

SMART ENERGY SOLUTIONS

What are Smart Energy Solutions?

Smart Energy Solutions is an innovative program, specifically developed for Clifton Park electric and natural gas customers, that will allow you to better manage your energy use and potentially save money. By participating, you will be able to gain access to valuable energy management information, choose an electric price plan that is right for you, and earn valuable rewards – all at no additional cost.

How can Smart Energy Solutions benefit my family?

By taking advantage of Smart Energy Solutions, you can:

- Access detailed information, reports and energy-saving tips 24/7 from your computer.
- Determine which electric price plan is right for you.
- Choose energy-efficiency improvements, such as insulation and lighting.
- Receive high bill alerts.
- Earn points to redeem for valuable eGift Cards when you participate in reducing your energy usage during times of high-energy demand.
- Safeguard our community and the environment for generations to come.

Will I save money with Smart Energy Solutions?

This program provides you with the tools to make informed decisions and take control of your energy use, so you can potentially save money.

For example: You may choose an electric price plan that makes using electricity from 9pm to 8am, Monday through Friday, less expensive. By accessing detailed information and energy use reports, you would be able to change your energy use pattern, such as washing clothes after 9pm or on weekends. These small changes in how you use energy could help you save on your monthly energy bills and earn you rewards.

Am I eligible for Smart Energy Solutions?

This program is only available to National Grid electric and natural gas customers in Clifton Park.

When can my family start enjoying the benefits of Smart Energy Solutions?

National Grid is launching Smart Energy Solutions in 2017 with a phased approach to ensure you can take advantage of all the program benefits throughout the year.

How do I enroll in Smart Energy Solutions?

There is no enrollment required. You will receive a letter informing you of the program and we will communicate with you prior to installing your new meters. The new meters are required to enable Smart Energy Solutions. Throughout the year, we will provide you with more information on how to better manage your energy use.

What if I don't want to participate in Smart Energy Solutions?

If you do not want to take advantage of better controlling your energy use and potentially saving money, please have the **primary or secondary account holder** call **1-800-664-6729** (Monday-Friday, 8am-5pm) by 2/28/17.

How can I get more information about Smart Energy Solutions?

More information will be provided in the coming months. However, you may also continue to check the program website at **ngrid.com/cliftonpark** or you can call us at **1-800-664-6729** (Monday-Friday, 8am-5pm).

Can I participate in Smart Energy Solutions if I don't own a computer?

Yes, National Grid will host in-person demonstrations at the local library in the upcoming months to show you how to access and use information to save energy. You will also receive mailed paper reports that will provide you with your energy information.

METER UPGRADES

Why is National Grid upgrading my meters?

In order to enable Smart Energy Solutions, National Grid will be installing new meters. The new meters allow us to provide you with insights on your energy usage allowing you to see the times of day where you spend the most energy. By using this information, you can change how and when you use energy and potentially help you save money.

Is my energy-use information secure?

Yes, National Grid applies industry standards for strict control over data security to maintain your privacy and fully complies with all existing laws and regulations designed to protect consumer information.

If I upgrade my meters, will I need to participate in Smart Energy Solutions?

No, you will be able to decide whether or not to take advantage of all or some of the Smart Energy Solutions benefits.

Will I be charged for the new meters?

No. There is no additional cost to you for the new electric and natural gas meters.

When will the new meters be installed?

National Grid expects to start upgrading electric and natural gas meters in Clifton Park beginning in March 2017. Given the number of Clifton Park customers, installations will be rolled-out in a phased approach and should be completed by June.

What do I have to do to upgrade my meters?

No action is required from you. National Grid will notify you when we will be in your neighborhood to install your new meters.

What if I don't want to upgrade my meters?

The new meters will enable Smart Energy Solutions and its many benefits. However, if you choose to keep your existing meters and not participate in Smart Energy Solutions, simply have the **primary or secondary account holder** call **1-800-664-6729** (Monday-Friday, 8am-5pm) by 2/28/17 and let us know that you do not want the new meters.

If I am not listed on the National Grid account, can I still call in to choose not to participate in Smart Energy Solutions?

No, our customer's privacy is our top priority and that is why we will only process changes requested by the primary or secondary account holder.

How do I get added as a secondary account holder?

To be added to an account, please have the primary account holder call us at **1-800-664-6729** (Monday-Friday, 8am-5pm) to verify the account and ask the representative to add your name.

What if I choose not to upgrade my meters but later decide that I would like to participate in Smart Energy Solutions?

You may call **1-800-664-6729** (Monday-Friday, 8am-5pm) and request that National Grid upgrade your meters. However, the service order may take some time to process.

What if I moved to a new home where the previous owner chose not to participate in Smart Energy Solutions?

- If the meters have been upgraded, you will be notified about Smart Energy Solutions and provided information on how to participate.
- If the meters have not been upgraded, you will need to call **1-800-664-6729** (Monday-Friday, 8am-5pm) to schedule the work before you can participate.

How will I know when my meters will be upgraded?

Meter installations are scheduled to begin in March and should be completed by June. While we do not know the specific date when your meters will be installed, we will notify you prior to the installation of when we will be in your neighborhood. If you have a specific date and time request, we can try to honor it. Please call **1-800-664-6729** (Monday-Friday, 8am-5pm).

METER UPGRADES - *continued***What can I expect when the installer comes to my home?**

A National Grid employee, carrying proper identification, will knock on your door when they are ready to perform the upgrade.

- If you are not home and the meters are accessible, then the installer will upgrade the meters and leave a door hanger to let you know that the work has been performed.
- If you are not home and the meters are not accessible, then the installer will not upgrade the meters and will leave a door hanger with instructions to schedule an appointment for a time that is convenient for you.

Will I need to be home while the new meters are being installed?

No, if your existing meters are in an accessible location, you do not need to be home.

Will my energy service be disrupted while the new meters are being installed?

Yes, you will likely experience a brief outage of less than one minute while the worker is installing your new meters. National Grid advises that customers protect sensitive electronics, such as computers and televisions, by ensuring the devices are plugged into a surge protector. If you have any questions or concerns, please feel free to speak with the installer or call us at **1-800-664-6729** (Monday-Friday, 8am-5pm).

How will I know the worker is an authorized National Grid employee?

National Grid is committed to customer safety. Our employees are required to carry proper identification. We recommend that you verify the installer is an authorized National Grid employee by asking to see his or her identification. If you have any concerns, please call us at **1-800-664-6729** (Monday-Friday, 8am-5pm).

Will there be changes to my energy bill once my new meters are installed?

Yes, once the new meters are installed, your energy bill will be updated to reflect your usage. You will no longer see meter readings on your bill. See examples below.

CURRENT BILL

DETAIL OF CURRENT CHARGES						
Delivery Services						
Electricity Delivery						
Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Feb 8 - Mar 10	30	79007 <i>Actual</i>		78336 <i>Actual</i>		671 kWh
METER NUMBER 1234567		NEXT SCHEDULED READ DATE ON OR ABOUT Apr 12				

BILL ONCE NEW METERS ARE INSTALLED

DETAIL OF CURRENT CHARGES	
Delivery Services	
Electricity Delivery	
	Energy-kWh
Metered Usage	670 kWh
Billed Usage	671 kWh
METER NUMBER 1234567	
NEXT SCHEDULED READ DATE ON OR ABOUT Apr 12	
SERVICE PERIOD: Feb 9 - Mar 10	NUMBER OF DAYS IN PERIOD 29

What will National Grid do with the information collected from the meters?

National Grid will share your energy use data with a third party partner in order to provide you with energy management recommendations. Your information will not be used for the solicitation of goods and services.

Are the new meters safe?

Industry research has demonstrated that the meters pose little or no health threats. The Federal Communications Commission (FCC) requires that all wireless communications devices in the United States meet minimum guidelines for safe human exposure to radio frequency (RF) energy. The meters being installed by National Grid are in complete compliance with the FCC standards and guidelines for environmental exposure to RF. The meter will emit radio frequencies (RF) similar to or less than a cell phone or microwave.

METER UPGRADES - *continued***Will the meters interfere with a security system, cell phone or any other radio frequency devices?**

The meters operate in compliance with FCC regulations that require coexistence with other RF devices. The low-power design and frequency hopping techniques of the meters help reduce the probability of interference with other wireless devices.

Will personal information remain private with the new meters?

Yes, National Grid will keep all of its customers' personal information private, as it has always done. We fully comply with all existing laws and regulations designed to protect consumer information and maintain that any customer information that we gather is secure.

Can I receive a meter if I already have a Net Meter for the solar panels at my home, or if I am interested in installing solar panels?

Yes, the meters will perform like your current Net Meter. Combine that function with the customer portal and you may be able to receive more in depth information about your homes energy consumption.

Will my generator turn on during the meter installation process?

Typically, generators wait 10-30 seconds after a power loss before turning on. Our Reps will have the new meter installed before the generator turns on.