

nationalgrid

Your new smart meter.

A smarter, more powerful way to
take control of your energy usage.



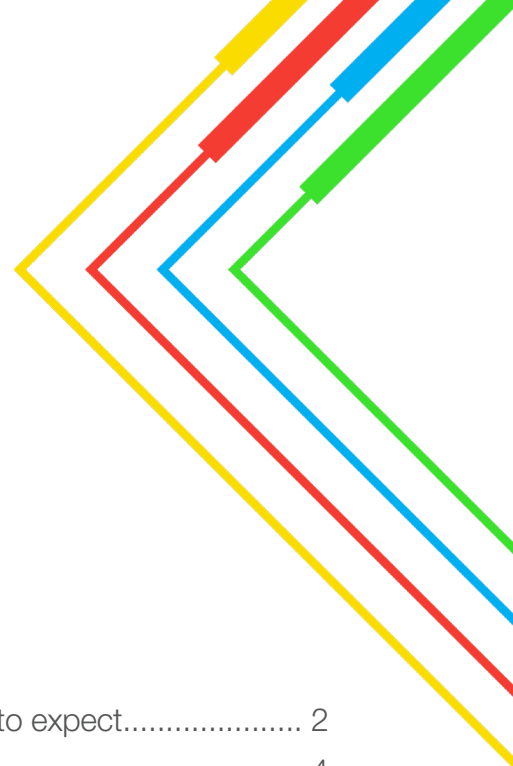


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This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



FOR MORE
INFORMATION
SCAN HERE

Your new smart meter: what to expect

Like any aging appliance, your utility meter will need to be replaced soon. National Grid is in the process of replacing existing meters with new “smart meters” in many of the regions we serve. You’ll be notified soon about your upcoming installation.

Your new smart meter will provide you with:

- more ways to **monitor and take control of your energy usage & spending**
- **improved service, reliability and bill accuracy**
- proven, advanced technology to **help you track your energy consumption**



New digital smart meter

You can find more information about your new smart meter, along with tips for managing your energy usage and potentially lowering your bill, at ngrid.com/smartmeter

This meter replacement program is part of National Grid's ongoing commitment to empowering our customers, while working to build a more reliable and climate-friendly energy grid for the future.



What will it mean for me?

More customer control: By getting continuous access to your energy usage data, you can make informed choices. You'll now have much more information about when and how you're using energy, which can provide you with better insights to make decisions about managing your consumption, and increasing your energy efficiency *your way*.



All of which means you'll have more ways to take control of your energy use, and potentially lower your bill. Your smart meter will let you:

- **monitor your household energy use for more information you can use to make energy efficient decisions: what to turn on and off (and when), what to replace or upgrade, and much more**
- **get individualized energy saving tips, and usage alerts to help you manage your budget**
- **integrate smart thermostats and other devices, if desired**
- **discover more tips for saving energy and money, through your *My Account* portal**

Faster, more real-time energy readings: Now, instead of getting monthly estimates or manual readings, your energy usage information will be collected in real time and automatically transmitted through a secure, wireless telecommunications connection. That means you'll have access to up-to-date energy use data within minutes, through your **National Grid *My Account* portal**.

Faster response: Smart meters will increase National Grid's ability to monitor and respond to power outages. Smart meters also allow for certain kinds of remote servicing, for a faster response time.

What happens next?

Installation

As installation dates approach for your area, we will continue to provide information and support including timeframes for your meter install. The typical installation should take minutes to complete, and will not require you to be at home. Remember, you can always contact us with further questions before and after.



NOTE: If you're both an electric and a gas customer, we will install both meters which may require more than one visit. With gas meters, there should be no disruption in service. Most electric meter installations require an interruption in power, usually for less than 10 minutes. Advanced notice will be provided and installation appointments made for all customers in National Grid's Life Support, Blind and Disabled, or Medical Protections programs.

Can I opt out of receiving a smart meter?

Yes. If you decide you do not want a new smart meter installed, you can choose to have a conventional, or “non-communicating,” new meter installed instead. Since this meter will not transmit any data automatically, your meter will need to be read manually by a utility representative.

As a result, you'll receive an ongoing service charge in your monthly bill to cover the cost of on-site meter reading: \$11.64 for either a gas or electric meter customer, and \$17.71 for a combined gas and electric meter customer. (The fee covers fuel and vehicle costs, additional field resources, and other expenses.) Customers who choose to have their smart meter uninstalled at a future date will incur a one-time “change-out” fee of \$44.63 for electric, \$61.19 for gas, and \$89.03 for a combined electric and gas customer meter. Following removal, customers will then be charged ongoing monthly fees for meter reading (as described above).

NOTE: For more details regarding opt-out charges, as well as opt-out forms, please contact us or visit ngrid.com/smartmeter



How will I access my energy usage information?

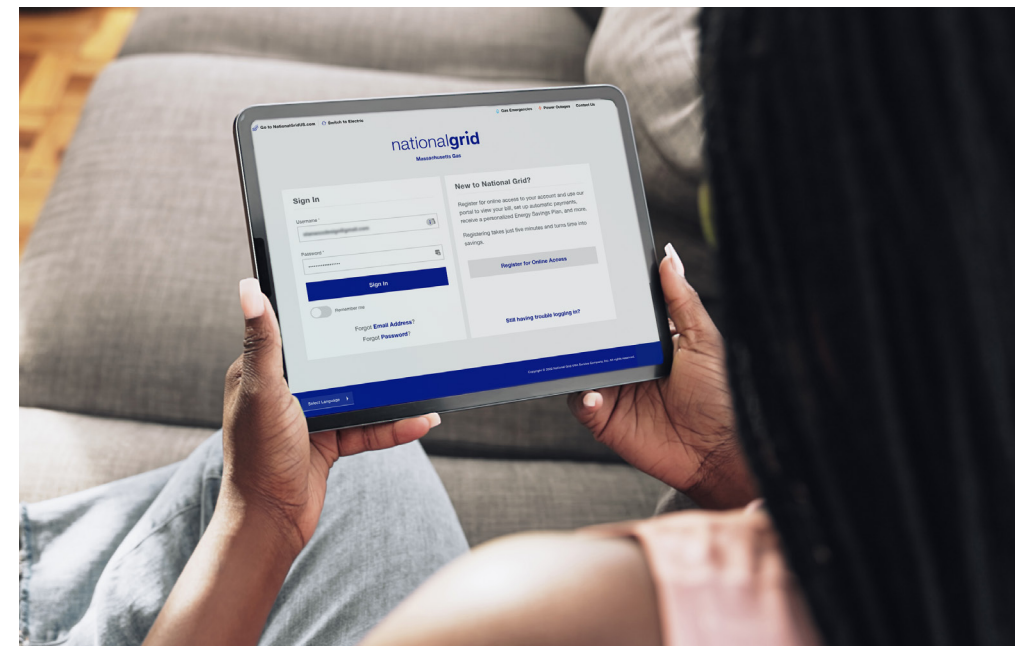
By logging into your *My Account* you can view near real-time data, providing you with greater insight into your energy usage.

The screenshot shows the National Grid website's 'Choose an Account' page. At the top, there are links for 'Gas Emergencies' and 'Power Outages'. Below that is a 'Menu' icon and a 'Pay Your Bill' button. The main heading is 'Choose an Account'. There is a search bar with a magnifying glass icon and a '+ Link New Account' button. Below this is a table with columns for 'Account', 'Service Address', and 'Balance'. Each row represents an account and includes a 'Pay Bill' button and a 'Select Account' button.

Account	Service Address	Balance
<input type="checkbox"/> My Apartment - Gas Acct # 1245800001 Residential Gas	19 1st Street #10 Boston MA	\$95.00 PAY BY MAR 2023
<input type="checkbox"/> Brooklyn Condo - Gas Acct # 1245808354 Residential Gas	1051 Briercliff Road Brooklyn NY	\$175.00 PAY BY MAR 26, 2023
<input type="checkbox"/> Mom & Dad's House - Gas Acct # 1294726534 Residential Gas	2201 South Street Boston MA	\$240.00 PAYMENT PROCESSING
<input type="checkbox"/> Acct # 1345699002134 Residential Gas	412 1st Avenue Boston MA	ACCOUNT FINALED

Along with your energy data, your new smart meter enables all sorts of customer-facing applications and benefits like usage alerts and billing updates. Additional features will include the ability to connect to an application (built into your smart meter) that allows you to see energy usage by major appliance in your home. Smart meters also allow you to directly connect to third-party devices like smart thermostats, for enhanced in-home energy management. You can even choose to share your energy data with qualified and authorized third parties for more expert efficiency help.

You can always learn more at your National Grid *My Account* portal.



Frequently asked questions

Q: Will I be charged for my new smart meter?

A: There will be no direct charge at the time of installation. National Grid is funding the project during the preparation phase, which includes back office work such as network communications and cyber security development. Meter installation is estimated to be rolled out over the next four years and customers have begun to pay for the upgrades through an adjusted rate, as included in the Company's 2020 rate case.¹

Q: Is this technology reliable?

A: Yes. Smart meters have been in operation in the United States since 2006. As of 2021, U.S. electric utilities had about 111 million smart meter installations, equal to about 69% of total electric meters installations [Source: U.S. Energy Information Administration]. Multiple audits by independent consultants for Public Utilities Commissions have shown these meters to be highly accurate and dependable.

Q: Is my data secure, and will my personal information remain private with the new smart meters?

A: At National Grid, we have protected the privacy of our customers' data for decades, always improving our systems to meet changing technologies. We will continue to do so as new, more advanced technologies are implemented. All data collected by your smart meter is transmitted through an encrypted network, so your data remains unreadable and inaccessible to anyone outside of National Grid and its vendors. And smart meters do not collect or transmit personal information. Only your energy usage data will be transmitted, which we will keep confidential. To learn more about our privacy policy, visit www.nationalgridus.com/Our-Company/Privacy-Policy

¹ The New York Public Service Commission's November 20, 2020 Order Authorizing Implementation of Advanced Metering Infrastructure with Modifications can be found on the Commission's website at www.dps.ny.gov. Under Search, look up Case Nos. 17-E-0238 and 17-G-023



Q: Is this smart meter safe?

A: Yes. The low-level radio frequency (RF) produced by a wireless smart meter is a small fraction of the level found in commonly used household items like cell phones, microwaves, wireless internet, and laptop computers. For more information about FCC guidelines regarding RF exposure, visit <http://www.fcc.gov/oet/rfsafety>

Q: Do I need to be home at the time of install?

A: If your meter is accessible and located on the outside of your home, residents do not usually need to be at home for installation.

Q: What happens to my old meter? Will it be recycled?

A: Older, removed meters will be tested and reused in our inventory or sold to a third party. Any meters that are deemed at the end of useful life will be recycled.

Q: Will employees who previously read meters be impacted?

A: No. National Grid will be reassigning and/or reallocating this part of our workforce for other important duties.

Q: I am a renter. Does my landlord have to be present for this installation?

A: No. Since you are the account holder, your landlord does not need to sign off on your meter replacement.

Q: Will installers be National Grid employees, or contractors?

A: National Grid has partnered with Utility Partners of America (UPA) who are considered leaders in the installation of this technology. The two companies will work together to install all new devices.

Q: Someone in my home doesn't speak English—will translation services be available?

A: Yes. If a call is made to our customer service team, and it's recognized that the customer doesn't speak English, the agent will get someone on the line who can speak with the customer. If a field technician arrives at the home of a customer who doesn't speak English, the technician will direct the customer to call into the customer service line.

Smart Meters 101

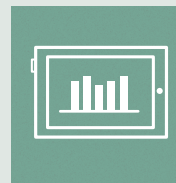
Smart meters take automatic readings of energy usage and send them by way of wireless networks. They deliver data that informs accurate reporting, billing, and usage needs so you can better understand and manage your energy use at home.



Smart meters collect your usage data, in addition to any events and alarms.



The data is then transmitted wirelessly to National Grid via existing cellular or Ethernet networks.



Data is analyzed for billing, reporting, and operation improvement purposes and presented to you online, via your National Grid *My Account* portal.

National Grid's commitment to our energy future

The installation of smart meters is an important step toward National Grid's goal of supporting a more efficient, resilient energy grid. And it's among many initiatives we're pursuing in our commitment to a smarter, cleaner, more sustainable energy future for all.

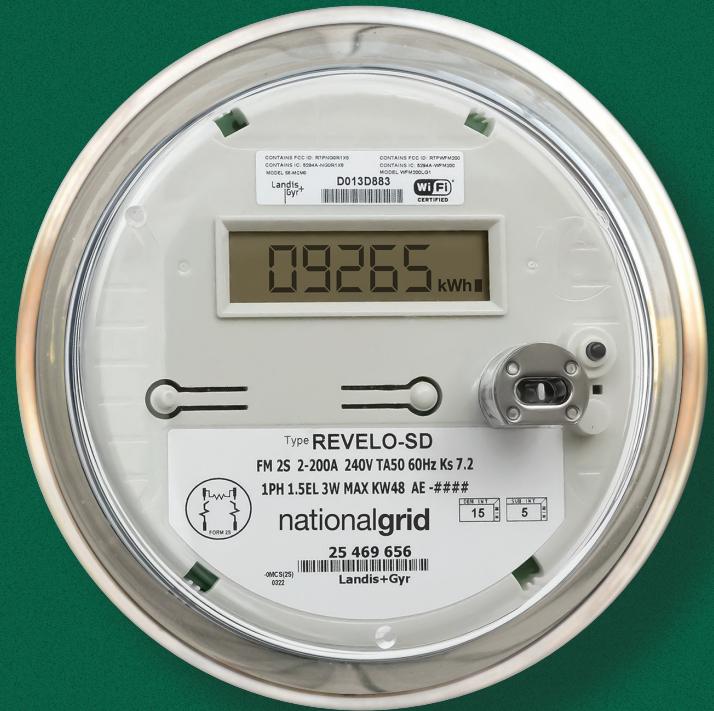
Our Plan: National Grid Net Zero by 2050

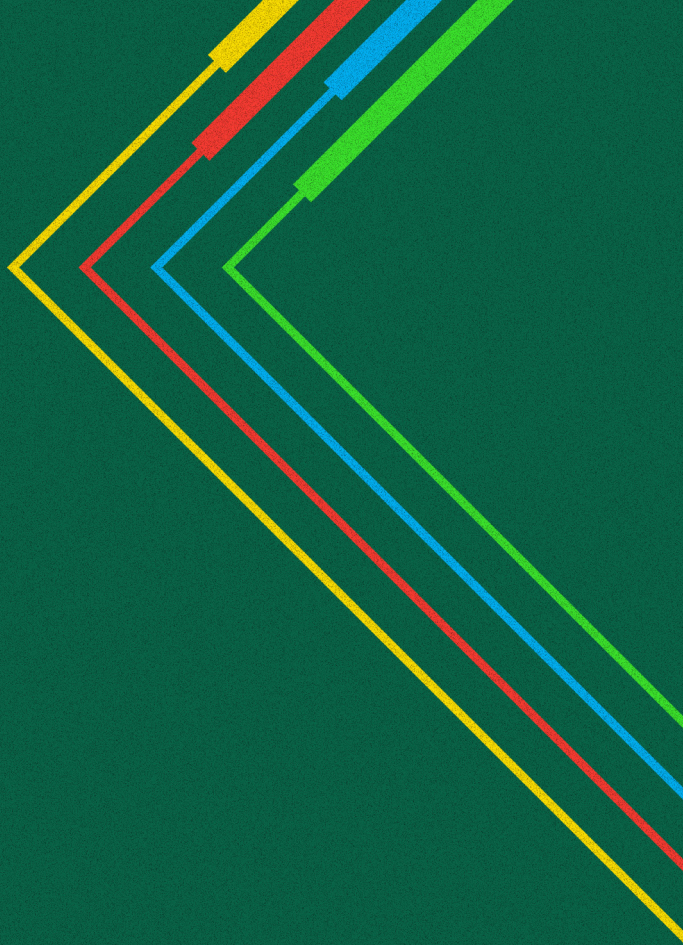
Climate change is the greatest challenge facing the world, our country, and our region. So our aim is to achieve net zero greenhouse gas (GHG) emissions by 2050, including emissions that result from our own operations and the sale of electricity and gas to our customers. Our plan includes actions like:

- Reducing demand through energy efficiency and demand response;
- Decarbonizing the gas network with renewable natural gas and hydrogen;
- Integrating innovative technologies;
- Advancing clean transportation;
- and a range of other initiatives.

To learn more, please visit nationalgrid.com/us







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