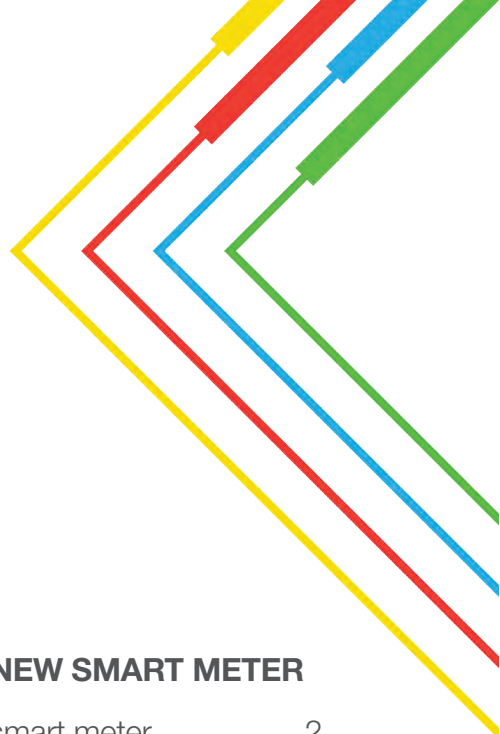


nationalgrid

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。

ہتم چرٹ ی چرٹ ہم راطعہ اذہ

এটা একটা গুরুত্বপূর্ণ বজ্রপত্নি অনুগ্রহ করে এটা অনুবাদ করে ননি।

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

טצערעביא עטיב. גאזאנא עקטיוו יא זיא טאס



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 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 shortly about your upcoming installation.

Your new smart meter will provide you with:

- more ways to **monitor and take control of your energy usage and decision-making**
- **improved service, reliability and billing**
- 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 and tips for managing your energy usage at 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 my new smart 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**. 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 usage**
- **integrate smart thermostats** and other devices, if desired
- discover more tips for saving energy and money, through your ***MyAccount*** or ***My Business Account*** portal.

Faster, more real-time energy readings: Now, instead of 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 *MyAccount*** 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

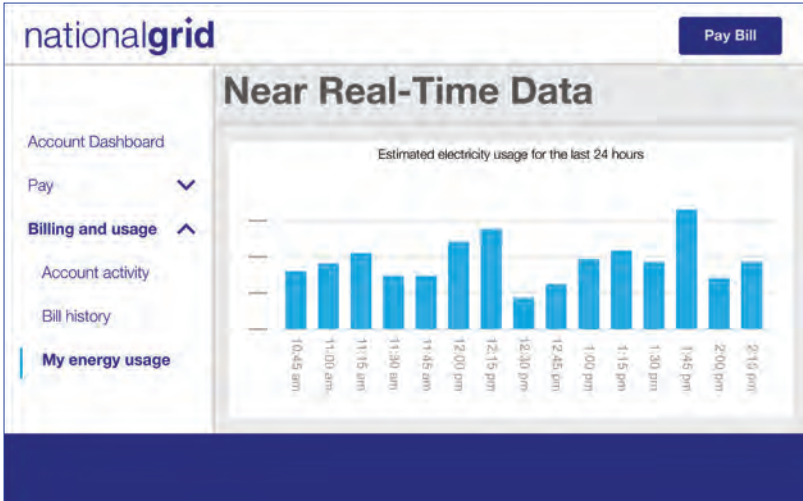
As installation dates approach for your area, we will continue to provide information and support including timeframes for your meter install. The typical installation should take minutes to complete, and will not require you to be at home. If you have an indoor meter, we require that someone 18 years or older be present to allow access. 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.

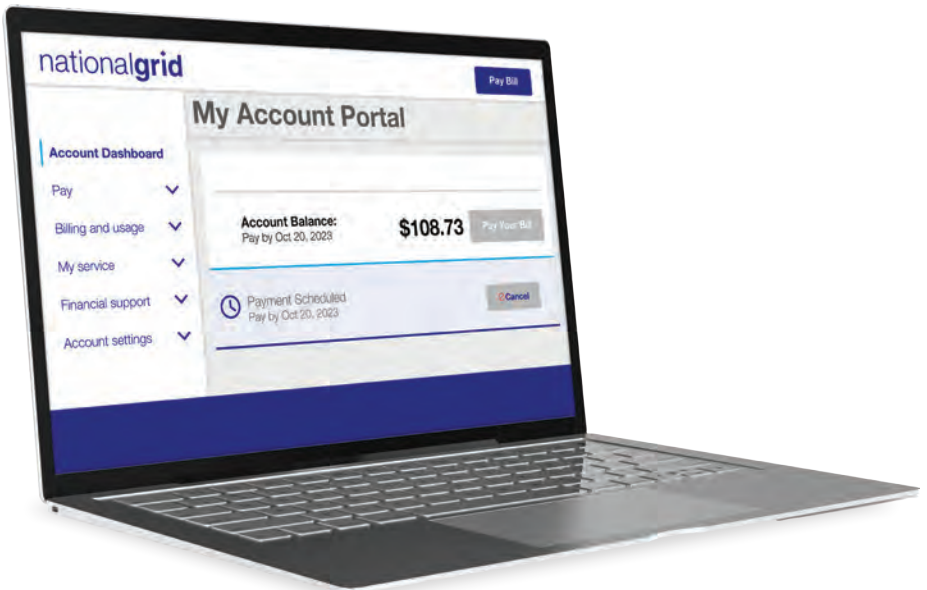
How can I access my energy usage information?

By logging into your *MyAccount* 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 the Sense® Home App, which allows you to see energy usage by major appliances in your home or business. You can look forward to receiving more information about Sense as it becomes available in your area. 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 *MyAccount* or *My Business Account*. Please visit ngrid.com/myaccount.



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.¹

Q: Is this technology reliable?

A: Yes. Smart meters have been in operation in the United States since 2006. As of 2022, U.S. electric utilities had about 119 million smart meter installations, equal to about 72% 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 safe, reliable 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.

¹ 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://eeonline.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.

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

A: If your meters are accessible and located outside of your home, usually residents do not need to be at home for installation. If you have an indoor meter, we require that someone 18 years or older be present to allow access. Appointments are not required in most cases, but if you are part of our Life Support, Blind and Disabled, or Medical Protections programs, your meter will not be changed without making contact with you in advance.

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

A: All older, removed meters will be tested; any that are deemed at end of useful functional life will be scrapped or recycled. Any meters removed that are tested and functional will be used for our inventory or sold to a third party to be reused.

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.

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 **MyAccount**.

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 **MyAccount** Portal.

Smart Meters 101

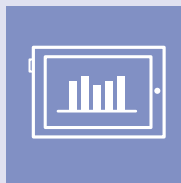
Smart meters take automatic readings of energy usage and send them by way of wireless networks. They deliver data that informs accurate reporting, billing, and usage needs so you can better understand and manage your energy use at your home or business.



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 **MyAccount** or *My Business Account* portal.

Can I opt out of receiving a smart meter?

Opting out is **only** for customers on the residential R1 and R2 rates. All other customers including residential Time-of-Use* (TOU) and large commercial customers are not eligible to opt out based on the current tariff approved by the Department of Public Utilities.

If you decide you do not want to receive the benefits of a smart meter, you can choose to opt out and have a conventional or “non-communicating” meter installed instead. Since this meter will not transmit any data automatically, your meter will need to be read manually by a utility representative, which carries a fee, as shown in the chart below.

To find more info and to complete an opt-out request form, please visit ngrid.com/optout.

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

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

*Time-of-Use (TOU) customers participate in time-of-use rate plans to adjust their energy usage to lower-cost during off-peak periods.

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

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.

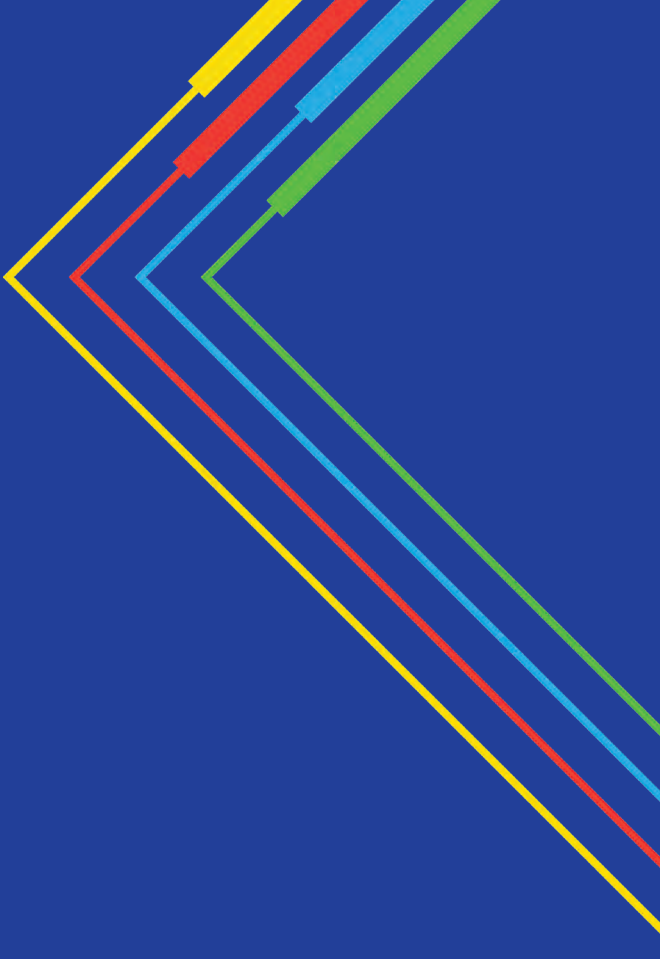
Net Zero by 2050

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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