



WESTFIELD GAS + ELECTRIC

getting to know your new bill

Your new bill from Westfield Gas and Electric has been designed in an easy-to-read format for viewing your account information, billing summary, and annual and daily usage comparisons.



WESTFIELD GAS + ELECTRIC

100 Elm Street Westfield, MA 01085
Tel: 572-0100 www.wgeld.org
24 hour emergency number: 572-0000

notes

Welcome to your new bill from WG+E.
You have been assigned a new account number to use when making a payment or accessing your account information.

Furnace inspections are available.
Please call 572-0100 for further information.

Coming Soon – you will be able to pay your bill online! Check out our website www.wgeld.org

JOSEPH CUSTOMER
123 ANYWHERE STREET
WESTFIELD, MA 01085

For service at:
123 ANYWHERE STREET
WESTFIELD, MA 01085

Account 100000-300000	Invoice Date 11/30/11
	Invoice # 1234567

account activity

Electric	\$XXX.00
Gas	\$XXX.00
Other Services	\$XXX.00
<hr/>	
TOTAL NEW CHARGES	\$XXX.00
Previous Balance	\$XXX.00
Payments/Adjustments	-\$XXX.00
Discount Applied	-\$XXX.00
<hr/>	
BALANCE DUE	\$XXX.00
DUE DATE	03/30/12

***** 5% DISCOUNT PLAN *****
Pay \$XXX.00 by 03/30/12 or full payment after 03/30/12

See reverse for complete details about your utility charges.



WESTFIELD GAS + ELECTRIC

Account 100000-300000
Invoice Date 02/29/12
Invoice # 1234567

JOSEPH CUSTOMER
123 ANYWHERE STREET
WESTFIELD, MA 01085

Kindly return this portion with your payment

payment

5% DISCOUNT
IF PAID BY 03/30/12

BALANCE DUE \$XXX.00
DUE DATE 03/31/12

Payment Amount: _____



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notes

Check this section for general announcements, ways to save money, and important news from WG+E.

account information

Your **new** account number will help a Customer Service Representative find your account records.

account activity

Review your account activity quickly and easily in this summary.

Included in this section:

- New Charges
- Balance Due
- Due Date
- Other Services/Charges

message center

Check here for important messages specific to your account.

payment stub

Return by mail in the envelope provided or in person at our 100 Elm Street location.

Included in this section:

- Balance Due
- Due Date
- Payment Amount
- Discount Payment

questions?
we're here to help!

Visit us at 100 Elm Street, Westfield
Call Customer Service at 572-0100
Find us online at www.wgeld.org

Find us on
Facebook and Twitter



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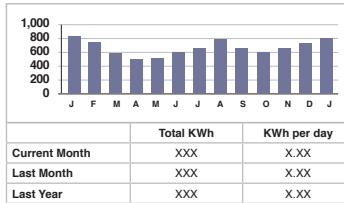
The second page of your bill provides a comprehensive breakdown of your current utility usage and charges. Comparison data from previous months can be helpful in reducing future bills.

electric

Rate	Service Period	Days	Meter	Mult.	Previous Read	Current Read	KWh
EXX	1/31/12-2/29/12	30	E123456	1	XXXXXX	XXXXXXE	XX

	Rate	KWh	Charges
Customer Charge			\$XXX.00
Distribution kw	X.XXXXX	XX.XX	\$XXX.00
Distribution	X.XXXXX	XXXXX	\$XXX.00
Electric Supply	X.XXXXX	XXXXX	\$XXX.00
Transmission	X.XXXXX	XXXXX	\$XXX.00
TOTAL ELECTRIC			\$XXX.00

Monthly Usage Comparison



electric service

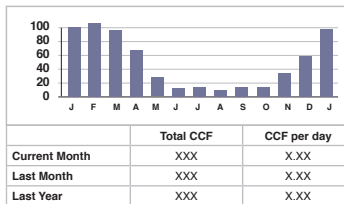
Find your current electric usage, rates, multiplier, readings, and charge breakdown here. The comparison chart can help you to evaluate your daily, monthly, and annual utility usage.

gas

Rate	Service Period	Days	Meter	Mult.	Previous Read	Current Read	CCF
GX	1/31/12-2/29/12	30	G234234	1	XXXX	XXXX	X

	Rate	CCF	Charges
Customer Charge			\$XXX.00
Transportation	X.XXXXX	XXX	\$XXX.00
Transportation	X.XXXXX	XXX	\$XXX.00
Distribution	X.XXXXX	XXX	\$XXX.00
Gas Supply	X.XXXXX	XXX	\$XXX.00
TOTAL GAS			\$XXX.00

Monthly Usage Comparison



gas service

Find your current gas usage, rates, readings, and charge breakdown here. The comparison chart can help you to evaluate your daily, monthly and annual utility usage.

other services and charges

	Charges		Charges
Gas Service Call	\$XXX.00	Furnace Inspection	\$XXX.00
		TOTAL OTHER	\$XXX.00

other charges

This section will detail any additional services or charges from the current bill, including taxes and penalties.

contact us

In case of emergency, call 572-0000

If you have questions regarding this bill, call your customer service representative at 572-0100 Monday through Friday, 8:30 am-5:00 pm.

NOTICE TO RESIDENTIAL ELECTRIC AND/OR GAS CUSTOMERS – RIGHT TO DISPUTE YOUR BILL APPEAL PROCESS
 If for any reason, you believe your bill is inaccurate, call or write the Customer Service Director, 100 Elm St. Westfield, MA 01085 or 572-0100. If upon receipt of the decision of the Customer Service Director you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage), you have the right to appeal to the Manager. If upon receipt of the Manager's decision you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage), you have the right to appeal to the Municipal Light Board (Commission). If upon receipt of their decision you still consider your bill to be inaccurate or dispute the time allowed to pay (arrearage), you have the right to appeal to:

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

Call: 1-877-886-5066
 1-617-737-2836

PAYMENT PLANS may be arranged and will vary depending upon the past due balance and your ability to pay. Please contact the Business Office, 100 Elm Street, Westfield, MA 01085 or 572-0100.

questions?
 we're here to help!

Visit us at 100 Elm Street, Westfield
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 Find us online at www.wgeld.org



Find us on
 Facebook and Twitter