

# National Grid Future Grid Plan: Customer Investments and Program Summary



The Customer Investments and Programs described in Section 6.11 of the Future Grid Plan are intended to make it easier for all customers to participate in the clean energy transition and take more ownership of their bill

## What are we offering our customers?

Category	Customer Offerings	Segment	Regulatory Pathway
1) Help customers improve energy efficiency and adopt clean energy and flexibility products	Energy Efficiency, heat pump and demand response programs	Res C&I IE Agg	Scale via Three-Year Energy Efficiency Plans
	Electric Vehicle (EV) make-ready and managed charging programs	Res C&I EJC Agg	EV Phase III (through 2026), ESMP (2027-2029)
	Flexible Connections – Solar & Storage	C&I Dev	GridMod (pilot), ESMP (scale)
	Flexible Connections – EVs	C&I Dev	NEW in ESMP
	Time-Varying Rates (TVR)	Res Dev	Future docket
2) Provide new opportunities for customers and 3rd parties to earn money for providing local grid services as NWA solutions	Local EE / DR / EV charging incentives as Virtual Power Plants (VPP)	Res C&I Agg	NEW in ESMP
	Local Flex Market VPPs	Dev	NEW in ESMP
	All-Electric New Construction Demo	C&I	NEW in ESMP
	Income-Eligible Energy Storage VPP Offering	IE	NEW in ESMP
3) Address resiliency issues for EJ communities	Resilient Neighborhoods Program	EJC	Future Docket
4) Help customers understand their energy usage, make decisions and participate in clean energy transition	Advanced Metering Infrastructure (AMI)	Res	Funded via AMI / GridMod
	Distributed Generation (DG) & Load Portal Improvements	Res C&I Dev	NEW in ESMP
	Clean Energy 2.0	Res C&I	NEW in ESMP
	Enhanced Billing & Settlements	Res C&I	NEW in ESMP

### Customer Segment (Legend)

Residential **Res** Residential EJC **EJC** Income Eligible **IE** Commercial & Industrial **C&I** Solar/storage developer **Dev** Aggregator **Agg**

## What will be different for our customers?

**Connection ready grid.** Delivering approximately 4,000 MW of substation capacity, all of which will enable the headroom required to readily connect new customer electric vehicles, electric heating, solar, and storage in support of the Commonwealth's clean energy targets.

**Extended EV programs and incentives.** Extending the Company's EV Phase III programs and incentives, reducing the cost and complexity for customer EV adoption across all customer segments.

**More equitable cost allocation for DER-driven upgrades.** Extending the CIP cost allocation methodology to future group studies so that DER applicants do not bear the full cost of multi-value system upgrades.

**Cleaner**

**Customer connections experience.** Enhancements to customer portals and hosting capacity maps to improve customer clean energy program experience and speed and transparency of interconnection process; focusing on same-day approvals for residential customer interconnection applications.

**More ownership of customer bills.** Enabling new opportunities for customers to create additional value through virtual power plants (VPP), including income-eligible VPP offerings to ensure that all customers have the opportunity to participate in value-earning opportunities.

**More ways to access our network faster.** Scaling flexible interconnections for solar, storage, and EVs.

**Smarter**

**More reliable network.** As the Company implements its ESMP investments it will build a stronger network that is reliable, resilient, and secure, regardless of weather or evolving threats.

**Stronger**