



Utilities

Your Right to Obtain Service

When you move in to an apartment, you have the right to receive gas, electric, water, and telephone service upon request — unless you owe the service company money from a prior address. If you owe a utility company money from a prior address, you must make arrangements to pay the outstanding bill before you get new service. You can pay off an old bill in installment payments spread out over several months. If you and the company agree on a payment plan, the utility company must provide you with service at your new address.

Telephone

Establishing Telephone Service

Residence Service Center: open 7:30 am-8:00pm, Monday-Friday and 8:00am- 5:00 p.m. Saturday. **+1-800-870-9999**

When you call to establish service, you will need to provide the complete street address for the rental unit and the name and telephone number of the previous occupant at your new address. If your street address has no number, you will need to provide the name and phone number of the nearest customer. You will be asked to choose the type of monthly service you want as well as a primary long distance company for calls outside the calling area. You will also be asked to indicate how you would like your name to appear in the telephone directory. Consider listing only your first initial and last name, especially if you are a woman living alone. You may be asked about your previous telephone service for information such as your old telephone number and location. You may also be asked about credit information, including the name of your employer and your social security number.

Deposit

A deposit of up to **\$50.00** may be required if you have an outstanding bill from a previous telephone service and that bill is not in dispute or if you have a record of disconnections. It will be refunded to you with 7% simple

interest after six months if you have paid your bills on time. If, however, your service is disconnected, the deposit with interest will be applied to your final bill.

Billing

You will receive a telephone bill every month, and it is due upon receipt. Remember that the person whose name appears on the bill is responsible for all the calls made on that phone line and will be required to pay for them.

Canceling Service

Phone service may be disconnected by calling Verizon. There is no charge, and service may be stopped the day you call.

National Grid

Establishing Service

+1-800-322-3223

National Grid is proud to offer you premier customer service that includes a Customer Service Center available to you 24 hours a day, every day of the year.

Mail

National Grid
Customer Service Center
PO Box 960
Northborough, MA 01532-0960

To establish an account you must call **+1-800-322-3223**. Please have ready your social security number, employer or status as a student, and your landlord's name and address.

Billing

You will receive a telephone bill every month, and it is due upon receipt. Remember that the person whose name appears on the bill is responsible

for paying it.

Gas

Establishing Gas Service

NSTAR Gas supplies gas service to the Worcester area. You may establish an account by telephone by calling **+1-800-572-9300**. When you call to establish service, you will need to provide your social security number, employer or status as a student, and your landlord's name and address. You will also need to arrange a time when you can meet someone at the unit to turn on the gas.

Billing

You will receive a gas bill every month. The meter will be read or estimated. Keep in mind that the law demands that you receive no more than three estimated bills per twelve months.

If you suspect inaccuracies in your bill, you may either read the meter yourself or call Commonwealth Gas to have someone come and read the meter for you. If your bill is inaccurate, it will be canceled and a new one issued.

Canceling Service

You may terminate service by telephone but must give at least twenty-four hours notice.