



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 25-149

December 1, 2025

Petition of Massachusetts Electric Company and Nantucket Electric Company each d/b/a National Grid for approval of an advanced metering infrastructure and meter data management system procedure for calculating estimated electric bills.

On October 28, 2025, Massachusetts Electric Company and Nantucket Electric Company each d/b/a National Grid ("National Grid" or "Company") submitted to the Department of Public Utilities ("Department") its advanced metering infrastructure ("AMI") and accompanying meter data management system ("MDMS") procedure for calculating estimated electric bills. This filing was made pursuant to 220 CMR 25.02(2)(a)(1). The Department has docketed this matter as D.P.U. 25-149.

In its filing, National Grid proposes to supplement its existing estimating procedure for electric bills to allow for estimating electric bills using its new AMI meters and accompanying MDMS when it is unable to obtain an actual meter read from a customer meter. Currently, National Grid's billing procedures consist of monthly remote readings taken via truck driving by an automated meter reading meter, or manually in instances when a remote reading fails. When both remote and manual readings are unsuccessful, the Company estimates customer usage based on its customer service system ("CSS") which relies on prior year usage data. With the deployment of AMI meters, the CSS will request detailed AMI data from the MDMS, and, according to National Grid, customers with AMI meters will benefit from more accurate energy usage estimates when readings are missed.

National Grid's billing procedure for customers with AMI meters involves the following steps. The MDMS first attempts to obtain an actual meter read on the scheduled billing date and to evaluate the available data. The MDMS then sends validated reads for billing in the CSS, provided there is no billing limitation. If a read is estimated, the MDMS attempts to obtain an actual validated meter read the following day and, if unsuccessful, for up to four consecutive days thereafter. If no actual validated read is obtained after four consecutive days, the MDMS will send an estimated read for the billing day.

National Grid's proposed AMI and MDMS estimation procedure relies on data gathered from AMI meters through both daily register reads (i.e., cumulative daily usage) and 15-minute interval reads. The MDMS estimates register reads at the time a read is missed, and only for the

missed day, based on one of thirteen prioritized options (e.g., use of calculated average daily use (“ADU”) for the same customer, location, and device program ID, from the prior year’s same billing period; use of scaled ADU, which incorporates historical weather patterns and trends and is calculated using data from the prior months billing period for similar customers and for the same customer, location, and day type, applied as a ratio to similar customer ADU for the billing period; use of calculated ADU for the same customer). The MDMS estimates interval reads for operational meters by allocating the balance of the daily usage across the missing interval reads using same day estimation, like-day estimation, or flat line estimation. The Company states that most of a billing cycle will include actual interval and register data and only a limited portion of a customer’s usage may be estimated. Further, all estimates are automatically updated when an actual read is available. Finally, the Company will continue to use the CSS to provide estimates for non-AMI meters or when the MDMS is unable to provide a read or estimate for AMI meters, and if neither the MDMS nor CSS can perform an automated estimate, the CSS will manually prepare the estimate.

Any person interested in commenting on this matter may submit written comments no later than the close of business (5:00 p.m.) on **Monday, December 15, 2025**. Written comments from the public may be sent by email to dpu.efiling@mass.gov, w.jay.lee@mass.gov and the Company’s attorney, Melissa Liazos, at melissa.liazos@nationalgrid.com. Please note that in the interest of transparency any comments will be posted to our website as received and without redacting personal information, such as addresses, telephone numbers, or email addresses. As such, consider the extent of information you wish to share when submitting comments. The Department strongly encourages public comments to be submitted by email. If, however, a member of the public is unable to send written comments by email, a paper copy may be sent to Peter A. Ray, Secretary, Department of Public Utilities, One South Station, Boston, Massachusetts, 02110.

The Attorney General of the Commonwealth of Massachusetts filed a notice to intervene in this matter pursuant to G.L. c. 12, § 11E. Any person who desires to participate otherwise in the evidentiary phase of this proceeding shall file a petition for leave to intervene no later than 5:00 p.m. on **Monday, December 15, 2025**. A petition for leave to intervene must satisfy the timing and substantive requirements of 220 CMR 1.03. Receipt by the Department constitutes filing and determines whether a petition has been timely filed. A petition filed late may be disallowed as untimely, unless good cause is shown for waiver under 220 CMR 1.01(4). To be allowed, a petition under 220 CMR 1.03(1) must satisfy the standing requirements of G.L. c. 30A, § 10. All responses to petitions to intervene must be filed by the close of business (5:00 p.m.) on the second business day after the petition to intervene was filed.

All documents should be submitted to the Department in **.pdf format** by email attachment to dpu.efiling@mass.gov and w.jay.lee@mass.gov. The text of the email must specify: (1) the docket number of the proceeding (D.P.U. 25-149); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. All documents submitted in electronic format will be posted on the Department’s website through our online File Room as soon as practicable (enter “25-149”) at: <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber>. In addition, one copy of all

written comments and petitions to intervene should be emailed to the Company's attorney, Melissa Liazos, at melissa.liazos@nationalgrid.com.

The filing and all subsequent related documents submitted to the Department or issued by the Department will be available on the Department's website as referenced above as soon as is practicable. To the extent a person or entity wishes to submit comments or intervene in accordance with this Notice, electronic submission, as detailed above, is sufficient. To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), contact the Department's ADA coordinator at eeadiversity@mass.gov or (617) 626-1282.

For further information regarding the Company's filing, please contact the Company's attorneys, identified above. For further information regarding this Notice, please contact W. Jay Lee, Hearing Officer, Department of Public Utilities, at w.jay.lee@mass.gov.

Translation and Interpretation Services

English

ATTENTION: Translation and/or interpretation services are available upon request. Please email Kaylee Burgess at dpu.ej@mass.gov to request language services, specifying your preferred language and contact information.

Português (Portuguese)

ATENÇÃO: Disponibilizamos nossos serviços de tradução e/ou interpretação de acordo com a sua demanda. Para solicitar um serviço linguístico, envie um e-mail para Kaylee Burgess através do endereço dpu.ej@mass.gov, informando o idioma desejado e seus dados para contato.

繁體中文 (Traditional Chinese)

提醒您：您可依照需求申請筆譯和/或口譯服務。請以電郵聯絡 Kaylee Burgess (dpu.ej@mass.gov) 來申請語言服務請求，請在電郵內註明需要的語言和聯絡資訊。

Tiếng Việt (Vietnamese)

LƯU Ý: Các dịch vụ biên dịch và/hoặc phiên dịch có sẵn theo yêu cầu. Vui lòng gửi email đến Kaylee Burgess theo địa chỉ dpu.ej@mass.gov để yêu cầu dịch vụ ngôn ngữ, nêu rõ ngôn ngữ ưa thích của quý vị và thông tin liên lạc

(Arabic) العربية

يُرجى الانتباه: تتوفر خدمات الترجمة و/أو الترجمة الفورية عند الطلب. لطلب خدمات لغوية يُرجى التواصل مع Kaylee Burgess بارسال رسالة إلكترونية إلى العنوان dpu.ej@mass.gov، تحدد فيها اللغة المفضلة لديك وتذكر معلومات الاتصال.

ខ្មែរ (Khmer)

ជូនចំពោះ៖ សេវាកម្មប្រែក្លាយ និង/ឬបកប្រែផ្ទាល់ គឺមានតាមការស្នើសុំ។ សូមផ្ញើអ៊ីមែលទៅ Kaylee Burgess តាម dpu.ej@mass.gov ដើម្បីស្នើសុំសេវាកម្មប្រែក្លាយ ដោយបញ្ជាក់ភាសាដែលអ្នកចង់បាន និងព័ត៌មានទំនាក់ទំនង។

Español (Spanish)

ATENCIÓN: Los servicios de traducción y/o interpretación están disponibles bajo solicitud. Por favor envíe un correo electrónico a Kaylee Burgess en dpu.ej@mass.gov para solicitar los servicios de idiomas, especificando su idioma preferido e información de contacto.

简体中文 (Simplified Chinese)

提醒您：您可依需要申请提供笔译和/或口译服务。请发送电子邮件给 Kaylee Burgess (dpu.ej@mass.gov) 来申请语言服务要求，并注明您的首选语言和联系信息。

Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Gen sèvis tradiksyon ak/oswa entèpretasyon ki disponib sou demann. Tanpri voye imèl bay Kaylee Burgess nan dpu.ej@mass.gov pou mande sèvis lang, ki enfòm lang ou pi pito a ak enfòmasyon kontak ou.

Français (French)

ATTENTION : Des services de traduction et/ou d'interprétation sont disponibles sur demande. Veuillez envoyer un e-mail à Kaylee Burgess à l'adresse dpu.ej@mass.gov pour demander des services linguistiques, en précisant votre langue préférée et vos coordonnées.

Русский (Russian)

ВНИМАНИЕ!

Услуги письменного и/или устного перевода предоставляются по запросу. Для запроса услуг перевода обращайтесь к Kaylee Burgess по адресу dpu.ej@mass.gov. В запросе укажите язык перевода и контактную информацию.

한국어 (Korean)

주의: 요청 시 번역 및/또는 통역 서비스가 제공됩니다.

Kaylee Burgess에게 dpu.ej@mass.gov로 이메일을 보내 선호하는 언어와 연락처 정보를 명시하여 언어 서비스를 요청하십시오.