

national**grid**

# Your new smart meter.

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



## WHAT TO EXPECT WITH YOUR NEW SMART METER

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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.

這是一個重要的通知。請翻譯一下。

متم جرت ی جرت. مهم رابطہ اذہ

এটা একটা গুরুত্বপূর্ণ বজ্ঞাপ্তি অনুগ্রহ করে এটা অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

טצעזרעביא עטיב. גאזנא עקטיוו א זיסאס



SCAN THIS QR CODE  
FOR MORE INFORMATION  
ABOUT SMART METERS

# What to expect with my new smart meter

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

Your new smart meter will provide you with:

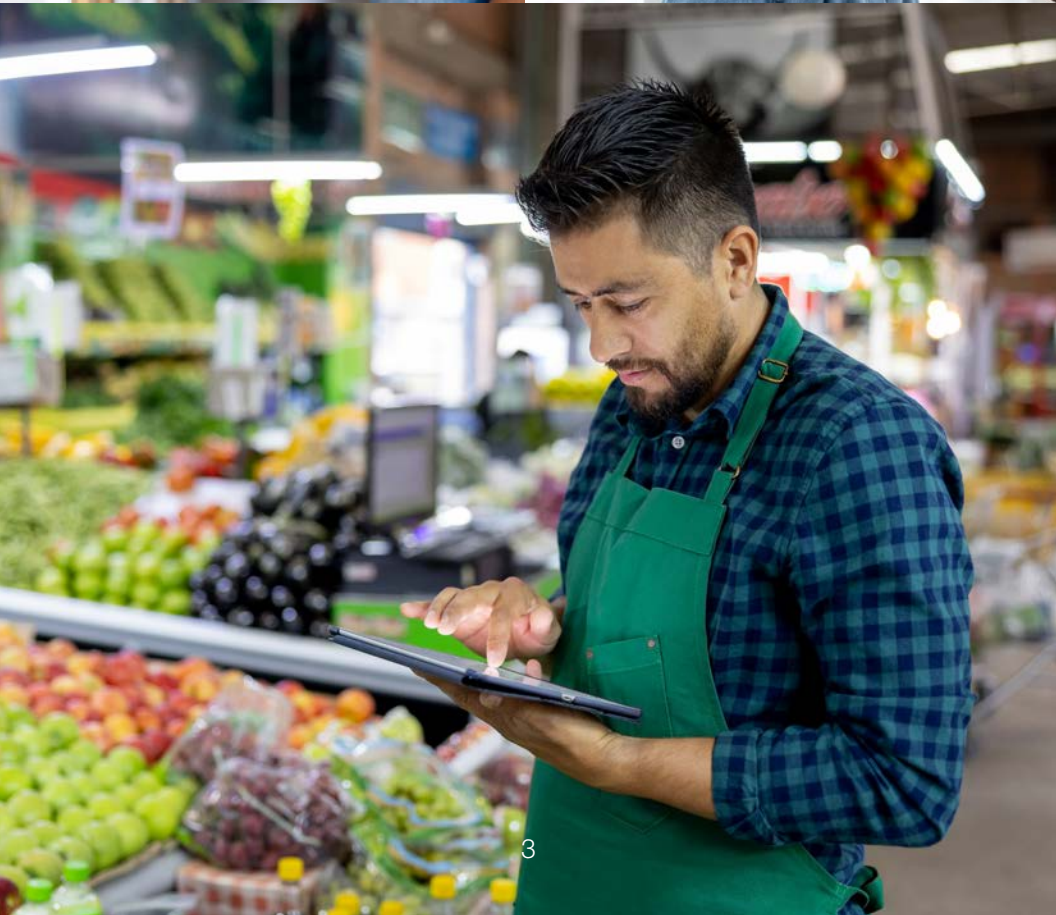
- more ways to **monitor and take control of your energy usage and spending**
- **improved service, reliability and billing accuracy**
- proven, advanced technology to **help you track your energy consumption**



New digital electric 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](http://ngrid.com/smartmeter)**

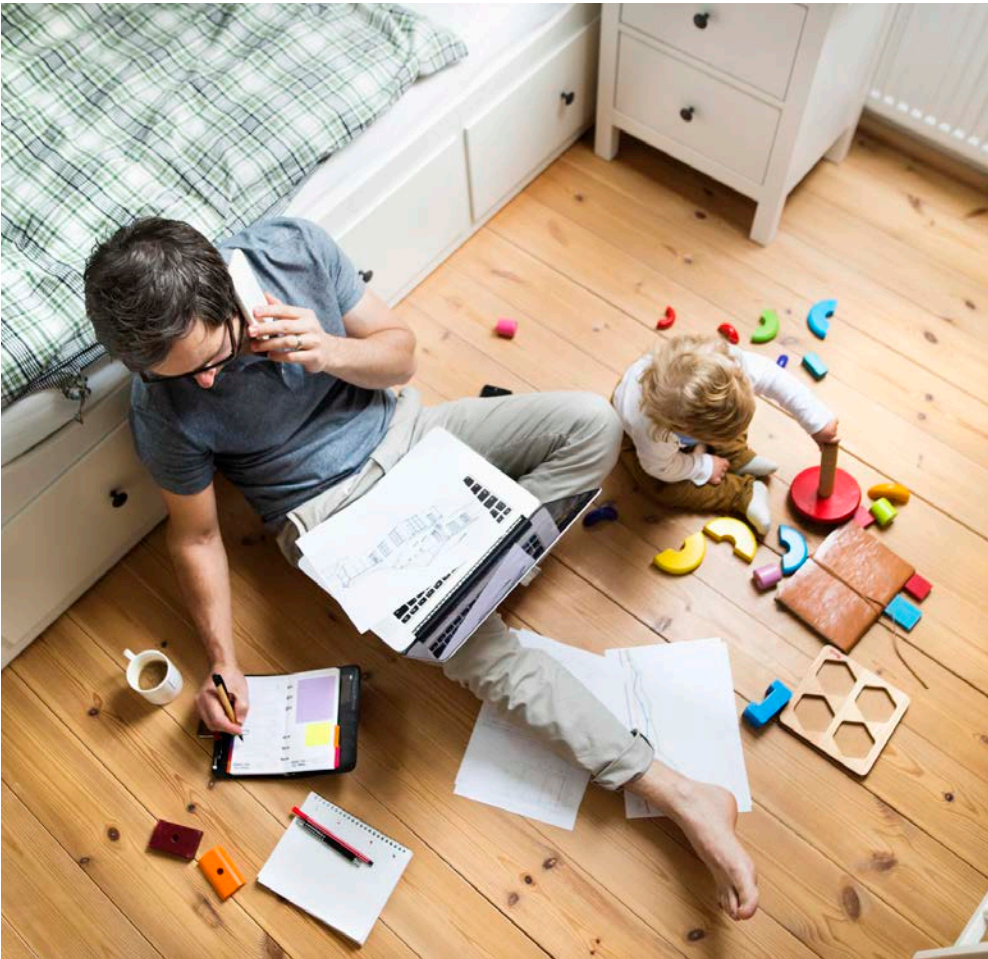
*This meter replacement program is part of our ongoing commitment to empowering our customers, while working to build a more reliable energy grid for the future.*





# What are the benefits of my new meter?

**More customer control:** By gaining continuous access to your energy usage data, you can make informed choices. You'll now have more information about when and how you're using energy, which can help you make informed decisions about managing your consumption, and increasing your energy efficiency for your home or business.



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 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** or **My Business 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 for residential customers or **My Business Account** for commercial customers.

**Faster response:** Smart meters will increase our 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: Most electric meter installations require an interruption in power, usually for less than 10 minutes. For all customers in National Grid's Life Support, Blind and Disabled, or Medical Protections programs, your meter will not be changed without making contact with you in advance.***

# Can I opt out of receiving a smart meter?

Qualifying customers for opt-out include residential and small commercial customers. However, legacy residential TOU (interval, time of use) customers and large commercial customers cannot opt-out as they are on a different rate which requires gathering usage on intervals to calculate the bill.

If you are a qualifying customer and decide you do not want a new smart meter installed, you will have a conventional, or “non-communicating,” new meter installed instead. Due to the age of existing meters, all meters will need to be replaced regardless of if you decide to opt out of a smart meter. Since the conventional 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. The fee covers fuel and vehicle costs, additional field resources, and other expenses.

Meter Type	Electric Meter
Smart Meter monthly reading fee	no cost
Non-Communicating Meter monthly reading fee	\$26.00

Customers who choose to have their smart meter uninstalled at a future date will incur a one-time “change-out” fee. Following removal, customers will then be charged ongoing monthly fees for meter reading (as shown above).

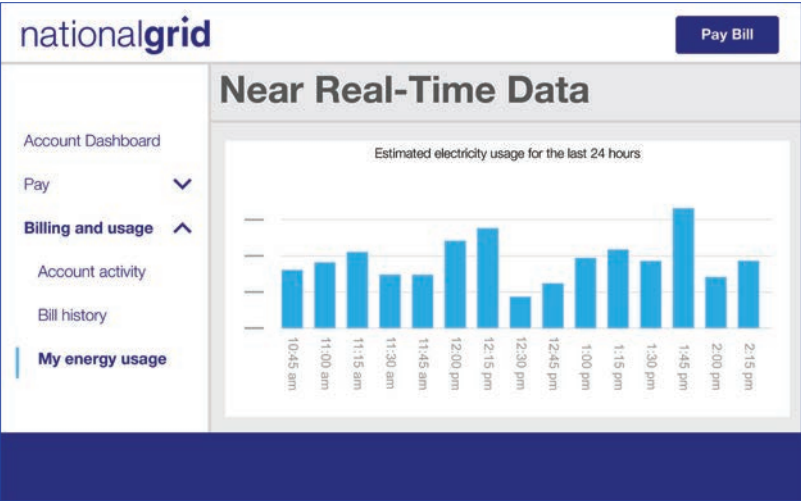
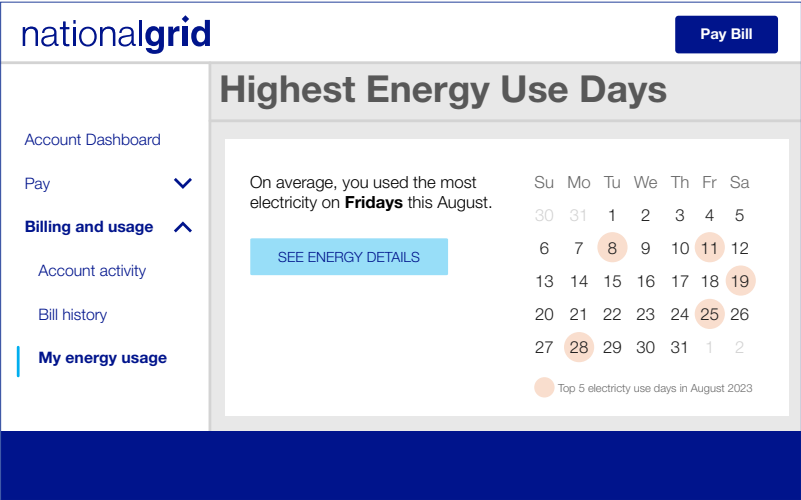
Meter Type	Electric Meter
Change fee from Non-Communicating Meter to Smart Meter	no cost
Change fee from Smart Meter to Non-Communicating Meter	\$33.00

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



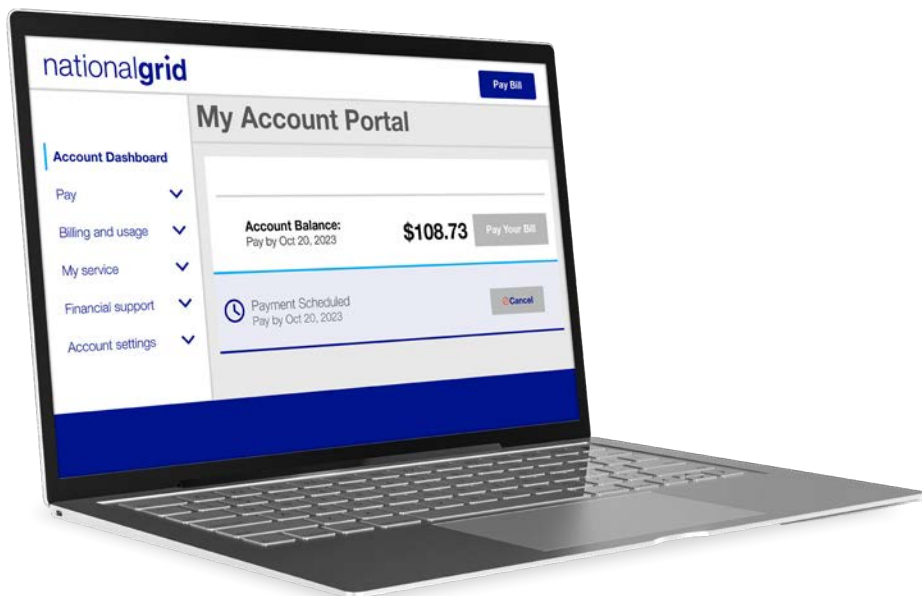
# How can I access my energy usage information?

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



**Along with your energy data, your new smart meter enables other 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 appliances in your home or business. Smart meters also allow you to directly connect to third-party devices like smart thermostats, for enhanced energy management. You can even choose to share your energy data with qualified and authorized third parties for more expert energy-efficiency help.

**You can always learn more about your energy use when you create an online profile through *My Account* or *My Business Account*.**



# 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. Meter installation is estimated to be rolled out over the next three and a half years and all customers have begun to pay for the upgrades as part of basic service delivery rates, as noted in the Massachusetts Department of Public Utilities' Order of approval in 2022 for the Company to deploy smart meters.<sup>1</sup>

## **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 and business 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 or business 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](http://www.nationalgridus.com/Our-Company/Privacy-Policy)

## **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.

<sup>1</sup> The Massachusetts Department of Public Utilities' November 30, 2022 Order of New Technologies and Advanced Metering Infrastructure Proposals can be found on the Department's website at <https://eeaonline.eea.state.ma.us/DPU/Fileroom> and then Under Dockets/Filings, look up Docket No. 21-81.





# Frequently asked questions (continued)

## **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>. You can also find more information on our website at [ngrid.com/metersafety](http://ngrid.com/metersafety)

## **Q: Do I need to be present at the time of install?**

A: If your meter is accessible and located on the outside of your home or business, you do not need to be present for installation.

## **Q: Will employees who previously read meters be impacted?**

A: No. We 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 or be present for your meter replacement.

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

A: We have partnered with Utility Partners of America (UPA) who are considered leaders in the installation of this technology. We work with UPA 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.

# Frequently asked questions (continued)

## **Q. I don't have WiFi or internet service at my house. Will my smart meter still work?**

A: Yes. Your smart meter technology does not utilize your Wifi or internet connection to transmit data to us. You only need internet service if you want to monitor your energy usage online through *My Account*.

## **Q. Are you a solar customer?**

A: If you are a solar customer, net metering is an incentive that allows you to send any excess electricity your solar panels produce back to the grid for credits on your current or future bill. You will still receive an electric bill if you have solar as there are certain fixed charges associated with maintaining your connection to the electric grid. To see what energy you've used per day, month, or even in 15-minute increments for the previous 24 hours, log into your *My Account Portal*.

## **Smart Meters 101**

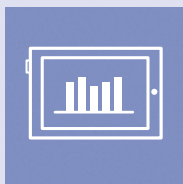
**Smart meters take automatic readings of energy usage and send them by way of wireless networks. They deliver data that informs accurate reporting, billing, and usage needs so you can better understand and manage your energy use at your home or business.**



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* or *My Business Account* portal.

# Our clean energy commitment to the customers and communities we serve

## Our Plan: Building tomorrow's grid today

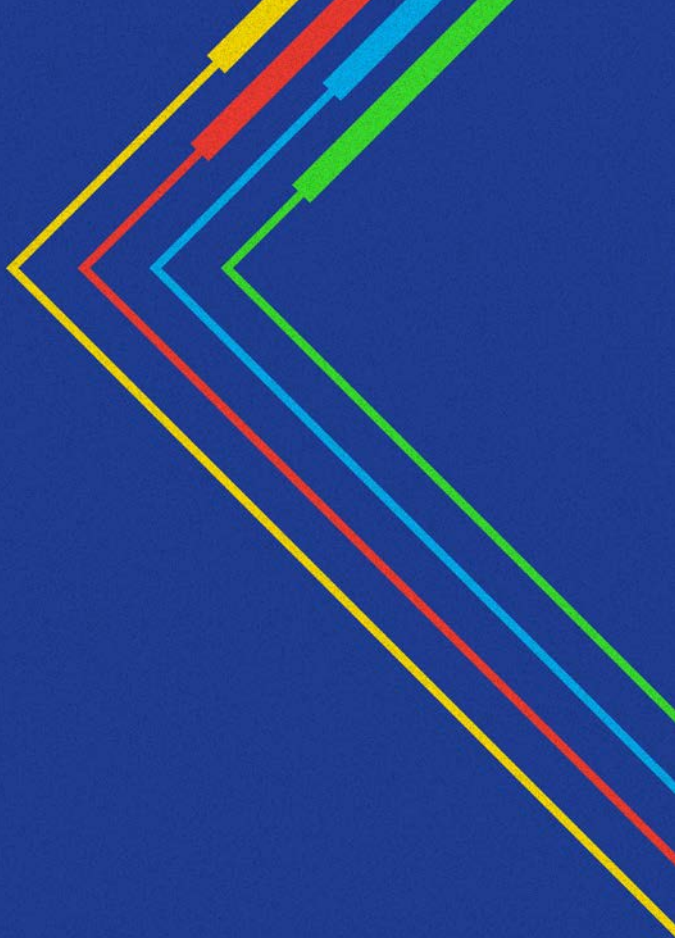
At National Grid, we are committed to delivering the clean energy transition affordably, fairly and reliably. To do that, we are building a smarter, stronger and cleaner energy system to connect more clean and renewable energy to the grid and to connect our customers to innovative energy solutions that meet their needs. The installation of smart meters is an important step toward our goal of a smarter, stronger and cleaner energy grid for all.

We're developing plans to achieve the Commonwealth's goal for each electric company to develop an electric-sector modernization plan (ESMP).

Our five-year, ten-year and long-range plans and forecasts focus on:

- improving grid reliability, communications, and resiliency;
- enabling increased, timely adoption of renewable energy and distributed energy resources;
- promoting energy storage and electrification technologies necessary to decarbonize the environment and economy;
- preparing for future climate-driven impacts on the transmission and distribution systems;
- accommodating increased transportation electrification, increased building electrification, and other potential future demands on distribution and, where applicable, transmission systems; and
- minimizing or mitigating impacts on the ratepayers of the commonwealth.

**To learn more, please visit**  
**[nationalgridus.com/Our-Company/MA-Grid-Modernization](https://nationalgridus.com/Our-Company/MA-Grid-Modernization)**



**nationalgrid**

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