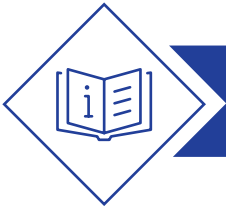




Electric Connections Guide for New Residential Connections

Massachusetts





Electric Connections Guide for New Residential Connections

We understand the importance of your electric connection project. Here is some important information about the different types of projects. This guide outlines your responsibilities as well as ours and provides estimated timelines to help you effectively plan and manage your electric connection projects. Every electric connection project follows a series of phases and steps. Please remember that the timelines provided in this guide are estimates and are subject to change. Factors such as project scope, specific requirements, customer and contractor responsibilities, weather conditions, unforeseen emergencies and customer-driven delays can impact the overall timeline. Flexibility and adaptability are crucial during the process.

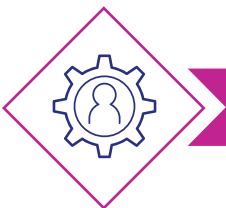
This guide provides information about the following:

- The Scope of Your Project
- Account Creation
- Gathering Technical & Property Details
- Designing Your Project
- Obtaining Rights and Customer Agreements
- Construction
- Project Completion

The Scope of Your Project

Understanding the scope of the project — the specific tasks and objectives that need to be accomplished — is essential for customers and contractors. The project scope outlines the extent, details and responsibilities of the work to be done, which can include installation, removal, relocation, repair, or upgrade of electrical systems or equipment. By clearly defining the scope, we can effectively plan, execute, and complete the electric job to meet the desired outcomes and requirements. Prior to beginning the planning and approval process with the city/town, you should consider clearances, utility capacity needs and equipment placement on your property. We may be unable to use existing utility equipment and structures as new construction typically requires more capacity than the existing equipment can provide.

Therefore, your design must consider space for poles, conduits, foundations, transformers and other equipment. We also require adequate space surrounding our equipment to allow truck access within 10 feet. Additionally, meeting and maintaining minimum approach distance clearances to overhead wires should be accounted for. Meeting with us ahead of the planning process and understanding our requirements can help minimize cost and avoid redesign or other project delays.



Account Creation

A 911 address or lot number is required before you can apply for a new electric account. It is crucial for both customers and contractors to ensure that there is a 911 address or lot number associated with the location. A 911 address or lot number is essential for emergency services and helps ensure the safety and well-being of everyone involved in the project. If you do not have a 911 address or lot number, we recommend contacting your local town office to inquire about the process of applying for one. They will provide you with the necessary guidance and information to obtain a 911 address, enabling a smooth and secure electric project experience.



Gathering Technical & Property Details

Once you have a 911 address or lot number, complete our Electric Service Request Form to begin your new project. There are three ways to submit the form:

Online: Access our user-friendly portal and submit your form electronically.

Email: Send your form to workrequest@nationalgrid.com

Phone: To provide details over the phone, please call **1-800-375-7405** Monday through Friday between 7:00 a.m. and 4:30 p.m.

A dedicated Establish Service Representative (ESR) will guide you through the process and connect you with your job owner, who will be your main point of contact until the end of your electric project. The job owner will communicate with you throughout the project and may request a Proposal for Electric Service (PES) package depending on your project scope.

Once we have your project details and required documents, we'll move to the design phase.



Designing Your Project

During the design phase of your electric connections project, our goal is to develop a comprehensive plan that meets your needs, complies with laws and regulations, and optimizes cost. We want to ensure that the design aligns with your requirements and maintains safe and reliable service to you and your neighbors.

To begin, a distribution designer will be assigned to review your project. If a site visit with you or your contractor is necessary, the distribution designer will coordinate the site meeting with you. It is important to have all key decision makers present during this meeting to ensure that the design meets your needs and adheres to the required standards.

During the site visit, the distribution designer will ensure the customer requirements are aligned with the Proposal for Electric Service package and collect information that will inform the activities needed to complete a thorough analysis and complete the design. **Important!** During the site visit, the metering requirements will be reviewed to ensure the appropriate metering materials and electrical sequencing of equipment are aligned with our specifications.

After the site visit, the distribution designer will determine an estimated design completion date, analyze the site and consider several factors such as load calculations, voltage requirements, potential easement requirements, potential permit requirements, and equipment and metering placement. This thorough analysis will help in creating a tailored design that optimizes cost, efficiency and reliability.

Not providing timely information to National Grid when requested, or missing information and changing the characteristics of the proposed electric service during the design phase may cause unexpected delays to your project. Unnecessary time lapses and rework can be avoided with a clear scope of work and timely communication.

At the conclusion of the design phase, the request is passed back to your National Grid job owner. You can expect to hear from your job owner with the details of your service agreement, cost, scope of work involved and responsibilities.

Please note that in some cases, you may be responsible for securing easements or permits based on your project requirements. Your designer or job owner will inform you if this is necessary and will guide you through the process.



Obtaining Rights and Customer Agreements

Rights

To install the needed electric infrastructure, we must obtain all legal and regulatory rights related to your property as well as in the public way. Examples include, but are not limited to:

- 1. Permits:** Please secure all the required permits and approvals that were identified during the design phase. This may include signing off on agreements from neighbors or local authorities if your project affects shared infrastructure. Remember, full payment of any fees or contributions must be made before we progress to the scheduling phase.
- 2. Environmental Rights:** It is your responsibility to obtain all environmental permits for the proposed electric/gas service. This can include, but is not limited to, obtaining approval from the Local Conservation Commission. Documentation of secured environmental permits and agency approved site plans shall be furnished to National Grid upon request. Additionally, you are responsible for the management and disposal of any excess soil that may be generated from National Grid's work on private property.
- 3. Easements and Right of Way:** Sometimes, projects require special permissions for access or the use of additional land. This can include getting your neighbor's approval or signature on easement documents. If this applies to your project, it is your responsibility to help secure these easements. We will be your guide along the way to let you know what is required and will help ensure all documentation is in place.
- 4. Coordination with Other Utilities:** If your installation involves complex setups like pole installations, we will coordinate with other utilities to ensure everything is aligned and compliant.



Obtaining Rights and Customer Agreements *continued*

Agreements

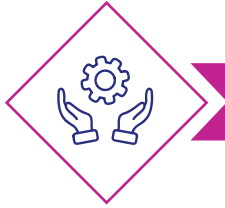
In addition to obtaining rights, we require a signed contractual agreement (or service agreement) and, if any, payments for the project's costs prior to construction.

1. Service Agreement

Your service agreement will be in accordance with the Terms and Conditions for Distribution Service tariff provision (MDPU 1570 Dist TCs_10.01.24.) and any other terms that we deem are reasonably necessary in connection with your installation.

2. CIAC (Contribution in Aid of Construction)

For projects requiring a Contribution in Aid of Construction (CIAC), we will calculate the necessary costs associated with installing the electric system infrastructure to provide an energized service. If applicable, your dedicated job owner will discuss this with you in advance. Please make your payment promptly to avoid delays. Please note that if the payment is not received within 90 days, we may need to recalculate the CIAC based on latest industry costs. This may introduce unexpected delays to your project.



Construction

Once necessary rights and agreements are completed, the scheduling and construction phase of the project commences, which involves:

1. Customer Trench Inspection: Many new residential connections do not require a trench inspection. If your project does require a trench inspection, you may be required to install, at your cost, the underground civil infrastructure needed on your property. After installation and approval by our trench inspection, you will turn that installation over to our team. **NOTE: National Grid may need to install a pole for you to complete your new connection.** The riser pole cannot be set until signed easements/licenses, environmental rights, service agreement/CIAC are obtained from you. Delays may impact the installation of the riser pole and completion of any municipal wiring inspection.

2. National Grid Civil Infrastructure in the Public Way: Most new connections will not necessitate the installation of civil infrastructure in public areas. However, if you are connecting a service to an underground distribution system in the public way, we will install the necessary civil infrastructure for your connection. Provided that all rights are secured and the service agreement and CIAC, if applicable, are obtained, we may proceed with the installation of the underground civil infrastructure before you are ready for service.

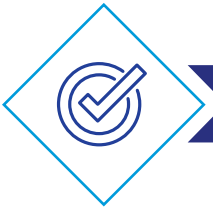
3. National Grid Construction Pre-Checks: This is a crucial step in the process. Our goal is to address any concerns and ensure that the site meets all the requirements for safe and reliable construction. Our field supervisor will review the scope of work and conduct a field visit to the site to ensure it is prepared and ready for construction. If any issues are identified, we will communicate with you and discuss the necessary changes needed to progress your project to the construction phase. **Important:** Site readiness issues such as other construction vehicles, equipment, and or other obstacles can delay the start of construction.

4. National Grid Overhead and Underground Construction: Once the pre-check confirms that the site is ready for construction, your project will be scheduled for the initial construction phase. Equipment and resources are scheduled to ensure that construction can be carried out accurately, safely, and in compliance with regulations. Type of construction activity will vary depending on customer's project site, electrical needs, and the work required in the nearby public way to connect to infrastructure on customer's site.

5. Customer Municipal Wiring Inspection: A municipal wiring inspection is required before we can energize your new service. A licensed electrical inspector must approve your trade ally's electrical installation. Final connections and metering installations cannot proceed until confirmation is received. The electrician installing the new service is responsible for requesting this inspection by contacting a licensed electrical inspector. The licensed electrical inspector will then notify National Grid once the new service has passed the inspection.

6. Final Connections and Metering Installations: Once we receive notification that the new service has passed the municipal inspection, our crew will be scheduled to make final connections to energize the electrical service. If the construction crew on-site is authorized to install your meter(s) based on the scope of your project, they will do so. However, if they are not authorized, a qualified metering technician will be scheduled to complete the meter installation(s).

Once metering installations are completed, the electrical service is fully energized. The customer's account will be activated and be included in the next billing cycle.



Project Completion

The actual timeline from the initiation of a new residential service to the meter installations is influenced by numerous factors. The complexity of your project, the availability of resources, materials and equipment, weather conditions, prior scheduled work, unforeseen emergencies, and customer driven delays can all impact the estimated timeline. We will do our best to keep you informed of any changes or delays that may occur.

Delays in providing timely information, as well as changes to your original request during the design phase or afterwards, will have an impact on your project's schedule and potentially cause delays to installing your service.