appeal to the Department of Public Utilities (DPU).

Write: Massachusetts Department of Public Utilities, Consumer Division
One South Station
Boston, MA 02110

Or Call: 1.800.392.6066 or 1.617.305.3531

Protection Against Termination of Electric Services

Two requirements must be met to prevent your electric service from being terminated because of a past due amount:

Requirement 1:

A financial hardship must exist; and

Requirement 2: You must meet one of the following criteria in addition to Requirement #1:

- Someone living in your home is seriously ill; or
- You have a child under 12 months of age living in your home; or
- Between November 15th and March 15th, you have electric heat or your space heating system is activated by using electricity.

Call our Customer Service Representative at 508.643.6376 for more information.

Protection for Customers 65 Years of Age or Older

If ALL residents in your house are 65 years of age or older, NAED cannot terminate your service for failure to pay a past due bill without the approval of the Massachusetts Department of Public Utilities (DPU).

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