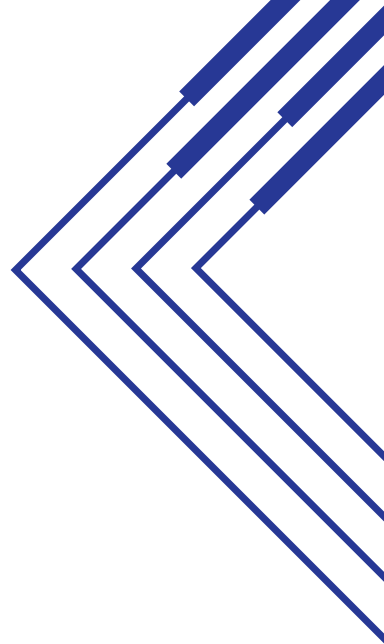




Get the power of a smarter meter

New smart meters are coming soon.

Dear [customer],

Your current utility meter is aging and will need to be replaced, just like any other appliance. As we replace existing utility meters, we are committed to helping you better manage your energy use more effectively by replacing the old meters with new, smart meters.*

Your new smart meter will provide:

- **More customer control.** Continuous, secure access to your energy data means more insight into how and when you use energy.
- **Faster, near real-time energy readings.** Data is available within minutes, through your **MyAccount** portal. Don't have an online account? It's easy to create one. Visit **ngrid.com/myaccount**.
- **Faster response.** Get peace of mind with enhanced outage monitoring and storm response.

It's all part of our ongoing commitment to support the communities we serve with smarter tools to manage energy consumption and costs—while working to build a more reliable, robust and climate-friendly energy grid for the future. Learn more about your new smart meter and the installation process at **ngrid.com/smartmeter**.

Sincerely,

National Grid

*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. Opting out is ONLY for customers on the residential SC1 rate. Since this meter will not transmit any data automatically, your meter will need to be read manually by a utility representative, which carries a cost. To find more info and to complete an opt-out request form, please visit **ngrid.com/optout**.

All other customers are not eligible to opt out based on the current tariff approved by the Public Service Commission including residential customers on a time of use meter.



For more information, visit
ngrid.com/smartmeter

Esta comunicación puede consultarse en español en **ngrid.com/smartmeter**
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