

Lunch and Learn Presentation

April 22, 2026





Calli Moise, Customer and Community Engagement at National Grid

Calli has worked at National Grid for just over a year and a half, equipping, and engaging communities across upstate NY with information on one of the company's latest investments: advanced meter infrastructure upgrades. This includes installation of new electric meters for all customers across the company's upstate NY service territory. Prior to working at National Grid, Calli worked as an Executive Director at a local YMCA where she built community relationships while advancing the mission and values of the nonprofit. Calli resides just north of Albany, NY with her "mini" golden doodle, Buddy.



nationalgrid

Introduction to Smart Meters

National Grid
2026

nationalgrid



AMI Overview



nationalgrid

It's time to change your electric meter



Your current meter was last changed out about 20 years ago.

- It's time for new meters.
- Twenty years ago, we switched from manually read meters to AMR, that allows reads to be picked up by our trucks.

This opportunity allows us to transition to Smart Meters

- AMI = Advanced Metering Infrastructure
- There are multiple benefits to AMI / Smart Meters

There are two parts of AMI/ Smart Meter deployment

- The Field Area Network (FAN)
- Electric Meter and *Gas Module* Deployment



Meet Your New Smart Meter

Our Service Territory: FAN & Meter Deployment

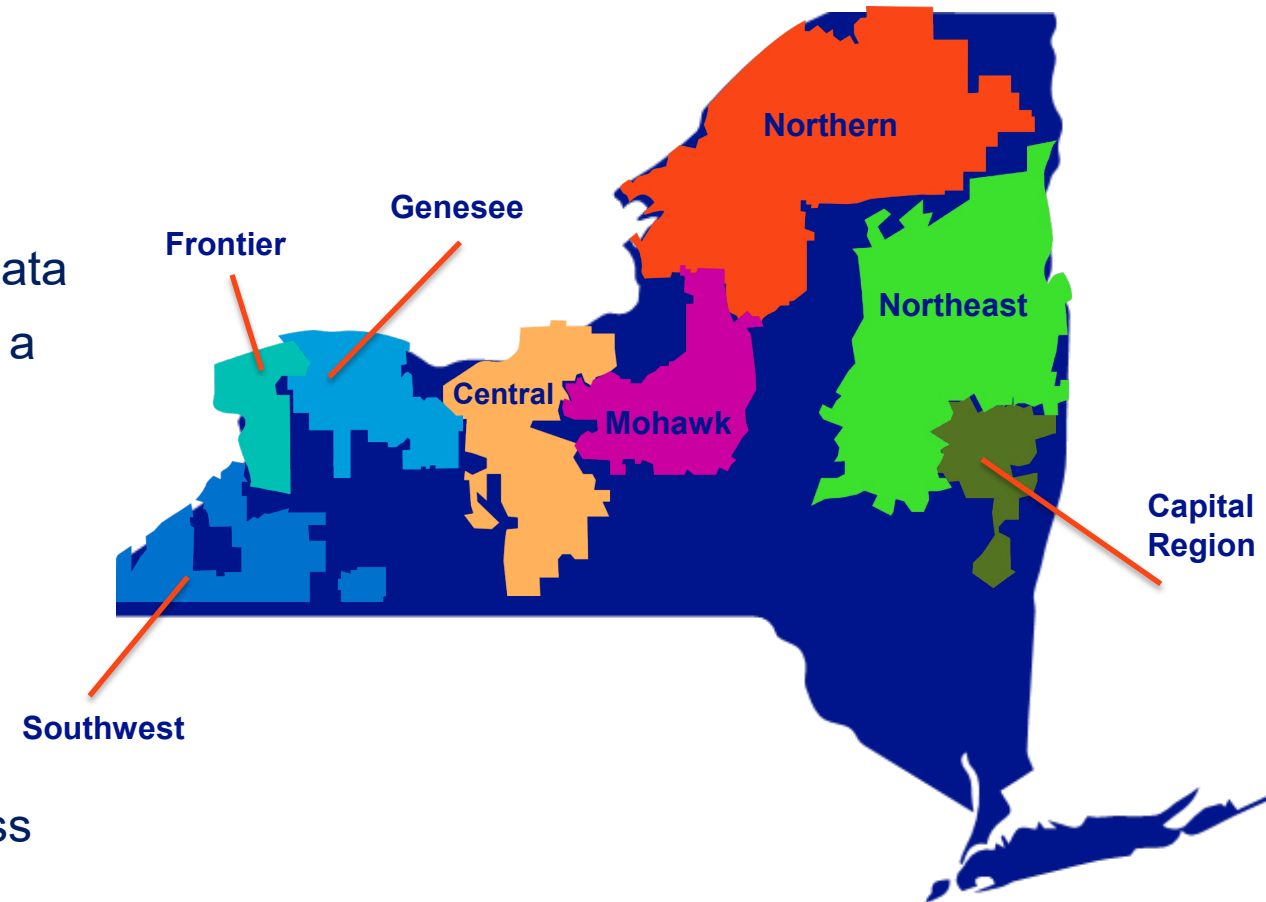


The Field Area Network (FAN)

- Built on our poles to allow for the secure transfer of data
- Gateways and routers support the meters in creating a “mesh network”
- We’ll continue with FAN optimization efforts until all meters and *gas modules* are installed.

Electric Meter Deployment

- We have installed over 1 million electric meters across our service territory to date.



Our Commitment to Communication & Installation Day



- ◆ Bus Wraps & Billboards (90 days out)
- ◆ Letters & Brochure (60 and 30 days out)
- ◆ Email/Robo-call/text (10 days out)

- ◆ No requirement to be present at time of install
- ◆ Quick power outage, typically less than 10 minutes
- ◆ Door hanger upon completion, unless noted:
unable to install the meter

Note: We've partnered & contracted with UPA & Scope Services to install meters



- **FASTER RESPONSE:** enhanced outage detection and storm response.
- **MORE CUSTOMER CONTROL:** continuous, secure access to your energy data—for more insight into your energy efficiency and usage decisions.
- **FASTER, NEAR REAL-TIME ENERGY READINGS:** available within minutes, through your My Account portal

Intention to Opt Out



- **SC1 rate** (residential/some small commercial customers) have the ability to opt-out of receiving a smart meter, however their meter will still have to be replaced. All other customers on different rate classes than SC1 are not eligible to opt out.
- Opt out costs at the time of a new non communicating meter installation requiring a technician to visit the premise to capture a reading:
Western NY: Electric only \$15.45/month
- A one time meter change out fee (only if the smart meter was installed, requiring us to make an additional truck roll) will be assessed at \$72.44.



Questions?



nationalgrid

Appendix





- Our website & extensive FAQ's: www.ngrid.com/smartmeter
- 30/60/90 day & post installation communications: <https://www.nationalgridus.com/Upstate-NY-Home/Smart-Meters/Custom-Communications>
- MyAccount video <https://www.youtube.com/watch?v=0VRxSPk6dB8>
- General bill breakdown: <https://www.nationalgridus.com/Upstate-NY-Home/About-Your-Bill/Help-Reading-Your-Bill>

True/False: Myth Busting Smart Meters



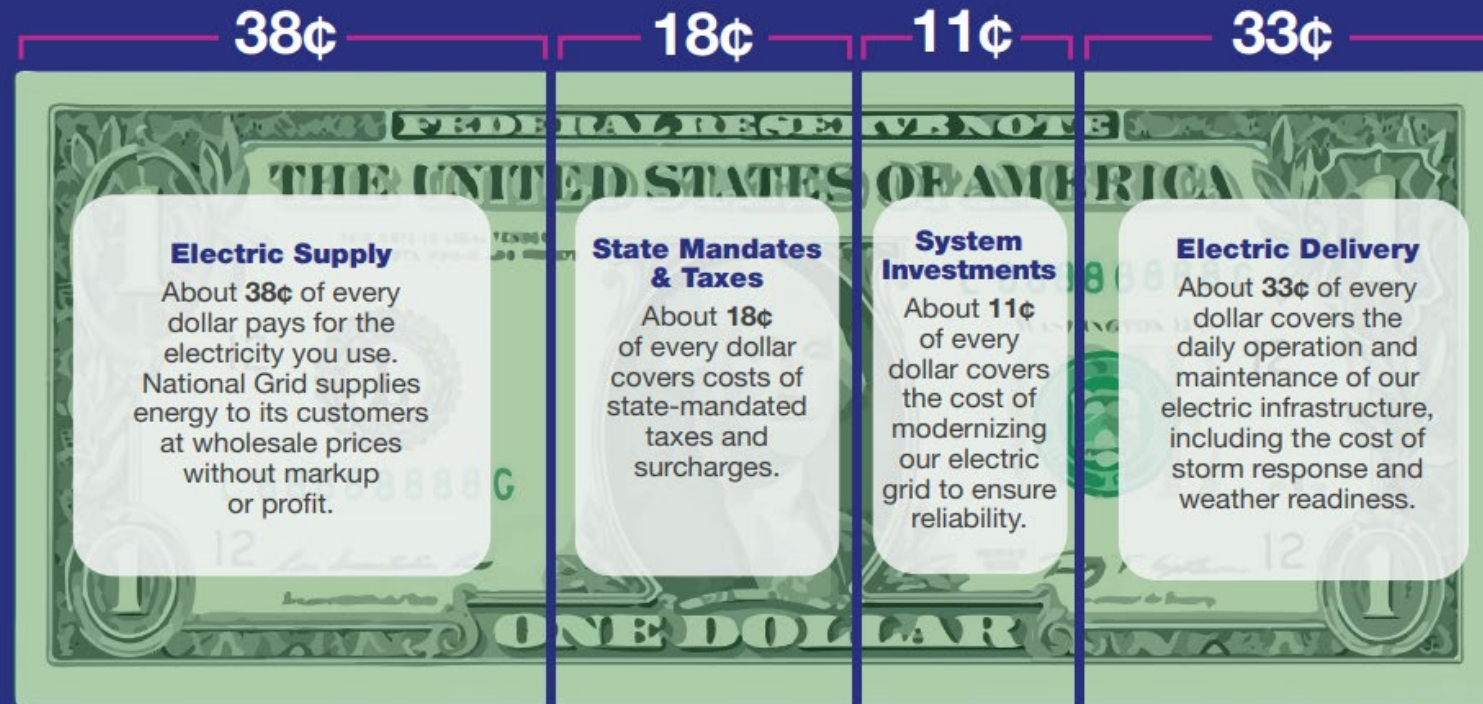
- Smart meters change the amount of energy you use in your home. **False**
- Smart meters only benefit customers that are technologically savvy. **False**
- Most smart meter installations take only a few minutes. **True**
- Radio frequency emissions from a smart meter are well below federal safety limits. **True**
- Nearly half of all U.S. homes have a smart meter. **True**
- Smart meters require home internet connection and Wi-Fi to operate. **False**
- Smart meters can provide 15-minute usage insights. **True**
- Smart meters record only your energy usage, not personal activities. **True**
- Electric service is typically interrupted for less than 10 minutes during installation. **True**
- Smart meters give no additional insight into how or when you use electricity. **False**
- More than 98 million smart meters are currently installed and active across the U.S. **True**
- Smart meter data is encrypted and protected to keep customer information secure. **True**
- Smart meters have been in use in the U.S. for nearly 20 years. **True**
- Cell phones emit more radio frequency (RF) energy than smart meters. **True**
- Smart meter installation typically requires a long service interruption lasting over an hour. **False**



nationalgrid

What's Included In My Electric Bill?

Your Energy Dollar Explained



Typical bill based on 600kWh per month for the 2025-2026 rate year