

nationalgrid

Your New Smart Meter

A smarter, more powerful way to
take control of your electric use.



Why Smart Meters?

We're upgrading your electric meter to a smart meter to support today's more advanced electric grid.

Smart meters use two-way communication to provide you with benefits such as:

- Faster outage detection and more efficient response and restoration of power
- Near real-time insights into your energy use
- Improved service, billing accuracy, and reliability

Your current meter can't support these capabilities, which is why we're replacing it. We'll notify you in advance with details about your installation.



New digital electric smart meter



You can find more information about your new smart meter and tips for managing your electric use at **ngrid.com/smartmeter** or by scanning the QR code.

Benefits of a Smart Meter

More control: By gaining continuous access to your electric use data, you'll have a clearer picture of when and how you use electricity. This added visibility can help you take control of your electric use.

With a smart meter you can:

- Track when and how you use electricity
- Get personalized recommendations and alerts
- Connect smart devices for added convenience
- Explore more through your **MyAccount** or **My Business Account** portal.

Accurate, automated energy readings: With a smart meter, your electric use is recorded automatically and shared securely through a wireless connection. That means you'll have access to up-to-date electric use data within minutes, through your **MyAccount** portal for residential customers or **My Business Account** for commercial customers.

Enhanced outage response: Rather than relying solely on customer calls, smart meters help us automatically detect power outages and pinpoint affected areas. This enables a faster, more informed, and efficient response and restoration.

Smart Meters 101



Smart meters accurately measure electric use and can detect power outages and certain service events.



Information is securely sent to National Grid through an encrypted wireless network without the need for manual meter readings.



You can view your energy-use information and billing details online, via **MyAccount** or **My Business Account**.

Installation

Typically, installation of a smart meter takes minutes to complete, and will not require you to be present. If your current electric meter is indoors or not easily accessible, we require that someone 18 years or older be present to allow access.

For homes and many small businesses, installation may require a brief power interruption (usually less than 10 minutes). Larger commercial customers generally do not experience an interruption. For customers in National Grid's Life Support, Blind and Disabled, or Medical Protections programs, your meter will not be changed until we've contacted you in advance.

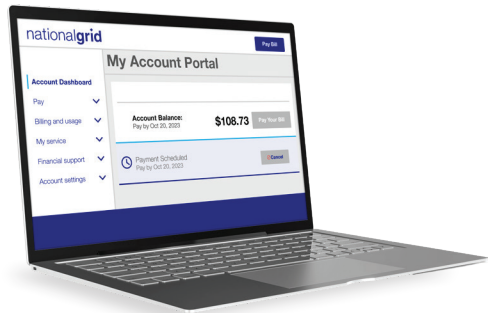


How Can I Stay Informed About My Electric Use?

MyAccount

With a smart meter and an online profile with **MyAccount** or **My Business Account** portal, you can view near real-time data, providing you with greater insight into your electric use.

Please visit
ngrid.com/myaccount.



Along with your electric use data, your smart meter supports tools and features designed to help you manage your electricity more effectively.

High Usage Alerts

Receive high-usage alerts that notify you via email if your electric use is significantly higher than the same period last year, giving you a chance to adjust your usage if you choose.

Easy Data Sharing

You can share your electric use data with trusted third parties, such as solar providers or energy efficiency contractors, who can use this information to offer more personalized recommendations and solutions tailored to your home or business.

Sense® Home app

Connect the Sense Home app to see real-time electric use by appliance. The app requires updated meter software and may not be available right away. You can look forward to receiving more information about the Sense Home app.



Frequently Asked Questions

Q: Will I be charged for my new smart meter?

A: There is no upfront charge for your smart meter installation. The cost of this system upgrade is approved by the Massachusetts Department of Public Utilities and is recovered over time through standard rates, similar to other investments in the electric system.¹

Q: Is this technology reliable?

A: Yes. Smart meters have been used across the United States for nearly two decades. More than 120 million have been installed nationwide, equal to about 72% of total electric meters². Multiple audits by independent agencies shown these meters to be safe, reliable, and dependable.

Q: Is my data secure, and will my personal and business information remain private?

A: At National Grid, we have protected the privacy of our customers' data for decades, always improving our systems to meet changing technologies. The information from your smart meter is transmitted through a secure, encrypted network, making it inaccessible to unauthorized parties. Smart meters only collect electric use data—not personal or business information. We keep your data confidential and only share it in accordance with our privacy policies.

To learn more, visit **www.nationalgridus.com/Our-Company/Privacy-Policy**.

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**.

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://eeaonline.eea.state.ma.us/DPU/Fileroom> and then Under Dockets/Filings, look up Docket No. 21-81.

² Source: U.S. Energy Information Administration

Frequently Asked Questions (continued)

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 this technology to support smart meter installations. All installation technicians will have identification badges.

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 use your WiFi or internet connection to transmit data. You do need internet service to monitor your electric use online through *MyAccount*.

Q. Can I opt out of receiving a smart meter?

A: All customers will need to have their existing meter replaced, as older meters are not compatible with today's more advanced electric grid. While most residential customers are eligible to opt out of receiving a smart meter, most commercial customers are not eligible, based on MA regulations.

If you're eligible and choose to opt out, you can request a manual (non-communicating) meter instead of a smart meter. Since a manual meter must be read by a utility representative, a meter-reading fee of \$26.00 per month will apply.

To find more info or request to opt out, visit ngrid.com/optout.

More Frequently Asked Questions are available online at ngrid.com/smartmeter.

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。

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

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