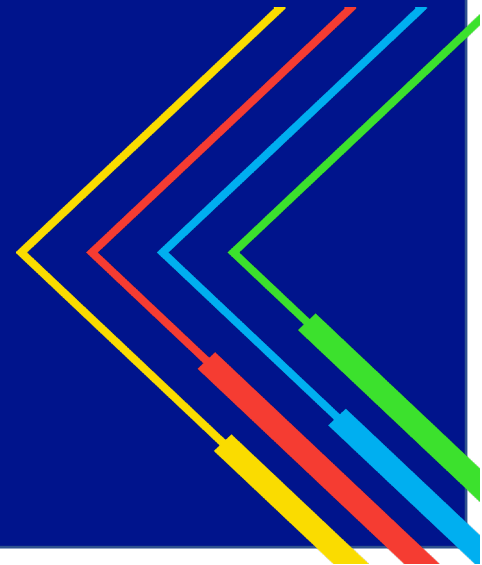




Niagara Mohawk Power Corporation
d/b/a National Grid



nationalgrid

Table of Contents

1. INTRODUCTION	3
2. AMI PROGRAM PROGRESS	3
3. AMI DEPLOYMENT	8
3.1 Field Area Network (FAN)	8
3.2 AMI Electric Meter and Gas Module Deployment	11
3.3 AMI Electric Meter Installations	12
3.4 AMI Gas Module Installations	12
3.5 Firmware Upgrade	14
3.6 Opt-Out Intents	14
4. BUSINESS DESIGN AND INTEGRATION	17
4.1 Digital Process Design (DPD)	17
4.2 AMI Estimated Bills	17
4.3 AMI Operations Center (AOC)	18
4.4 Customer Energy Management Portal (CEMP)	18
4.5 Grid Edge Computing – Load Disaggregation	19
4.6 Green Button Connect (GBC)	21
4.7 Remote Connect / Disconnect	21
4.8 Outage Management	22
4.9 Volt-VAR Optimization (VVO)	23
5. BENEFITS REALIZATION	Error! Bookmark not defined.
6. CUSTOMER AND COMMUNITY ENGAGEMENT	24
5.1 Customer Communications and Engagements	24
5.2 Market Intelligence	25
5.3 Community Engagement	28
7. CHANGE MANAGEMENT	31
6.1 Training Affected Internal Stakeholder Groups	31
6.2 AMI Education and Updates for Employees	31
6.3 AMI Change Adoption	Error! Bookmark not defined.
8. EXPENSE SUMMARY	34
APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS	40

1. INTRODUCTION

In accordance with the New York Public Service Commission’s (“Commission”) *Order Authorizing Implementation of Advanced Metering Infrastructure with Modifications* (November 20, 2020) (the “Order”), Niagara Mohawk Power Corporation d/b/a National Grid (the “Company” or “NMPC”) submits its May 2026 Advanced Metering Infrastructure (AMI) Semi-Annual Metrics and Benefits Report.¹ The AMI metrics contained in this report are outlined in Exhibit AMIP-7R of the Order, specifically with respect to customer engagement, program operations, fiscal spend relative to the approved budget, and projected spend. Where metrics have not yet commenced, the Company has provided a brief qualitative update in the appropriate report sections below.

This report represents reporting and data through April 30, 2026. Table 1 represents relevant AMI Program schedules and reporting periods. Additional information on AMI regulatory metrics is provided in Appendix A.

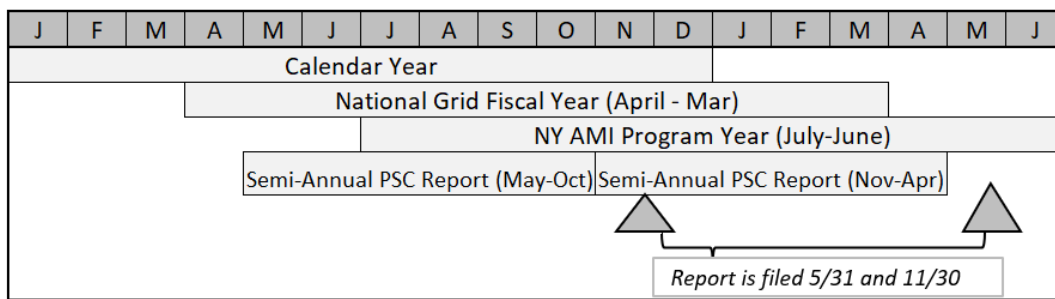


Table 1 AMI Program Schedules and Reporting Periods

2. AMI PROGRAM PROGRESS

Over the past six months (Nov 2025 - April 2026), the AMI roadmap has continued to guide the program in delivering functionality and capabilities to enable full-scale electric meter and gas module installation. Since the November 2025 report, AMI deployment continued to advance in alignment with the program plan, with steady progress in the installation of meters and modules across the Niagara Mohawk service territory. The core build of the Field Area Network (FAN) was successfully completed, enabling a transition to network optimization to enhance performance and reliability. The program also achieved the production launch of Power Off Notifications (PON) within the Outage Management System (OMS), strengthening outage detection and response capabilities and the successful transition of our customer insights platform designed to enhance the user experience. Significant progress was made in both business and change readiness across the company, along with system integration efforts, to support the planned October launch of remote connect and disconnect functionality and an opt-out meter reading pilot in Central NY. In parallel, there has been a continued and deliberate focus on quantifying benefits and bill quality to ensure customer confidence, and overall program success.

¹ Cases 17-E-0238 and 17-G-0239, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Niagara Mohawk Power Corporation d/b/a National Grid for Electric and Gas Service (“Rate Case Proceeding”), *Order Authorizing Implementation of Advanced Metering Infrastructure with Modifications* (November 20, 2020) (“AMI Order”).

2.1 Previous Program Progress

In April of 2023, the program initiated an electric-only “soft launch” in advance of scaled deployment. Throughout 2023, the Company ramped up AMI meter deployment in the Central Division and focused on deployment of the Field Area Network (“FAN”) installations in the Central Division.

In February of 2024, deployment operations of the FAN expanded into the Eastern Division. The initial focus was to obtain a healthy FAN to provide saturation of the network in the Central and Eastern Divisions. This enabled the expansion of resources to deploy AMI electric meters in those areas. The year 2024 also saw the expansion of the FAN into the Western Division. Throughout 2024, the Company continued to make progress toward its ability to significantly scale deployment.

The Company installed its first gas modules in November 2024 following the conditional approval from the Commission in October 2024. With the full approval from the Commission in March 2025, the Company began scaled deployment in April 2025 starting with the Central Division and subsequently expanding to the Eastern Division.

Through November 2025, the AMI program focused on customer engagement, meter and module saturation, and FAN optimization in all three divisions. Additionally, the program exceeded one million device installations and progressed advanced capabilities such as outage notifications, meter events, emergency disconnects, and expansion of the first grid edge applications.

2.2 Key Updates

AMI Roadmap: Over the next six months, the AMI Program roadmap projects continued scaled deployment of electric meters and gas modules. With the completion of scaled FAN deployment as well as scaled meter deployment in the Central division, most of the activity will be in the East and West divisions, though it should be noted that the roadmap chevrons indicate “completion in bulk” and there will be small numbers of installations in the Central division required. In gas deployment, the roadmap projects the completion of the bulk of residential gas installations and a new focus on commercial installations beginning this summer.

Additionally, the AMI program anticipates the continued release of additional AMI capabilities and functionalities, including, but not limited to, grid edge computing such as Sense load disaggregation, enhanced outage management integration, and to the release of Remote Connect and Disconnect functionality for Move Ins and Move Outs. Lastly, the Company has completed the replacement of its existing Clifton Park AMI infrastructure, initially deployed in 2017 as a REV demonstration.

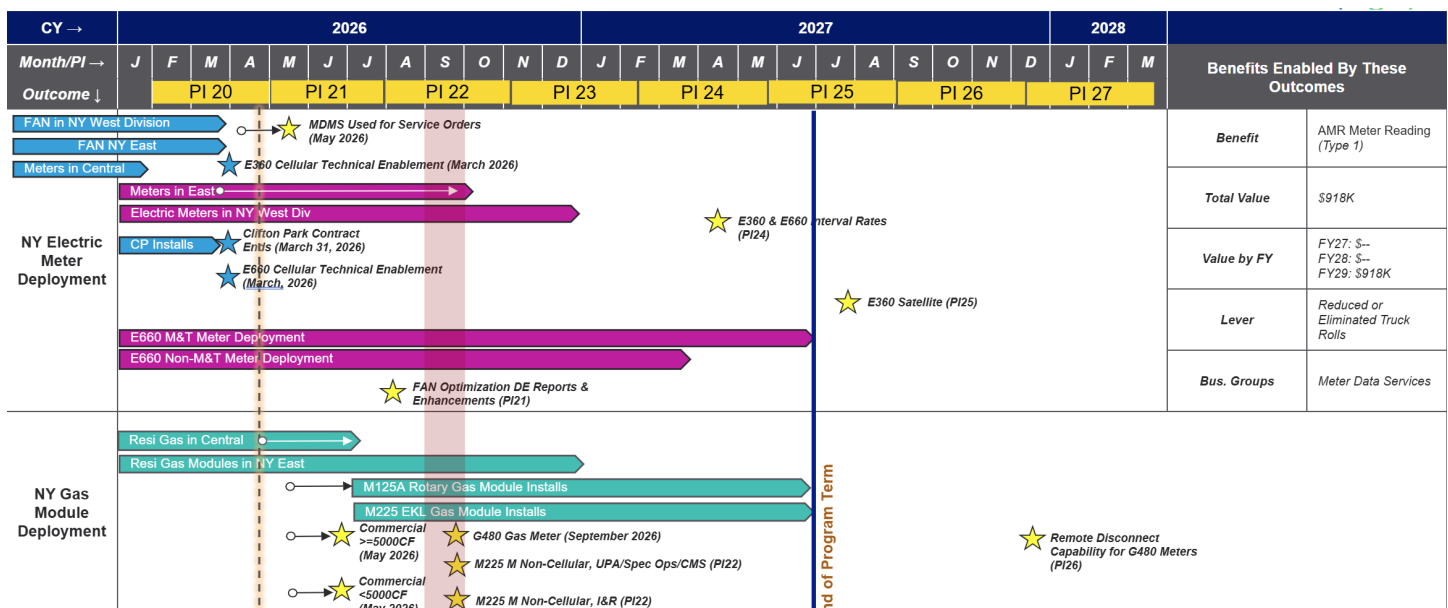


Figure 2.1: New York AMI Roadmap

Field Area Network (“FAN”) Deployment: As of April 30, 2026, the Company has successfully deployed 5,899 FAN devices, which represents the completion of Pre-Optimization FAN Deployment. Based on evolving field and geographic constraints, as well as the strategic addition of network equipment to enhance system reliability and redundancy (as outlined in Section 3.1) the total projected base FAN deployment has been revised to 5,906 devices. FAN deployment is materially complete in all three Divisions, and the AMI Program has now entered a period of network optimization that is expected to continue into CY2027. Network optimization refers to the process of evaluating and enhancing network performance and efficiency through targeted adjustments, typically initiated following the completion of meter deployment in a defined geographic area. The Company has also successfully deployed 298 battery backups and anticipates full deployment of same by June 2026.

AMI Electric Meter Deployment: As of April 30, 2026, the Company has deployed 1,224,783 electric meters across the three divisions of Central, Eastern and Western, representing about 70% of the total AMI electric meters to be installed. The AMI Program anticipates scaled deployment of the electric meters to be completed by the end of 2026, scaling down to revisit targeted premises through the remaining months of the final program year.

AMI Gas Module Deployment: On March 26, 2025, the NY PSC approved the Company’s Petition for the installation of Landis+Gyr AMI gas devices, enabling bulk deployment of AMI gas modules. Through April 30, 2026, a total of 412,248 gas modules has been deployed in the Central and Eastern divisions, representing about 64% of the total AMI gas modules to be installed. The AMI Program anticipates scaled deployment of gas modules to be completed by December 2026, scaling down to revisit targeted premises through the remaining months of the final program year

Opt-Out Intents: The Company continued to capture the ‘intent’ of customers who wish to opt out of a smart meter installation on their premises. These intents do not count as true opt-outs but provide an indicator as to where more targeted outreach may be necessary. To date, the AMI opt-out intent rate in NY stands at 2.02%. To ensure customers are making informed decisions, the company developed communication collateral informing customers who expressed opt out intent about the fees associated with opting out and highlighting the benefits of smart meters. This led to a significant number of customers opting back in to the program and is a tactic that the

team will continue as they strive to help customers make the most informed decisions. The Company also started a pilot in our Cortland area to better understand the true opt out percentages. Details regarding opt-outs and opt-out intents are provided in Section 3.6 below.

AMI Billing: During the current reporting period, the estimated billing rates for AMI electric meter and AMI gas modules were 0.28% and 3.54%, respectively. Details regarding estimated AMI bills are provided at Section 4.2 below.

Grid Edge Computing – Real-Time Load Disaggregation: The Company kicked off a controlled rollout of the home load disaggregation application (Sense Home App) in September 2025. The Company invited over 10,000 customers across the upstate New York service territory to onboard. Over 3.5% of customers onboarded, with a 65% return rate month-over-month, showing that customers value the insight received on their home energy usage monthly.

Remote Connect/Disconnect: Remote Connect/Disconnect capabilities will be rolled out in three phases: Move In/Move Out (September 2026), Full integration of Emergency Disconnects into backend systems (April 2027) with a manual account update process live (Summer 2025), and Collections (April/May 2027).

Outage Management: The Company is enhancing its outage management capabilities through the integration of electric meter outage notifications from AMI-enabled meters to accelerate outage detection, reduce unnecessary truck rolls, improve restoration verification, and enhance the overall customer experience.

Voltage Variance Optimization (“VVO”): VVO incremental optimization benefit is not expected until after the project ends and therefore metrics are not currently available and require VVO investments to fully realize.

Customer and Community Engagement: The Company continues to maintain direct communication with customers through a 60/30/10-day notification schedule. This schedule ensures customers are aware of the installation process and the benefits of the AMI meter. From program inception to April 30, 2026, the Company has sent over 2.6 million communications to customers with engagement rates exceeding industry benchmarks. The Company continues to listen to customers and develop communication collaterals that answers rising customer concerns.

The Company participated in multiple outreach events and community forums to foster discussions with customers and address questions about the Company’s AMI smart meter installation efforts. The Company participated in 22 community events across the service territory during the reporting period and, notably, interacted with more than 1,000 customers over the course of two weekends at the Buffalo Home Show. In addition, the Company conducted media outreach, including print and video engagements, to educate communities on smart meter deployment, the associated customer benefits and to dispel existing myths.

During the reporting period, the Company initiated a focus on post-installation communications to highlight the benefits of smart meters and increase customer engagement with energy insights. By expanding eligibility of electric AMI meters, customers were invited to enroll in the Sense Home App, which provides appliance-level usage data. As of April 30, 2026, more than 460 customers had onboarded the application, with strong repeat usage. In the next reporting period, the Company plans to further enhance strategies to increase awareness and engagement with available customer benefits across its service territory.

The Company’s Market Intelligence team continues to monitor customer awareness and experience with AMI meters and deployment. Insights from customers remain generally positive, with over 84% of customers

experiencing satisfaction with communications and installations, and awareness of AMI meters exceeding the 80% target six months post-installation.

Customer Energy Management Portal (“CEMP”): The Company successfully transitioned the management of widgets on the MyAccount portal from a third-party vendor to in-house resources. The Company’s MyAccount portal continues to offer the Near-Real-Time usage data widget (updated every 15 minutes for electric meters and every hour for gas modules) to customers, enabling them to monitor their energy use. High Usage Alerts were transitioned to in-house resources, and all customers will begin to receive the alerts soon unless customers decide to opt out of receiving these notifications.

Change Management: To support successful adoption of Advanced Metering Infrastructure (AMI) across the organization, the Company continues to engage employees with the information, tools, and resources necessary to confidently embrace new ways of working. The AMI Change Management effort is delivering targeted engagements and internal communications tailored to key stakeholder groups and focused on delivering defined business outcomes. Notable change management activities this reporting period included the launch of a formal business readiness dashboard and the ‘go-live’ of meter Power Off Notification (PON) capabilities.

3. AMI DEPLOYMENT

This section discusses AMI Program Deployment, addressing FAN, AMI electric meter, and AMI gas module installations. In general, program deployment has followed the path in Figure 3.0.1 below, starting in the Company's Central division.

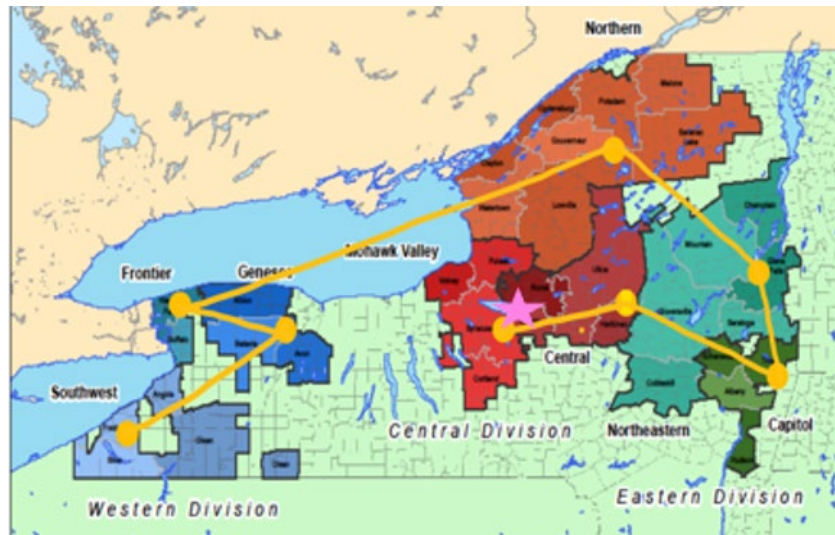


Figure 3.0.1: Program Deployment Sequence (beginning in Central NY)

The Company continues to make good progress with the implementation of back office technical systems, introduction of processes and tools, and development of requisite capabilities. Deployment continues to afford opportunities to test end-to-end system integrations and make refinements based on lessons learned, while mitigating potential risk.

The Company continues to monitor all AMI deployments for safety, performance, customer interaction, customer engagement, and opt-out intents throughout the deployment process. The Company monitors safety compliance through field visits, compliance assessments, independent inspections and self-audits performed by the installation contractor. The Company monitors overall technician efficiency, total quantity of technicians actively installing meters daily, return to utility, and meter installations against plans on a weekly basis. Additionally, the Company is collecting and monitoring customer interaction and engagement feedback to provide full context of the installation contractor's performance. The protocols instituted to monitor and correct contractor safety and installation performance has resulted in increased technician efficiency, increased installations, and reduced safety incidents.

In parallel with its deployment activities, National Grid and L+G continue to work with DPS Staff to obtain regulatory approval for the remaining gas modules and smart gas meters needed to accommodate the upstate NY deployment plan.

3.1 Field Area Network (FAN)

The original FAN investment was based on an initial network desktop design. The Company validated and amended the network design to increase network resilience and redundancy. As of April 30, 2026, the Company has installed 5,899 of an anticipated 5,906 FAN devices across all three operating divisions. The Company expects to deploy a maximum of 10% additional FAN devices during network optimization, compared to initial network desktop design.

	Central	Eastern	Western	Total
Ramp Up Period	231	0	0	231
Program Year 1: 7/2023 – 6/2024	2,151	1,062	37	3250
Program Year 2: 7/2024 – 6/2025	284	699	1,126	2109
Program Year 3: 7/2025 – 6/2026	17	73	226	309
Program Year4: 7/2026 – 6/2027				
Total Devices Installed at 4/30/2026	2,691	1,824	1,384	5,899
Total Devices Planned*	2,682	1,835	1,389	5,906
Percent Installed at 4/30/2026	100%	99%	99%	99%

Table 3.1.1 FAN Device Installations by Program Year

*L+G completed a new analysis for FAN device plan

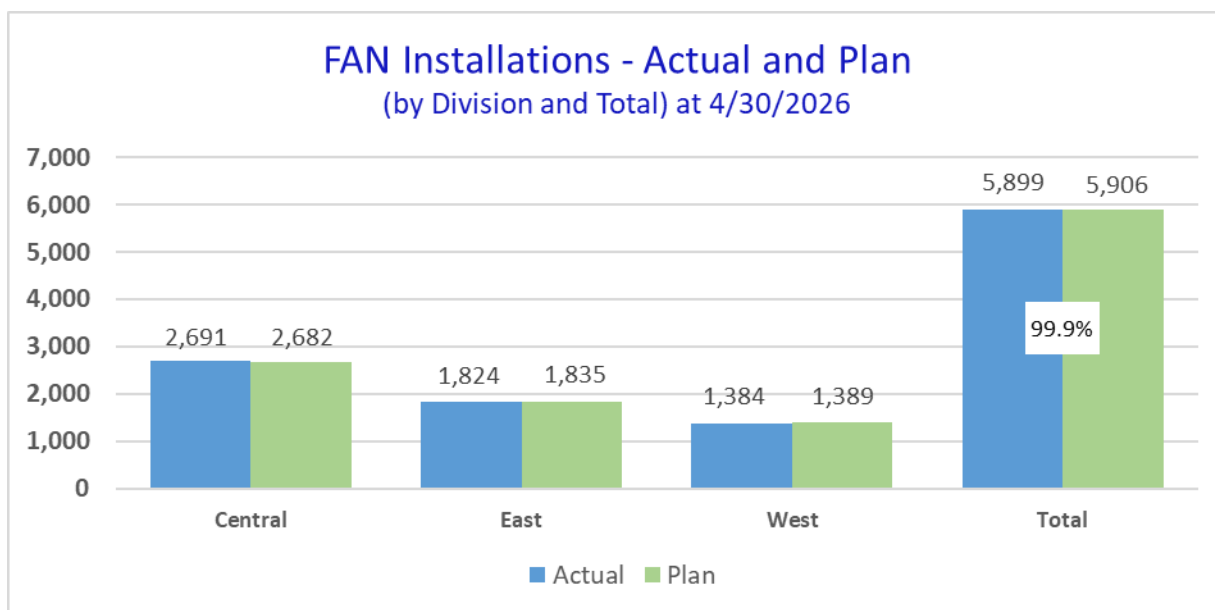


Figure 3.1.1: FAN Installations as of April 30, 2026

L+G has successfully completed the water remediation effort for all Gateways and Mesh Extenders that had been previously installed/deployed in the NY Service Territory. Each FAN installation has been visited in the field, assessed for water intrusion and remediated through a series of actions such as replacing the FAN devices, replacing power cables and installing water-blocking splice.

Additionally, L+G conducted inspections at all NY operations centers and the central warehouse to verify the integrity of gateway faceplate gaskets and installed water-blocking splices on existing power cables. L+G supplied National Grid with water-blocking power cables for subsequent Gateways and Mesh Extenders to support AMI installations.

The Company is actively monitoring approximately five percent of deployed FAN gateways exhibiting operational issues such as limited cellular signal strength and radio firmware issues. In partnership with L+G, the Company is implementing corrective measures including directional antennas, multi-carrier connectivity, and firmware updates. Despite these challenges, and because of these corrective measures, the network continues to maintain a strong meter read rate.

The Company is focused on providing AMI capability to as many customers as possible. To that end, the Company has identified and implemented alternative backhaul solutions to reach customers not within the coverage area of the existing Verizon FAN network. One solution implemented is the use of a multi-carrier capable Vodafone gateway. Vodafone gateways provide coverage for multiple cellular carriers for customers that are outside of Verizon coverage. Another solution currently being investigated and tested is a satellite backhaul solution to provide AMI to customers outside the cellular coverage areas. The satellite solution is in the testing process now. An additional solution for FAN connectivity is the installation of directional antennas on viable gateways, increasing their signal range and strength.

FAN Battery Backup Solution: National Grid has collaborated with the Department of Public Service Staff ("DPS Staff" or "Staff") to implement a battery backup solution for approximately 20% of the grid routers, aimed at extending the operation of the FAN infrastructure. This solution is expected to provide network backup for up to fifty-five percent of the Company's customer base. In addition, the backup solution leverages a hybrid strategy where the most densely populated areas will utilize pole-mounted extended battery backup systems installed directly on distribution poles, while also enhancing network coverage in remote areas with solar-powered mobile connected grid routers.

To date, the Company has installed 94 battery backup units in the Western Division, 96 in the Central Division, and 108 in the Eastern Division for a total of 298 backups or 99% of the 300 units that were anticipated to be installed by the end of FY 2026. Additionally, the Company now has twelve solar-powered mobile connected grid routers.



Figure 3.1.2: Pole Mounted extended battery backup solution and mobile connecting grid router

Network Optimization: As sectors become saturated with endpoints, network optimization will occur to increase meter connectivity and improve the operation of the network. Examples of network optimization activities include installing new FAN devices, installing meters to specific strategic locations, adjusting network configurations, and the use of passive antennas. The Company is currently working on network optimization for five sectors in the Central and Eastern divisions. The process of network optimization will continue through the end of the program.

Passive antennas, which are remote devices attached to the meter collar to enhance radio signal strength, will be installed in locations with challenging connectivity (e.g., elevator rooms, basements, meter rooms, etc.) to improve meter communication with the network. National Grid has adopted a customer-focused, transparent approach and plans to perform direct outreach to customers for this installation where the devices are needed.

3.2 AMI Electric Meter and Gas Module Deployment

The AMI Deployment Plan targets are based on the combined endpoints of electric AMI meters and gas modules across the Company's service territory within the three divisions of Central, Eastern and Western. A total of 2,334,000 endpoints will be installed, which includes approximately 1,692,000 electric meters and 642,000 gas modules. As of April 30, 2026, the Company has deployed over 1,637,031 AMI endpoints (electric meters and gas modules) across the three divisions, representing 70% of the total endpoint goal.

While delivery on the original volume of total endpoints is still the goal, the impacts associated with gas module availability, premise access, and challenges related to installation contractor resources, such as retention and attrition, have affected the deployment of forecasted endpoints in each program year. The Company will continue to communicate these impacts, if realized, in subsequent updates to Staff.

Table 3.2.1 below represents the original deployment plan and the revised plan of targeted endpoints by program year.

	Original Deployment Plan Total Endpoints	Revised Deployment Plan Total Endpoints	Total Endpoints Installed
*At April 30, 2026			
Program Year 1: 7/2023 – 6/2024	485,000	235,000	203,329
Program Year 2: 7/2024 – 6/2025	849,000	1,000,000	714,275
Program Year 3: 7/2025 – 6/2026	849,000	900,000	*719,427
Program Year 4: 7/2026 – 6/2027	151,000	199,000	
Total Endpoints	2,334,000	2,334,000	*1,637,031

Table 3.2.1 Endpoint Installations Planned and Installed by Program Year

Below are several discussion areas related to AMI electric meter deployment:

Installation Resources: The Company faced deployment challenges associated with hiring and maintaining sufficient meter installation resources during program years 1 and 2. The Company has partnered with the primary installation contractor, Utility Partners of America (UPA), to hire, train and retain installation resources to install electric meters and gas modules. The Company and UPA improved absenteeism by instituting a Quality-of-Life program that rewards UPA installation technicians for safely meeting their respective weekly and monthly installation goals. Improving retention and absenteeism increases endpoint installations, and reduces risks associated with maintaining a reasonable level of resources. UPA has also increased its trained resource count to be able to meet the revised plan for program year 3. In addition, the Company has procured an additional installation contractor and is leveraging internal resources to support the installation of challenging end points requiring more advanced technical skills, or difficult-to-access locations.

Return to Utility: As the Company deploys in a defined area, consistent themes are developing requiring detailed planning and coordination to successfully install an AMI endpoint. There are several situations that installers encounter, such as customer access or obstruction, which may result in an installation being referred back to the Company to assist with remediating. This is known as the "return-to-utility" (RTU) process. The Company and UPA are collaborating to proactively improve customer access and enable technicians to install more endpoints with less attempts. The increasing volume of installations has resulted in a corresponding higher than anticipated increase in RTUs, and the Company has added a second installer to assist with RTU installations.

3.3 AMI Electric Meter Installations

Through April 30, 2026, a total of 1,224,783 AMI electric meters has been installed. Table 3.3.1 below represents the AMI electric meters installed by National Grid division.

AMI Electric Meters	Central	Eastern	Western	Total Installed
Program Year 1: 7/2023 – 6/2024	169,398	33,931	-	203,329
Program Year 2: 7/2024 – 6/2025	320,248	332,886	8,226	661,360
Program Year 3: 7/2025 – 6/2026	36,986	90,620	232,488	360,094
Program Year 4: 7/2026 – 6/2027				
Total Endpoints Installed at 04/30/2026				1,224,783

Table 3.3.1 AMI Electric Meters Installed by Division by Program Year

The Company is planning to complete most of the electric meter installations in the Central Division by the second quarter of 2026, the Eastern Division by the third quarter of 2026, and the Western Division by the close of 2026. In the case of meters requiring specialized installation skills (including some commercial and industrial meters), the completion is expected to extend into 2027. The commercial and industrial meter variant (i.e., E660) installations began in June 2025. A total of 5,771 E660 meters have been installed to date. Self-contained meter forms are being installed by UPA and the Company's internal operations, while the transformer rated meters are being installed by internal operations team only.

Western Division Deployment

The Company began scaled deployment of electric meters with UPA in the Western Division in July 2025 and has deployed over 240,714 meters to date. Additional recruitment of technicians has helped meet the installation goals.

Regulatory Approval of AMI Electric Meters

The Company has previously received formal Commission approval of all residential electric meters required for the upstate NY deployment. These approvals included a new 1.2 WiSUN version of the E360 residential electric meter that will be deployed as the 1.1 inventory is exhausted. Additionally, approvals covered the cellular variant of the E360 residential electric meter and deployment of cellular meters will begin May 2026.

The Company has also previously received formal Commission approval of all commercial and industrial electric meters required for the upstate NY deployment. As noted above, the AMI program has been actively deploying the E660 with Ferrite meter being utilized by commercial and industrial customers. Deployment of the cellular variant of the E660 with Ferrite is expected to commence in June 2026.

3.4 AMI Gas Module Installations

Bulk deployment of Gas modules began in March of 2025. Refer to Figure 3.4.1 for the overall deployment plan of gas devices.

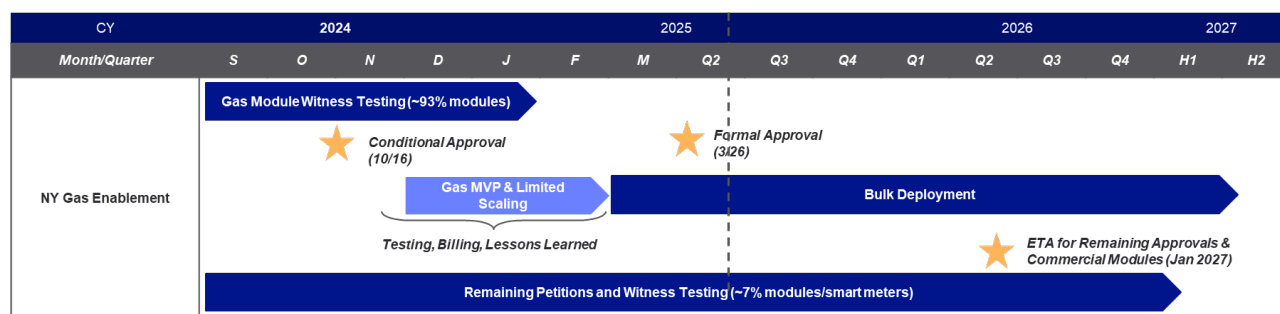


Figure 3.4.1 Gas Module Deployment Plan

As of April 30, 2026, a total of 412,248 AMI gas modules has been installed. Table 3.2.2 below represents the AMI gas modules installed by National Grid division.

AMI Gas Modules	Central	Eastern	Western	Total Installed
Program Year 1: 7/2023 – 6/2024	-	-	n/a	-
Program Year 2: 7/2024 – 6/2025	38,728	14,187	n/a	52,915
Program Year 3: 7/2025 – 6/2026	153,615	205,718		359,333
Program Year 4: 7/2026 – 6/2027				
Total Endpoints Installed at 04/30/2026				412,248

Table 3.4.1 AMI Gas Modules Installed by Division by Program Year

Gas MVP

As outlined in prior reports, a Minimum Viable Product (MVP) solution was initiated to install gas modules to a small population of employee-customers in the Central Division. The objective of the effort was to test module functionality, establishing network communications, and billing operations prior to the start of scaled installations. As a result of the lessons learned from the MVP, the Company established a process to verify the health of the existing mesh network in the vicinity of intended gas module deployment routes to maximize network connectivity.

Gas Module Regulatory Approvals

The Company received the PSC order approving gas modules, M125A Rev B and M125D Rev B, on March 26, 2025, which accommodates approximately 93% of gas customers. Following this approval, the Company has proceeded to deploy these approved devices in the Central and Eastern Divisions.

In April 2025, the Company submitted a request for a similarity approval of the Landis+Gyr M125A to be used with rotary meter applications (~1.5% of gas customers). Four-thousand-hours of witness testing of these modules was successfully completed at the end of September 2025 and a formal approval for deployment based on similarity was received from the DPS in October 2025.

In February 2025, the Company also submitted a petition for Commission approval in relation to M225 modules (variants E, K, and L) to be used for commercial and industrial applications (~1.5% of gas customers). The Company initiated witness testing in April 2025 for these modules and successfully completed the tests of these variants at the end of September 2025. Formal Commission approval to deploy the M225 module E, K, and L variants was received in November 2025. In February 2026, the Company submitted an updated petition for the

M225 module M variant based on similarity to the already approved variants (i.e. E, K and L) and started the witness testing in March 2026.

Finally, the Company initiated witness testing of cellular G480 gas smart meters in December 2025 to accommodate approximately four percent of the gas customer population that are outside the FAN service area. Upon successful completion of witness testing in March 2026, the Company received the final approval of these gas smart meters during May 2026 PSC session.

3.5 Firmware Upgrade

In partnership with L+G, the Company established a team to monitor network and meter connectivity performance due to small pockets of service areas having minor communication issues. The primary focus is to minimize the impact on customer experience. The team identified issues and then root caused and remediated the issues resulting in a 99% successful billing rate. One of the remediations required updating field device firmware to improve gas module connectivity. At the time of this report, 97% of the field installed devices have been upgraded to the required firmware. The team is continuously improving with firmware upgrades, while measuring and monitoring daily performance to support full-scale deployment.

3.6 Opt-Out

3.6.1 Opt-Out Intent

Since AMI deployment began, the Company has received approximately 47,038 opt-out intents for AMI meters from customers through April 30, 2026. This represents 2.2% of electric meters and 1.4% of gas modules, noting that some customers have electric or gas-only service, and some have both electric and gas services. Based on the total number of endpoints, the rate of opt-out intent stands at 2.02%.

Regions	Opt Out Intent				Opt out intent cancel	
	Total electric endpoints	Total gas endpoints	Total endpoint	Opt-out intent rate	Electric endpoint	Gas endpoint
Capital	4,256	2,773	7,029	1.25%	624	403
Northeast	3,859	1,112	4,971	1.65%	349	138
Central	4,650	3,188	7,838	1.59%	661	489
Mohawk Valley	2,870	1,663	4,533	2.04%	312	186
Northern	2,134	493	2,627	1.52%	246	67
Frontier	9,056	0	9,056	2.68%	589	0
Genesee	5,247	0	5,247	5.22%	596	0
Southwest	5,737	0	5,737	5.34%	500	0
Total	37,809	9,229	47,038	2.02%	3,877	1,283

Table 3.6.1 AMI Opt-Out Intents by Region through April 30, 2026

As AMI meter deployment has progressed in the Western division (Frontier, Genesee, and Southwest), opt-out rates have trended upward due to already existing negative sentiments from technology adoption and peer utility AMI installations in the area. The Company strengthened its engagement efforts across these regions to rebuild trust, proactively address concerns, and improve overall customer perception. These efforts included targeted local media campaigns, and participation in community events and home shows.

Once customers submit their intent to opt out, they are provided with additional information outlining the loss of benefits, additional fees, next steps, links to additional information, and instructions on how to opt back into the AMI meter installation pool. No associated fees have been implemented for meter opt-outs at this time.

To improve the adoption of smart meters, the Company sent a targeted letter campaign to customers who filed an opt-out intent, informing them of the fees associated with opting out and highlighting the benefits of a smart meter that customers would forgo. Additionally, the Company's automated opt out intent confirmation letter, which customers receive upon submitting an opt out intent, was revised to clearly reflect the associated fees and give customers an opportunity to cancel their intents if made by mistake. These efforts have resulted in over 2,600 opt-out intent cancels to date.

These mitigation efforts, combined with effective communication to customers through various channels, have resulted in a 11% (5,160) opt-out intent cancellation rate as of April 30, 2026. These customers will now receive AMI meters/modules, and the Company will continue to make efforts to improve the adoption of the AMI meters/modules.

During the reporting period, the Company initiated an opt-out authorization pilot in Cortland NY, a highly saturated service area, to measure actual opt-out rates and assess customer responsiveness to the authorization notice. An opt-out authorization form was distributed to 221 customers, clearly outlining the monthly fees that would be incurred upon electing to authorize the opt-out. Customers were provided with the option to return a signed form via mail or to complete the authorization electronically.

Within one month of the initial mailing, the Company received 44 completed authorizations and 9 opt-out cancellations. This indicates that the true opt-out rate is likely to trend below the current opt-out intent rates in each region. A second follow-up notice was subsequently issued to the remaining 168 customers who had not responded. A final notice will be sent to any non-responsive customer, informing them that their opt-out status

will be rescinded if a completed authorization is not received within two weeks of the notice, and an AMI meter will be installed.

<FIRST/SECOND ATTEMPT>
PLEASE RESPOND WITHIN <XX> DAYS.



Smart Meter Opt-Out Authorization Form

Customer Name: <X> 10-Digit Account Number: <XXXXX-XXXXX>
Date: <X>

We have received your intent to opt out of our smart meter program. To finalize the opt-out process, please complete this form, sign it, and mail it to us at the address below.

Once your authorization is received and processed, we'll install a standard, non-communicating meter. We will attempt to notify you of installation in advance. Because this type of meter can't send data automatically, a utility representative will visit your property to read the meter in person. The charge shown in the chart below helps cover the cost of this manual meter-reading service.

Manual Meter Fees	Electric	Gas	Both Electric and Gas
Monthly recurring fee	\$15.45	\$15.45	\$21.24
One-time change-out fee If a smart meter has been installed and is being replaced with a manual meter.	\$72.44	\$72.44	\$134.53

By signing and submitting this form to opt out of a smart meter, you, as the account holder, acknowledge and agree to the associated fees. If this form is not completed and submitted, your request cannot be processed and a smart meter will be installed.

I authorize opt out of smart meter for: ☐ Electric ☐ Gas ☐ Both Date: _____

Customer Name: _____ 10-Digit Account Number: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Telephone (primary): _____ Telephone (secondary): _____

Email: _____

Customer Signature: _____ Date: _____

Please return this completed authorization by mail to:
National Grid, Accounts Processing, C-1, AMI Opt Out, 300 Erie Blvd W, Syracuse, NY 13202

If you prefer, you can complete and submit this Authorization Form online.
Scan the QR code to the right to be directed to the online form.



SCAN QR CODE FOR
AUTHORIZATION FORM

If you would like to end your opt-out status and proceed with a smart meter installation, please let us know by:

- Scanning the QR code and completing the opt-out cancel form, or
- Sending us an email at box.UNY.Opt-out@nationalgrid.com with this information:
 - "I authorize National Grid to cancel my opt-out intent."
 - Your name
 - Your address
 - Your account number (optional)

For more information about smart meters, please visit ngrid/smartmeter.



SCAN QR CODE FOR
CANCEL FORM

CM10854 (4/20)

Figure 3.6.1 Smart Meter Opt Out Authorization Form

3.6.2 Default Opt-Out

As the Company progresses toward completing installations and optimizing deployment within targeted geographic areas, certain premises have been identified with pre-existing conditions or ongoing customer access constraints. Consistent with agreements reached during quarterly meetings with Staff, the Company has implemented additional outreach efforts beyond initial communication attempts and field visits. These additional attempts include up to four customer communication attempts (three outbound calls and one written notice), as well as physical visits to the premises. The Company is developing a process/ procedure for instances where access remains unresolved which may include petitioning for a fee to apply to an additional class of opt-outs where meters are read in the interim by AMR.

4. BUSINESS DESIGN AND INTEGRATION

The Business Design and Integration effort continues to advance capabilities that deliver customer, grid, and operational value by leveraging core and advanced AMI functionality. Over the past six months, AMI technology and supporting systems have continued to mature in the following ways:

- Billing system performance remains strong, with continued accuracy and stability as AMI-enabled volumes increase.
- Customer adoption of AMI-enabled tools, including the Customer Energy Management Platform (CEMP), continues to grow as deployment expands, increasing customer access to usage data and insights.
- Customer- and grid-facing applications have further progressed. The Company has expanded rollout of home energy insight tools (e.g., load disaggregation capabilities) to provide customers with more granular visibility into energy usage, while continuing to advance distributed energy resource and EV-related analytics to better understand impacts on the distribution system.
- System integration capabilities have continued to evolve, with scalable, standards-based interfaces that support interoperability and position the AMI platform to integrate future technologies and applications.
- Over-the-air (OTA) functionality is now being regularly utilized to enable remote updates and enhancements to field devices, improving efficiency and reducing the need for on-site interventions.
- Agile delivery methods continue to support iterative development and refinement of AMI capabilities, enabling the Company to adapt to emerging requirements and optimize system architecture, data management, and integration patterns.

4.1 Digital Process Design (DPD)

The Digital Process Design team is responsible for documenting the impacted processes in scope of the program up to level 4, leveraging synergies between business areas. The DPD effort focuses on collaboratively documenting future-state process map/flows and associated business requirements (in the form of acceptance criteria) impacted by the AMI program.

From October 2025 to April 2026, DPD updated four old L4 topics. These included the Remote Connect/Disconnect Move In, Move Out, initially created in 2022 and the highest priority for the program at the time, for which the DPD team refined the failure path with the coordination of several teams and their leadership. DPD also created four new L4 topics.

Overall, the team conducted 21 workshop sessions, with an attendance of 28 participants and 12 business units (on average).

4.2 AMI Estimated Bills

For the current reporting period, 6,133,587 AMI electric bills were produced, of which 16,888 were estimated. This resulted in an estimated bill rate of 0.28% for AMI electric meters, below the target rate of 1.5%.

During this same period, 1,846,344 AMI gas bills were produced, of which 65,449 were estimated. This resulted in an estimated bill rate of 3.54% for AMI gas modules, which is ~5% lower than the previous reporting period. As noted earlier in Section 3.5, “Firmware Upgrade,” ongoing efforts have significantly improved the reading performance of both gas and electric meters. At the same time, the Company continues to obtain manual reads for modules that have been generating consecutive estimates.

4.3 AMI Operations Center (AOC)

The AMI Operations Center (“AOC”) is responsible for meter health and data integrity. The mission is to ensure that the meters are online, communicating and bringing accurate, valuable reading data to the billing stream. The AOC focuses on MDMS operations and exceptions, as well as mitigating meters that are not communicating. The AOC works with multiple internal stakeholders including Account Maintenance and Operations (“AMO”), Customer Meter Services (“CMS”), Meter Field Deployment (“MFD”), Revenue Assurance, and the Unified Technology Operations Center (“UTOC”).

4.4 Customer Energy Management Portal (CEMP)

The Company’s website has been enhanced to display customers’ usage data through various views (day view, bill view, etc.) for residential electric and gas customers. Electric customers can also retrieve their unverified usage data in near-real-time, with usage displayed in 15-minute intervals for the past 24 hours. Gas customers can view their daily usage in 1-hour increments in their day-view widget (note: this data has a 1-day lag). This feature will educate customers about usage patterns and provide insights to improve energy management.

Call Center representatives can guide customers to this widget to help them understand their usage patterns and address concerns about their bills. Customers have expressed appreciation for the availability to see their usage in more real time opposed to receiving a bill for 30 days in the past that they cannot change their habits for, showcasing the benefits of their new smart meter. As deployment and engagement efforts continue, the Company anticipates that customers will use the data from the widgets to make more informed decisions, which may impact their energy usage and potentially result in savings on their monthly bills. Figure 4.4.1 below, shows the before and after versions of the look and feel of the MyAccount portal for customers since transitioning the presentment in-house in late December 2025.



Figure 4.4.1: Transition to the Company's widget presentment (before & after)

Prior to the transition of the widgets, a third-party vendor assisted with sending proactive alerts (High Usage Alerts) to customers. These alerts were triggered when the average energy usage for the current billing period is trending to exceed 25% or more than the same billing period in the previous year. This alert was sent in the middle

of the billing period to allow customers to make behavioural changes that could impact their next bill. The Company successfully transitioned this capability in house on May 1. All AMI customers will be automatically enrolled into receiving the HUA provided they have a valid email address. Customers have the option to opt-out of receiving these alerts at any point. The company will continue to identify suitable avenues to proactively reach out to customers on their energy usage.

Reporting Period Ending	Customers Enrolled in High Usage Alerts	Customers Enrolled in Weekly AMI Reports
April 2024	45,324	45,187
October 2024	159,394	157,974
April 2025	284,433	280,018
October 2025	412,268	404,648
April 2026	435,727*	429,245*

Table 4.4.1 Number of Customers Enrolled in High Usage Alerts & Weekly AMI Reports
**Data through December 31, 2025.*

According to the post-deployment survey, nearly half of the customers who received an AMI meter are aware of CEMP at 2 months (44%) and 6 months+ (44%) post-installation. Among those engaging with CEMP and its feature's, perceived usefulness is higher at 2 months post-AMI meter installation (61%) at baseline (52%). While more customers have used the online management tools at 6-months+ post-installation, the perceived 'usefulness' of the online tools drops off at 6-months+ post-installation (46%). The Company's post-installation campaign will target building customers' perception around the usefulness of these widgets as they leverage the data to make informed decisions.

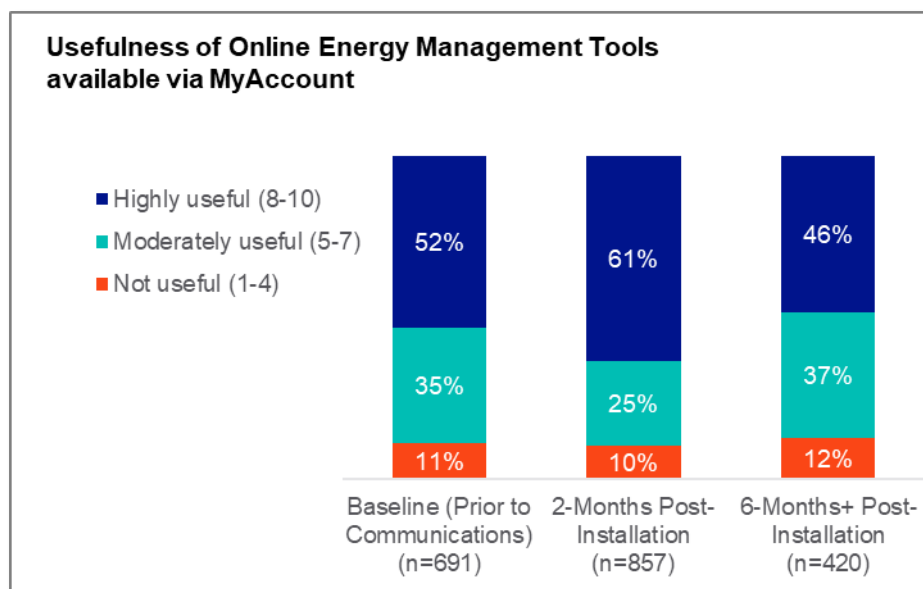


Figure 4.4.3: Usefulness of CEMP

4.5 Grid Edge Computing – Load Disaggregation

The Company has continued its effort to ensure that appliance-level usage data is available to customers through a third-party vendor, Sense. Ten zip codes with high meter saturation were identified initially, and the Company, through its third-party vendor, Landis+Gyr, began upgrading the meter firmware to enable the Sense Home App.

During the reporting period, the Company expanded upgrades beyond the 10 zip codes to maximize the enablement and broaden the reach of Sense availability to customers. This approach enabled the Company to invite over 10,000 customers to voluntarily onboard and begin utilizing the Sense Home App. The Company sends out communications monthly to customers with upgraded meters, driving increasing engagement. The Company's email campaigns have achieved an open rate of over 55%, exceeding industry benchmarks and demonstrating strong customer interest in the appliance level, disaggregated insights. As of April 30, 2026, over 460 customers onboarded the Sense Home App, with a 65% month-over-month return rate.

The Company identified that customers whose meters may not have the upgraded firmware might attempt to set up the Sense Home App. To this effect, the Company worked with Sense on a process that would enhance customers' experience and ensure they are prioritized for a firmware upgrade, enabling them to set up the Sense Home App sooner.

Over the next reporting period, the Company has plans to revisit post installation communications for smart meter customers to include encouraging utilizing the Sense Home App and continue to scale across the Company's service territory.

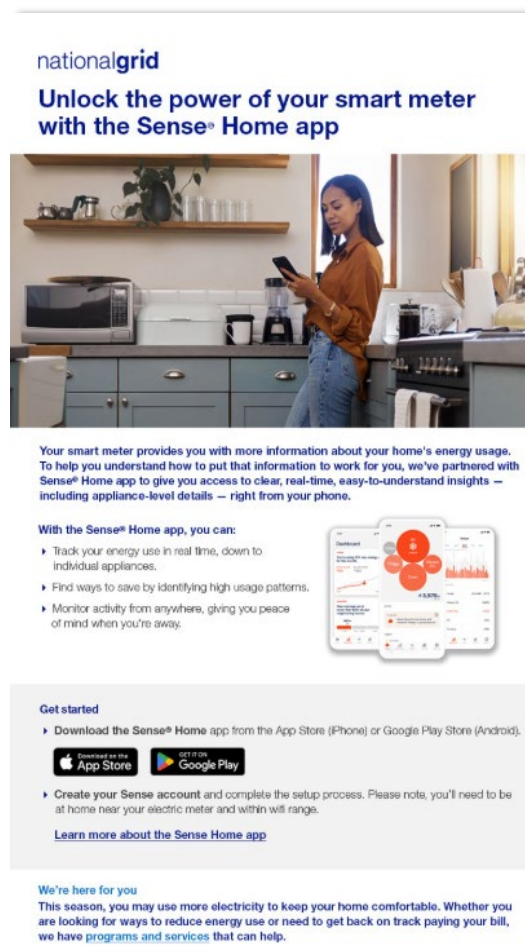


Figure 4.5.1: Sense Home App Email Communication

4.6 Green Button Connect (GBC)

Prior to AMI deployment, National Grid enabled Green Button Connect My Data (“GBC”) for all upstate New York residential and small commercial customers in March 2021. In March 2026, GBC became available to National Grid upstate NY AMI customers.

Once authorized by the customer, GBC shares relevant customer data with certified third-party companies. To qualify, third-party companies must enter into a Data Security Agreement and execute a Self-Attestation.

As of April 2026, fifty-nine (59) third-party companies have registered with the Company’s Green Button Connect platform. The number of third-party companies is expected to grow as a marketing effort has been launched to inform customers and third parties about GBC. A list of authorized third parties is updated on a quarterly basis and can be found on the Company’s website.

The Company continues to evaluate ways to leverage GBC to improve customer experience.

4.7 Remote Connect / Disconnect

Remote Connect/Disconnect capabilities will be rolled out in three phases: Move In/Move Out (September 2026), Emergency (April 2027, with a manual work-around delivered September 2025), and Collections (April/May 2027).

Phase 1 Move In / Move Out (September 2026): Upstate New York National Grid (UNY) operations will be able to issue remote connect and disconnect command(s) from the Customer Service System (CSS) when a customer moves in or out of a premise. CSS will be able to issue commands from CSS to the MDMS that will instruct the MDMS to connect or disconnect a meter remotely. This command remotely opens or closes an internal service switch to turn on or off service to a customer.

Remote Connect or Disconnect batch command(s) originate with CSS that will send a request to the MDMS to Connect or Disconnect the customer. The MDMS then sends the request to the command center (Head End system), which then communicates to the meter via the mesh network to open or close the switch. Once the switch status has been changed, the meter communicates back to the command center, which communicates back to the MDMS. Finally, the MDMS communicates back to CSS, confirming that the Connect/Disconnect was successful or unsuccessful.

Phase 2 Emergency (April 2027) with Manual work around (September 2025): Emergency remote disconnect allows National Grid to remotely disconnect electricity service at the premise level at the request of first responders and field crews. Full integration of emergency remote disconnect into backend systems is anticipated to be completed by April 2027. Emergency remote disconnect functionality for fire calls is now live, enabled through a manual account update. This accelerated deployment delivers an important safety feature for customers.

In addition, in instances when a meter cannot be reconnected post-emergency due to site conditions, National Grid has improved the process of the remove-meter-order by assuring customers are contacted regarding their re-connect and billing options after emergencies have been resolved.

Phase 3 Collections (April/May 2027): Design work has been completed.

Field personnel from Upstate New York (UNY) National Grid can remotely issue disconnect commands after visiting a premise using the Field Service Lighting (FSL) system during the collection process. These commands

originate from FSL and are transmitted to the Landis+Gyr (L+G) Meter Data Management System (MDMS). The MDMS then forwards the request to the L+G Command Center, also known as the Headend system.

The Command Center communicates with the meter via the mesh network to open or close the switch. This mesh network ensures reliable communication between the Command Center and the meter, even in areas with challenging connectivity. Once the switch status is changed, the meter reports back to the Command Center, which updates the MDMS accordingly. The MDMS then confirms the success or failure of the disconnect command back to FSL.

This process allows for efficient and remote management of meter operations, ensuring timely responses during the collection process, and enhancing overall operational efficiency.

4.8 Outage Management

The Company's AMI Outage Management initiative continues to evolve how National Grid detects, verifies, and responds to power outages. By leveraging power status and outage notifications from AMI-enabled electric meters, the Company is enhancing situational awareness for operators, supporting more informed decision-making, and laying the foundation for future operational efficiencies, while ensuring appropriate governance and operational readiness to enhance the overall customer experience.

Key Capabilities and Progress

- **Meter Ping Functionality:** As of October 2024, authorized operators can remotely “ping” meters via ADMS and the Command Center to manually validate meter power status. PING is currently used as a decision support tool in limited scenarios, such as confirming power restoration following an outage or identifying non-reportable outages prior to dispatching field resources
- . Operator initiated PING enhances outage verification and can reduce unnecessary field visits.
- **Automated Outage Events (PON / PRN / MOF):** AMI meters send Power Off Notifications (PONs), commonly referred to as “Last Gasp” notifications, when power is lost. These notifications are processed by the Smart Data for Outage Management (SD-OM) module, which applies filtering, validation logic, and timing rules before forwarding information to OMS and ADMS for operator awareness. Power Restoration Notifications (PRNs) are used to confirm when power is restored. If restoration occurs within a defined Momentary Outage Frequency (MOF) window, the corresponding PON is canceled, preventing unnecessary outage responses related to momentary interruptions.
 - **PON:** Technical integration enabling AMI meters to send PONs to ADMS was completed in December 2024. While this integration enhances outage visibility, PONs are not currently used as automatic triggers for crew dispatch or outage creation and remain an informational input
 - **PRN:** PRNs are used to validate restorations and suppress PONs associated with momentary outages.
 - **MOF:** Data analysis is ongoing to refine MOF thresholds and appropriately distinguish between momentary and sustained outage conditions.
 - **Monitoring, Filtering, and Evaluation:** The Company continues to operate in a monitoring and evaluation mode to assess notification accuracy, latency, filtering logic, and operational impacts. Recent efforts have focused on refining business-hours filtering, evaluating momentary outage behavior, and validating data outputs, including learnings from Massachusetts pilot activity.

- As part of this evaluation, the Company is assessing approaches to suppress notifications associated with planned work and electrician-initiated activity. This includes identifying current process and system gaps between work management systems (e.g., Salesforce-based suppression) and feeder-level outage interpretation within ADMS. These gaps are being analyzed to avoid unintended outage responses and inform future filtering design, integration, and governance enhancements.
- **Restoration Verification:** Increased visibility of power status with the ability to bulk meter pings during storm restoration to determine outage status and automate outage closure, pending results. This enables more efficient crew management and deployment and helps avoid unnecessary field visits for false outages. The Company will further develop restoration verification processes, integrate AMI data into customer communications, and enhance regulatory reporting.

Benefits and Expected Outcomes

- Faster and more accurate outage detection and verification.
- Reduction in unnecessary truck rolls, resulting in operational savings and lower emissions.
- Improved Estimated Time of Restoration (ETR) accuracy and customer communications.
- Enhanced ability to confirm restorations remotely, supporting efficient storm response and post-event analysis.

4.9 Volt-VAR Optimization (VVO)

VVO incremental optimization is not expected until after the project years end and therefore metrics are not currently available. VVO benefits were not anticipated until 2027. The AMI program will continue to work with Electric Operations and in coordination with the Company's overall long-term VVO strategy.

5. CUSTOMER AND COMMUNITY ENGAGEMENT

5.1 Customer Communications and Engagements

Customers and their satisfaction remain the primary focus for the Company as AMI devices continue to be installed across the service territory. The Company engages customers through a phased approach beginning 90, 60, and 30 days prior to installation and continuing post-installation, with messaging aligned to this timing to raise awareness, educate, empower, and enable customers to understand and use AMI-enabled features and tools.

Ninety days prior to installation, the Company begins engaging in mass media communications such as radio, video, digital, and out-of-home advertising. At 60 days prior, customers receive a personalized mailed or emailed letter, based on communication preferences, notifying them that an AMI meter is coming soon. At 30 days prior, customers receive more detailed messaging on AMI meter benefits through a welcome brochure, bill insert and mailed or emailed letter. At approximately 10 days prior, the Company attempts to notify customers of AMI meter installation via text, email, or robocall. Following successful AMI meter installation, a door hanger is provided to guide customers on next steps.

The Company continues to engage customers through a coordinated post-installation communication plan designed to reinforce awareness and drive adoption of AMI-enabled tools and features. After bulk meter deployment within each service area in Upstate New York, the Company deploys targeted paid media campaigns, including video, digital, and audio, focused on education and enablement. These campaigns are designed to help customers understand the capabilities of their new smart meter and the value of available tools. In addition, customers receive direct communication via mail and/or email after installation, providing more detailed guidance on available features, such as usage insights and energy management tools, along with clear instructions on how to access and maximize these resources. The Company will continue to improve efforts towards post installation communications to drive engagements with benefits.

To support accessibility and ensure consistent access to information, all mass media and direct customer communications direct customers to the Company's AMI website resources. This online hub provides comprehensive information on smart meters and the Company's AMI program, and offers customer communications materials in English, Spanish, and Chinese.

The Company has sent customers over 2.6 million communication pieces (60 and 30-day communication initiatives) from program inception through April 30, 2026. Table 5.1.1 below shows the number of 60/30 Day communications sent by program year. 96% of customers have received at least two communications, which supports driving awareness and reinforcing customer confidence.

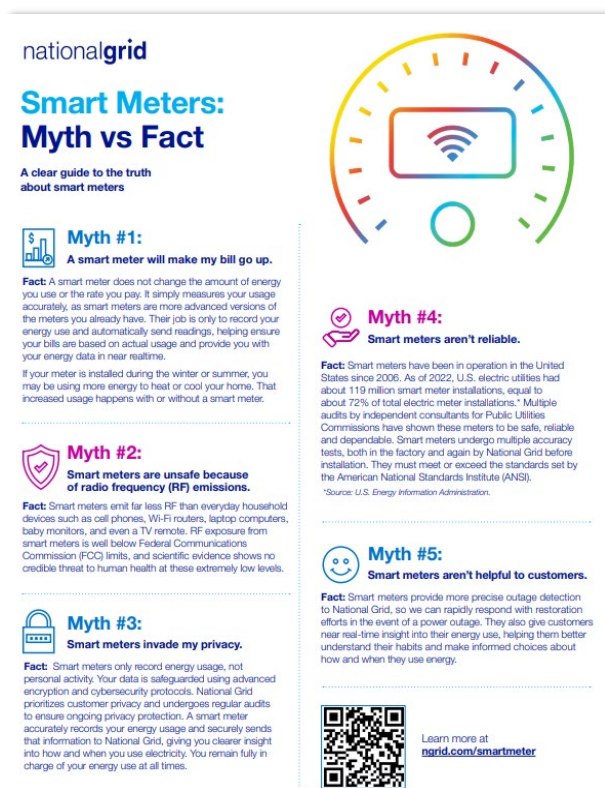
	60-Day Communications	30-Day Communications
Ramp Up	5,844	640
Program Year 1: 7/2023 – 6/2024	494,501	490,456
Program Year 2: 7/2024 – 6/2025	269,719	540,515
Program Year 3: 7/2025 – 6/2026	369,942*	446,146*
Program Year 4: 7/2026 – 6/2027	-	-
Total Communications Sent	1,140,006	1,477,757

Table 5.1.1 30-Day and 60-Day Communications Sent by Program Year

**: as of April 30, 2026*

From the start of the program year through April 30, 2026, the Company has seen excellent engagement rates from customers on 60 and 30-day notifications, exceeding industry performance benchmarks. Email campaigns achieved an open rate of ~65%, more than double the industry standard of 28.15%, and a click-through rate (CTR) of ~5.3%, significantly surpassing the benchmark of 1.45%. These results indicate high customer trust, relevance of content, and effective targeting strategies. Similarly, the smart meter landing page, which drives traffic from several pieces of collateral (i.e. doorhangers, letters, and bill inserts), has seen an exceedingly high engagement rate of 79.65%.

The Company leverages feedback from surveys, field employees, customer service representatives, office staff, customer inquiries, and concerns to enhance communication collateral. During this reporting period, the company reviewed the 30-Day notification brochure to provide clarity and highlight additional benefits now available to many customers (i.e. Sense Home App). In addition, the Company developed educational materials to address concerns associated with AMI meters. These materials are shared online and with customer-facing teams,



including Consumer Advocates, to help provide accurate information and support transparent, informed conversations about smart meter technology.

Figure 5.1.1: Smart Meter Myth vs. Fact Customer Flyer

5.2 Market Intelligence

As the Company continues to roll out AMI meters in its UNY territory, the Market Intelligence team monitors customer awareness and experience with AMI meters at three touchpoints along the customer's journey (pre-installation, 1-2 months post-installation, and 6 months+ post-installation).

The Pre-Deployment Baseline Survey is fielded to customers prior to the start of 90-day communications in a given geographic area and is designed to establish a baseline measure of awareness, interest, and attitudes towards

AMI meter offerings prior to formal communications launch. This is valuable information for the Company to understand the “starting point” of where customers are in terms of AMI meter knowledge.

The Post-Installation Survey is fielded monthly to customers approximately 2 months after receipt of their AMI meter. This survey is designed to monitor changes in awareness of AMI meters and provide insights into the installation experience.

The Long-Term Tracking Survey is fielded at six-month intervals to customers who have had a meter for 6-months or longer. This survey continues to monitor changes in awareness, satisfaction, and attitudes regarding AMI meters.

The findings shown here present a combination of results from the three surveys conducted between July 2023 and March 2026. The findings encompass insights from customers in the Central, Capital, Northeast, Northern, Mohawk Valley, Southwest and Genesee and Frontier regions prior to the installation of their meter; customers who received their AMI meter between September 2023 and January 2026 at 2-months post-installation; and insights from a portion of customers who received their AMI meter between August 2023 and June 2025 at 6-months or longer post-installation. Results are among residential customers only.

National Grid Region	Baseline Survey	Post-Installation Survey	Long-Term Tracking Survey
Central	622	1,570	817
Capital	499	881	277
Northern	476	295	222
Mohawk Valley	270	304	148
Northeast	449	365	126
Southwest	385	156	11
Genesee	435	143	-
Frontier	435	10	-
TOTAL	3,571	3,724	1,601

Table 5.2.1: Survey Respondents to Date by Region

The Company’s marketing communications are designed to educate customers, and the data indicates they are effective.

The Company is targeting an 80% awareness rate of “AMI meters” at 6 months post-installation. In all regions measured to date, AMI meter awareness at 6-months+ post-installation exceeds the target, surpassing pre-deployment levels.

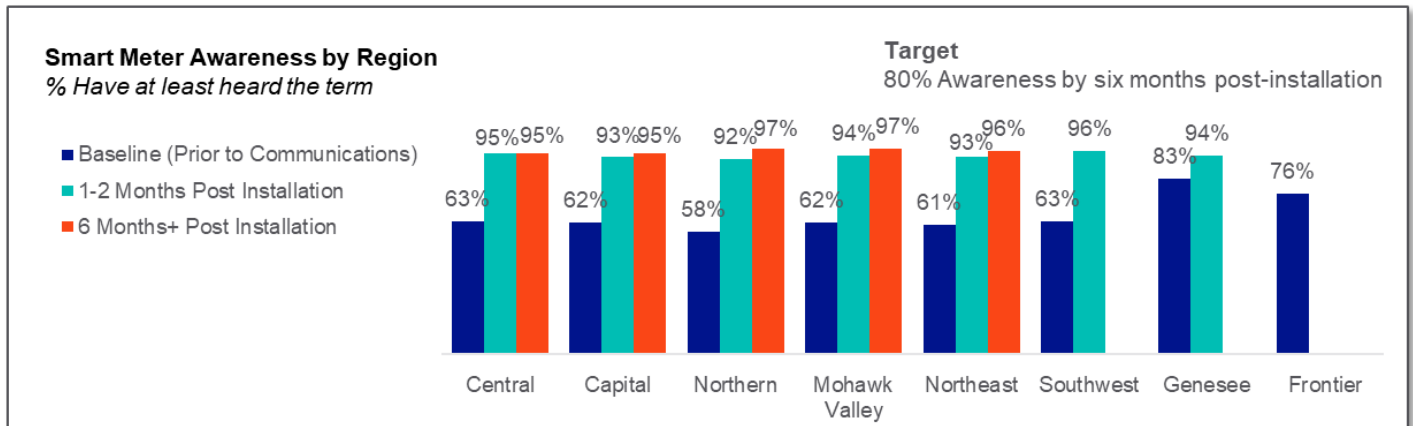


Figure 5.2.1: Awareness of AMI meter (By Region)

In addition to increased awareness, a large majority of customers are satisfied with the Company's efforts to inform them about the AMI meter installation (84%); and strongly agree that communications were timely (70%), easy to understand (67%), and provided all the information they needed (61%).

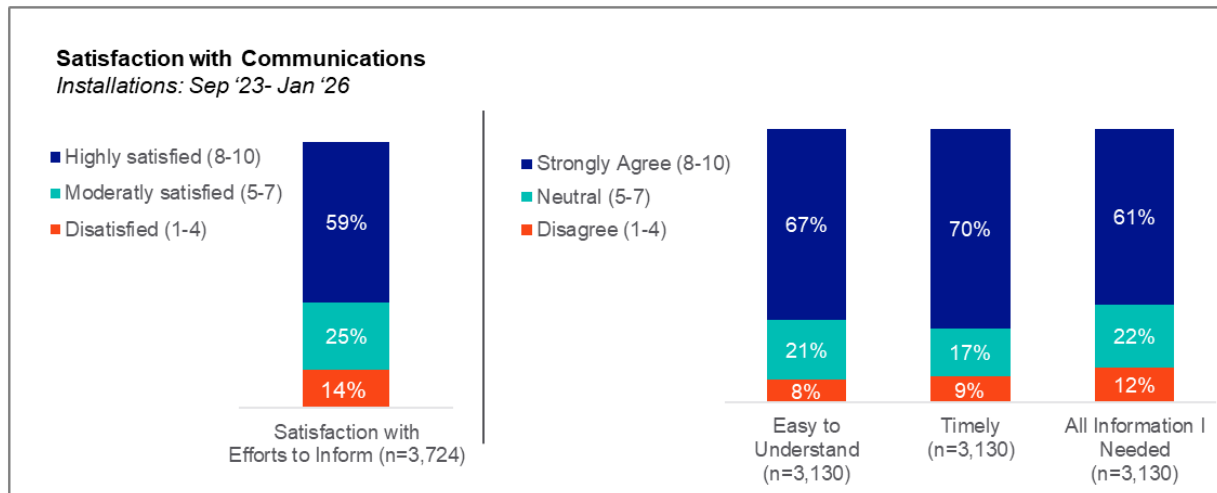


Figure 5.2.2: Satisfaction with Communications Efforts

Customers are largely satisfied (85%) with the installation process, with around three quarters (71%) being highly satisfied. A moderate proportion (59%) of customers either spoke to or saw an installer during the meter installation process. Most who interacted with or saw the installer felt that the installers were courteous/respectful (87%), had a professional appearance/manner (90%), and left the surrounding area undamaged (83%).

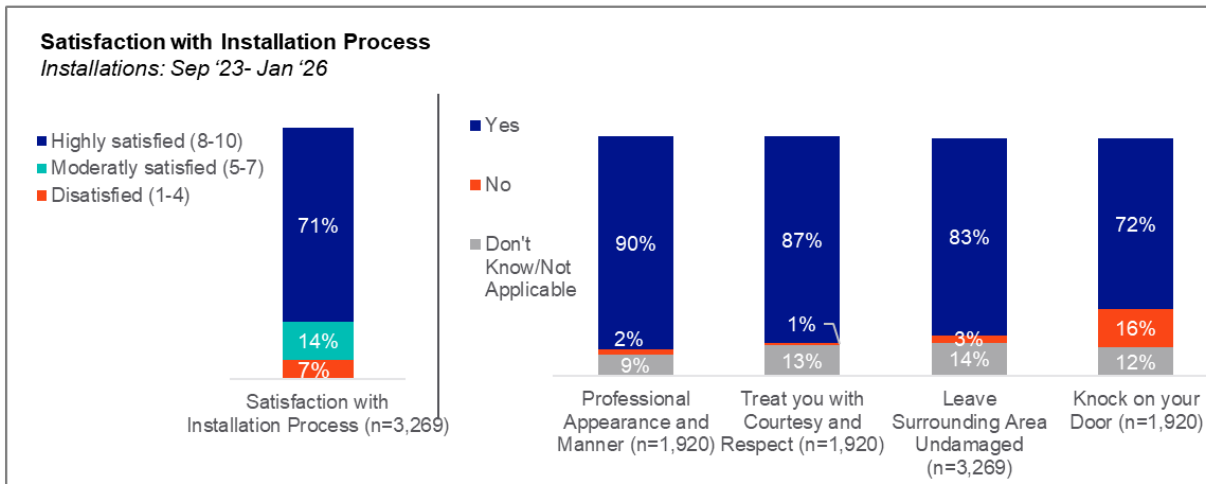


Figure 5.2.3: Satisfaction with the Installation Process

5.3 Community Engagement

The Company has engaged in multiple outreach events and community forums to facilitate discussions with customers and address questions regarding the Company's AMI meter installation efforts. Conversations this reporting period have revolved around deployment schedules, the installation process, and bill related inquiries related to Time of Use rates and whether the smart meter causes an increase in usage/monthly bills.

During the current reporting period, twenty-two community events were conducted. Events will continue to be scheduled primarily in the Western part of the state throughout deployment, and revisiting areas with meter saturation to speak to the community about customer benefits with their new AMI electric meters and AMI gas modules. Table 5.3.1 below showcases the number and types of events conducted.

Community Event Type	Ramp Up Period	Program Year 1 7/23-6/24	Program Year 2 7/24-6/25	Program Year 3 7/25-6/26	Program Year 4 7/27-6/26
Consumer Advocate Expo		8	6	7	
Senior Organizations		6	2	3	
Farmers Markets		4	1		
Youth Education		5	4	2	
Libraries	4	7	1	1	
Municipalities	2	4	4	1	
Community/Bus Orgs		6	9	5	
Regional Home Shows			6	2	
National Grid Internal Events		2	2	12	
Total Community Events	6	42	35	33*	

Table 5.3.1: AMI meter Community Engagement Events

**Through April 30, 2026*

At events throughout the service territory, customers have responded positively to the rollout of the AMI meters. Customers have shared that they appreciate having access to a visual representation of their energy use, are positive about the automatic power outage detection feature, and understand that the current metering infrastructure is nearing the end of its useful life.

Frequently asked questions include whether a customer needs to be home during installation to include if their meter is inside, whether it's safe for the workers, given that they have a backup generator; and if there are changes to how they can pay their bills. New inquiries are generally addressed in the FAQ section of the Company website, which can be found at www.ngrid.com/smartmeter.

The Company partnered alongside its consumer advocates team to target specific events, supporting customers experiencing financial hardship and promoting equity across the communities it serves. Additionally, the Company was present at their largest event of the year, the Buffalo Home Show in March 2026, and engaged/had intentional conversations with over 1,000 customers over the course of the shows two back-to-back weekends. As meter deployment expands, the Company will continue to seek opportunities to engage the community.

In addition to participating in community events, the Company has collaborated with local media outlets and publicists to strengthen awareness of AMI's benefits and demonstrate the simplicity and efficiency of the installation process across the communities it serves. These efforts through print, digital, and video media engagement have ensured transparent communication, foster public trust, helps answer customer inquiries and support informed decision-making within each community.



Figure 5.3.2: AMI Print Publication (The Tribune/Sentinel), Western NY



Figure 5.3.3: Buffalo Home Show Customer Engagement: Western, NY

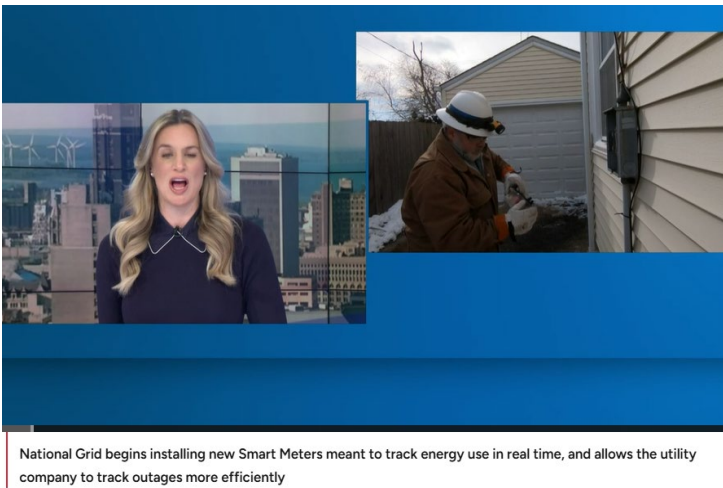


Figure 5.3.4: Media Engagement (2WGRZ Buffalo): Western, NY

6. CHANGE MANAGEMENT

6.1 Training Affected Internal Stakeholder Groups

The AMI Change Management team develops learning and engagement opportunities for affected internal stakeholder groups to enhance their awareness and adoption of the AMI program. The goal is to ensure employees are trained and prepared for changes in business processes as AMI is deployed. Training topics are derived from the Digital Process Design workshops to ensure process alignment with internal stakeholder approval. The Change Management team continues to play a significant role in attending Digital Process Design (DPD) sessions, capturing change impacts to inform future training needs for capabilities that will be deployed in the coming year.

For this reporting period, particular focus was given to planning for the gas module deployment effort, creating training strategy and materials to prepare various stakeholders including CMS, I&R, Dispatch, and AMO for deployment of gas modules.

- AMI Refresher training was prepared and delivered to the AMI team within the Contact Center, with content that will now be used for all new hire training going forward.
- Training materials on managing calls related to the Sense Home App were also provided to the Contact Center as the Company scales communications to new customers.
- An e-learning was finalized and delivered to the Contact Center regarding the changes to UWP with AMI. It was uploaded into their learning plan in Success Factors and is part of the required learning for all agents.
- In March 2026, a “field foundations” course, providing a comprehensive overview of information for meter technicians on AMI deployment, was delivered to CMS.
- Provided L+G training sessions on various edge app technologies such as GLA, IVM, & PQM.

6.2 AMI Education and Updates for Employees

Strategic communications were shared with internal stakeholders to keep them abreast of program updates and milestones in the form of newsletters, FAQs, information sessions, bulletins, and live videos. The NY AMI Download newsletter and Leadership Advisory call also took place during the reporting period, updating key internal stakeholders on program milestones and upcoming events. Leadership Advisory calls typically see attendance of 30+ cross functional leaders, including VPs and Directors.



Figure 6.2.1 - Smart Meter Intranet News Article

Complementing these efforts, communications and content were delivered throughout this reporting period to the broader employee base, aligning messaging and visibility across platforms. This included posting two news articles to the Company’s “Grid: home” intranet site: *“Smart Energy Starts Here”* and *“Smart Meters and High Bills: Myths Busted.”* In addition, the Company sent celebratory communications about the AMI program achieving 2 million endpoint installations across both New York and Massachusetts. The team supported communications related to a systemwide disaster recovery event in partnership with L+G that temporarily impacted multiple internal IT systems during the successful exercise.

To further expand awareness and engagement, Lunch & Learn sessions were organized to increase program visibility and understanding among broader internal stakeholders. These included presentations to:

- Electrical Planning and Design and Asset Management teams focused on the data that is currently available from the AMI Meters and ways that data could help them with their work in the future.
- Energy Efficiency teams reviewed benefits and the edge app technology that is available within the meters. Take-aways include next steps on how the technology may be able to help their work and their customers in the future.

6.3 Business Readiness

In March, we launched a comprehensive business readiness dashboard to help the program and wider business understand the core capabilities slated to go live this year.

The dashboard depicts where we stand against meeting specific criteria linked to process readiness, comms and engagement, training, system readiness, and compliance. Business Readiness leads meet regularly with highly impacted stakeholder groups in partnership with our change business partners to review readiness criteria and to review watch items as we move toward go-live of these elements within our Agile deployment structure. The dashboard has increased visibility and program awareness into the elements of change that are critical to capability go-live.

7. EXPENSE SUMMARY

Details of the cumulative expenditures related to AMI, from Program inception through the Company's FY 2026 (March 2026), are provided below in Table 7.1 and Table 7.2. The reported expenditures contributed to back-office system support and development, infrastructure development, and progress toward the 6-year Program implementation.

FY26 AMI
Regulatory
Reporting- CAPEX&
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Capital Grouping	AMI Capital Types	Capital Description	FY21	FY22	FY23	FY24	FY25	FY26	Cumulative
A	AMIElectric Development	AMIElectric Meter Equipment and Installation	\$0	\$147,748	\$13,443,190	\$55,130,493	\$104,142,729	\$103,071,819	\$275,935,978
		Equipment and Installation Refresh Cost							
		Support Infrastructure							
		Project Management							
B	AMIGas Development	AMIGas Module Equipment and Installation	\$0	\$148,994	\$1,622,609	\$1,884,510	\$19,891,780	\$49,650,251	\$73,198,143
		Equipment and Installation Refresh Cost							
		Support Infrastructure							
		Project Management							
C	AMIField Area Network Development	Network Equipment and Installation	\$0	\$206,147	\$1,205,579	\$22,213,087	\$14,956,331	\$4,169,429	\$42,750,573
		Equipment and Installation Refresh Cost							
		Support Infrastructure							
		Project Management							
E	AMIIITDevelopment	Ongoing Business Management	\$0	\$2,565,927	\$15,088,131	\$17,944,593	\$10,337,227	\$5,620,918	\$51,556,796
		Customer Service System							
		Cyber Security Software							
		IS Infrastructure							
	Total		\$0	\$3,068,815	\$31,359,509	\$97,172,683	\$149,328,067	\$162,512,417	\$443,441,490

Table 7.1: Cumulative Capital Expense Summary through Fiscal Year 2026 (March)

e Grouping	AMI O&M Expense Types	FY21	FY22	FY23	FY24	FY25	FY26	Cumulative Total
A	Energy Monitoring Portal	\$0	\$850,447	\$1,469,620	\$2,227,548	\$2,610,184	\$2,645,003	\$9,802,801
	CSS Enhancements							
	Data Lake							
	ESB							
	Information Management							
B	Meter Inventory Management Upgrade	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Load Disaggregation Software							
	OMS Integration							
C	Cyber Security Project	\$0	\$38,435	\$34,780	\$106,449	\$59,063	\$45,971	\$284,698
D	Professional Services - Head End/MDM Solution Program Management	\$250,000	\$535,831	\$2,350,409	\$1,135,962	\$1,441,230	\$2,284,451	\$7,997,883
	Professional Services - Head End/MDM							
	Systems Implementation Workstream							
E	Software Purchase Fees - Headend	\$0	\$0	\$0	\$0	\$1,344,000	\$6,653,418	\$7,997,418
	Software (HES, MDMS, NMS, FDM)							
	Software Fees - Headend Software (HES, MDMS, NMS, FDM)							
F	Telecom	\$0	\$113,896	\$122,306	\$791,888	\$694,878	\$801,831	\$2,524,798
G	AMI Additional Meter Data Services Labor	\$0	\$0	\$167,759	\$134,884	\$3,125	\$44,925	\$350,693
H	Cost from account maintenance and operations, implementation	\$0	\$0	\$151,315	\$1,539,112	\$649,602	\$988,773	\$3,328,802
I	Customer Engagement Plan	\$0	\$37,134	\$796,549	\$2,355,582	\$5,316,290	\$5,634,963	\$14,140,518
	Customer Engagement Plan Labor							
J	AMI Demonstration Period	\$0	\$17,888	\$76,979	\$79,555	\$114,534	\$154,555	\$443,511
K	AMI External Project Management	\$75,149	\$9,024,121	\$15,088,557	\$12,825,992	\$13,899,363	\$11,700,954	\$62,614,136
	AMI Internal Project Management							
	AMI Internal Project Management							
	Business Support							
Total		\$325,149	\$10,617,752	\$20,258,273	\$21,196,972	\$26,132,269	\$30,954,843	\$109,485,258

Table 7.2: Cumulative Downward Only Operational Expense Summary through Fiscal Year 2026 (March)

Of note, and aligned with the Company's update to DPS Staff at the AMI Program Quarterly Update on April 21, 2026, the Company has identified financial headwinds and higher than anticipated forecasted Program spending, primarily due to:

Increases in AMI Solution Costs

1. Increased costs attributable to post-BCA inflation and economic conditions affecting labor and materials.
2. Program design assumptions that impacted concurrent electric smart meter and gas module deployments. These changes in the Program's deployment sequencing altered the design assumptions, reducing expected coordination efficiencies and driving incremental installation visits.

Federal Import Tariffs

Materials imported from impacted countries (i.e., gas modules sourced from Vietnam, and electric meters sourced from Mexico) have experienced cost increases, resulting in adverse impacts that fall outside of the Program's control. The Company is closely watching the developments in all appropriate import tariff proceedings, including the Supreme Court ruling in February 2026 on import tariff illegality and subsequent potential reimbursement procedures, and remains in close contact with Landis+Gyr to ascertain relevant updates.

Mitigation Efforts

Despite known financial headwinds, the Program has already mitigated a portion of these headwinds through various operational and inventory strategies across its three Divisions and will continue to pursue additional efficiencies to help offset envisioned cost increases through the remainder of deployment.

Through completion of FY26, the anticipated forecast for the AMI Program is \$668M, or \$51M higher than the Totex Cost Cap of \$617M. This overrun is primarily Capital in nature.

8. BENEFITS REALIZATION

As the Advanced Metering Infrastructure (AMI) Program evolves, the Company continues to unlock new functionalities for both business operations and customer engagement. To support this evolution, the Company has developed a robust framework to validate and track the benefits enabled by these advancements that exist within the Company's current state of operations. In accordance with the guidelines established by the original Benefits Implementation Plan (BIP) in 2021, the Company will provide updates on implementation progress.

Over the past several months, the Company has further embedded benefit validation and implementation as a core component of its overarching business readiness framework. This approach has already produced stronger engagement with internal business areas to more effectively enhance the Company's ability to track efficiencies and ensure that validated benefit assumptions are realized. The Company prioritized its focus on the Type 1 and Type 2 benefits as identified in the Benefits Implementation Plan but is also actively seeking new value opportunities that drive incremental benefits for the Company and for customers.

Due to unanticipated challenges the Program has encountered since inception, the envisioned benefits realization timeline (and not the estimated benefits themselves) has been adjusted per the most recent Semi-Annual report filed 11/30/25. This is illustrated below in Table 8.1.

Benefit	Previous Start Date*	Previous Steady State*	Adjusted Start Date	Adjusted Steady State	Financial Year 1**	Financial Year 2**	Financial Year 3**
AMR Meter Reading	Q2 2024	2027	Q3 2027	2028	\$--	\$--	\$0.92M
Remote Meter Investigation	Q2 2024	2027	Q3 2027	2028	\$0.70M	\$1.27M	\$1.41M
Remote Connect & Disconnect	Q2 2024	2027	Q3 2027	2028	\$--	\$3.44M	\$7.80M
Reduction in Claims	2027	2027	Q4 2027	2028	Benefits validation in progress		
Outage Management	2027	2027	Q1 2027	2028	\$0.77M	\$1.07M	\$1.28M
Field Collection System (FCS Meter Reading)	Q2 2024	2027	N/A	N/A	Not Applicable***		
Interval Meter Reading (MV-90 meter-related costs)	2023	2023	N/A	N/A	Not Applicable****		
Energy Insights/High Usage Alerts	2023	2026	TBD	TBD	Benefits validation in progress		

Volt-VAR Optimization	2027	2027	TBD	TBD	Benefits will commence post-program period
Time-Varying Pricing	TBA	TBA	N/A	N/A	Requires regulatory approval of a time-varying rate
Electric Vehicle Pricing	TBD	TBD	N/A	N/A	Ongoing analysis

Table 8.1: Adjusted Benefits Realization Table

**Previous start date refers to the start and steady state dates initially identified in the AMI Benefits Implementation Plan filed January 2021.*

***Financial Year refers to Company Fiscal Year (April through March, Year 1 beginning April 2026)*

****AMI has not been approved for the Company's Downstate NY gas-only region. As a result, the Company will continue to rely on the FCS for opt-outs and for gas customers in Downstate NY. Additionally, the reduction in meters for Upstate NY does not meet the threshold outlined in the software agreement with the Company's current FCS vendor, preventing any potential savings.*

*****The meters currently in use for the Company's large wholesale and Commercial & Industrial customers are out of scope for exchange by the Company's AMI program deployment and will continue to be read using the Company's MV-90 system. There is currently no billing option available for these customers through the Company's AMI solution. Lastly, the Company's MV-90 system is employed to read customer-owned meters and tie points from other utilities and will need to remain in service.*

Through deeper collaboration with internal stakeholders, the Company has also identified and is exploring numerous Customer- and Company-facing benefits that were not identified and outlined in the original Benefits Implementation Plan. Incremental Company-facing value delivery does ultimately benefit customers through a diversity of mechanisms, including, but not limited to, increased customer service and satisfaction, lower cost of the Company's operations due to AMI functionality, and increased operational and customer safety.

Below is a non-exhaustive list of identified benefit opportunities that the Company intends to further internal evaluate and validate:

Field work reduction and operational efficiencies

The Company has identified additional value opportunities which will replace manual, field-based processes with remote capabilities and automation.

- Ability to mitigate long-term estimate billing and stopped meters due to legacy equipment failures, reducing the need for unnecessary site visits, faster issue resolution and improved field crew allocation.
- Reduced overhead line disconnects at the pole eliminate hazardous and costly manual disconnects creating safer and more efficient processes.
- Automated and accurate meter reads reduce work order billing errors and requires fewer validations through premise visits.
- Crews use better data to prioritize and bundle field work, allowing for increased field effectiveness, which allows for more jobs completed per day and less idle time.
- Automated service order creation will trigger workflows automatically. This eliminates manual initiation and speeds response time.

Revenue Assurance and Loss Prevention

The Company has identified additional value opportunities to capture lost revenue, reduce leakage, and improve billing accuracy.

- Detection of consumption gaps during move in and move out windows through remote interval meter read technology allows for prevention of unbilled usage and continuous monitoring closes existing process gaps.
- The ability to remotely disconnect meters due to non-payment allows for replevin avoidance, which resolves costly legal fees, revenue loss and safety concerns.
- Detection on early use on inactive meters will flag energy use when service should be turned off, identifying theft or process failures and allowing for speedy resolution
- Upon AMI installation, detection of existing reverse wiring will allow for quick identification of incorrect prior installs or device tampering, which prevents theft or billing inaccuracies.
- Detection of non-net meter solar customers helps us identify meters that are generating but are not properly enrolled, ensuring proper billing and tariff treatment.

Advanced Visibility & Intelligence

The Company has identified additional value opportunities in unlocking new operational awareness through real-time data, alarms, and analytics.

- Orientation change detection of an existing meter will alert when there is meter tampering or movement, thereby supporting theft detection and asset integrity
- High temperature alerts from an existing meter potentially detects overheating equipment which prevents failures, outages and fire risks

Lastly, the Program has established a formal intake process to identify, solicit, and evaluate incremental AMI use case opportunities across all NY business groups, building on the core AMI foundation the Company is actively deploying. This process will create a pipeline of future potential work by assessing each opportunity for feasibility, customer and business value, and formal ownership. The Company envisions leveraging this process to further identify new value opportunities not previously contemplated as part of the original Benefits Implementation Plan.

APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS

AWARENESS

Customer knowledge of AMI meters: Measurement of awareness of AMI meter technology, features, and benefits via survey. Baseline awareness to be measured 6 months prior to deployment

Target: 80% of customers with Awareness of AMI at 6 months post deployment for each specific region.

Division	Central			Eastern		Western		
Region	Central	Mohawk Valley	Northern	Capital	Northeast	Frontier	Southwest	Genesee
Baseline	63%	62%	58%	62%	61%	76%	63%	83%
6-Month Post-Installation	95%	97%	97%	95%	96%			

Results are only shown for regions with a sufficient quantity of responses.

Targeted Energy Forum Presentations: Number of forums to provide AMI meter information:

Target: Two or more events per region based on demand.

Division	Central	Eastern	Western	Total
Ramp Up Period	6			6
Program Year 1: 7/2023 – 6/2024	33	9		42
Program Year 2: 7/2024 – 6/2025	17	15	4	36
Program Year 3: 7/2025 – 6/2026	9	17	7	33*
Program Year 4: 7/2026 – 6/2027				

**As of 4/30/2026*

ENABLEMENT & EMPOWERMENT

Customers Using the Customer Energy Management Platform (CEMP):

Number of **NEW** customers in each division with AMI meters that log onto the AMI usage/analytics page at least once, broken down by service class and income-eligible customers.

Division	Central	Eastern	Western	Total New Users
Residential (SC-1)	235,473	189,271	21,812	446,556
Residential Income Eligible	22,165	13,545	1,293	37,003
Small C&I (SC-2)	10,323	8,583	1,190	20,096
Total New CEMP Users	267,961	211,399	24,295	503,655

From program inception through December 31, 2025.

Customers Using the Customer Energy Management Platform (CEMP):

Number of **RETURNING** customers in each division with AMI meters that log onto the usage / analytics page at least once by service class and income-eligible customers.

Division	Central	Eastern	Western	Total Returning Users
Residential (SC-1)	286,633	230,081	19,798	536,512
Residential Income Eligible	28,076	17,082	1,437	46,595
Small C&I (SC-2)	11,860	9,041	877	21,778
Total Returning Users	314,709	256,204	22,112	604,885

From program inception through December 31, 2025.

APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS - CONTINUED

ENABLEMENT & EMPOWERMENT continued

Customers Using Customer Energy Management Platform Functions:

Through Reporting Period	Enrolled in Weekly AMI Reports	Enrolled in High-Bill/ Usage Alerts	Energy Marketplaces (i.e. E-Commerce Platform and Solar Marketplace)	Percent of customers using platform year-over-year
April 2024	45,187	45,324		
October 2024	157,974	159,394		
April 2025	280,018	284,433		
October 2025	404,648	412,268		
April 2026	429,245*	435,727*		

From program inception through December 31, 2025.

Customer Energy Management Platform (CEMP) Satisfaction:

Measurement of satisfaction with Customer Energy Management Platform and other tools via survey.

Baseline customer satisfaction to be measured 6 months prior to deployment.

How useful was the information provided by the online energy management tools overall (scale 1-10)? (% 8,9,10)

Region	Central	Mohawk Valley	Northern	Capital	Northeast	Frontier	Southwest	Genesee
Baseline	55%	52%	49%	53%	51%			
2-Month post-installation	66%	61%	53%	57%	58%			

Results are only shown for regions with a sufficient quantity of responses.

Measurement of Customer Energy Management Platform to drive actions.

Baseline to be measured 6 months prior to deployment: Have you done anything to reduce the energy use in your home in the past 12 months?

6-Months Post-Installation: Since receiving your AMI meter, have you done anything to reduce energy usage in your home that was influenced by the information provided by the online energy management tools? (% Yes)

Region	Central	Mohawk Valley	Northern	Capital	Northeast	Frontier	Southwest	Genesee
Baseline	67%	68%	66%	67%	64%			
6-Month post-installation	54%	59%	60%	60%	58%			

Results are only shown for regions with a sufficient quantity of responses.

Number of Customers using Load Disaggregation App

Through Reporting Period	Total
April 30, 2024	4
October 31, 2024	47
April 30, 2025	57
October 31, 2025	36
April 30, 2026	323
Total at 4/30/2026	467

APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS - CONTINUED

ENABLEMENT & EMPOWERMENT continued

Green Button Connect:

Through Reporting Period	Number of third parties registered with Green Button Connect.	Number of AMI customers sharing their data via Green Button Connect. *
April 30, 2023	44	-
October 31, 2023	49	-
April 30, 2024	60	-
October 31, 2024	70	-
April 30, 2025	76	-
November 3, 2025	5759	
April 30, 2026		

*GBC was made available to NY AMI customers March 2026

DEPLOYMENT

Number and percentage of AMI Electric Meters and AMI Gas Modules installed in comparison to endpoint targets established by the AMI deployment schedule.

	Original Endpoints Planned	Revised Endpoints Planned	Elec Meters Installed	Gas Modules Installed	Total Endpoints Installed	% Endpoints Installed to Revised Plan
* At 04/30/2026						
Program Year 1: 7/2023 – 6/2024	485,000	235,000	203,329	-	203,329	86.52%
Program Year 2: 7/2024 – 6/2025	849,000	1,000,000	661,360	52,915	714,275	71.43%
Program Year 3: 7/2025 – 6/2026	849,000	900,000	360,094	359,333	*719,427	*79.94%
Program Year 4: 7/2026 – 6/2027	151,000	199,000				
Total Endpoints	2,334,000	2,334,000	1,224,783	412,248	*1,637,031	*70.14%

Number and percentage of AMI electric meters and gas modules that were deemed to be faulty.

N/A

Number and percentage of AMI gas meters that were required to be replaced during the installation process (to accommodate gas module installation) in comparison to estimated volume of replacements.

N/A

APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS - CONTINUED

DEPLOYMENT continued

AMI FAN Devices installed (number and percent) in comparison to established targets.

*At 04/30/2026	Original Plan	Revised Plan	Actuals
Ramp Up Period	1,216 (20%)	1,216 (21%)	231 (4%)
Program Year 1: 7/2023 – 6/2024	2,128 (35%)	2,128 (36%)	3,250 (55%)
Program Year 2: 7/2024 – 6/2025	2,128 (35%)	2,128 (36%)	2,109 (36%)
Program Year 3: 7/2025 – 6/2026	608 (10%)	434 (7%)	*309 (5%)
Program Year 4: 7/2026 – 6/2027	TBD Network Optimization	TBD Network Optimization	TBD Network Optimization

Opt-Out Intents Number of residential customers who opt out of receiving an AMI meter.

Target <1%.

Start Date May 18, 2023 Through Reporting Period	Residential	EAP Participants
October 31, 2023	252	12
April 30, 2024	1,879	161
October 31, 2024	5,135	423
April 30, 2025	12,699	1,072
October 31, 2025	22,067	1,422
April 30, 2026	18,140	1,524

BILLING

Estimated Electric AMI Bills by Reporting Period. Target <1.5%

Reporting Period	Total Electric AMI Meters Billed	Electric AMI Meters Estimated	Percent Electric AMI Estimated
Nov 2023 – Apr 2023			
May 2024 – Oct 2024	1,538,829	12,895	0.84%
Nov 2024 – Apr 2025	3,587,324	20,689	0.58%
May 2025 – Oct 2025	5,135,625	60,465	1.18%
Nov 2025 – Apr 2026	6,133,587	16,888	0.28%

Estimated Gas AMI Bills by Reporting Period. Target <1.5%

Reporting Period	Total Gas AMI Modules Billed	Gas AMI Modules Estimated	Percent Gas AMI Estimated
Nov 2023 – Apr 2023	-	-	-
May 2024 – Oct 2024	-	-	-
Nov 2024 – Apr 2025	1,158	92	7.94%
May 2025 – Oct 2025	537,271	45,818	8.53%
Nov 2025 – Apr 2026	1,846,344	65,449	3.54%

APPENDIX A: NATIONAL GRID – AMI REGULATORY METRICS - CONTINUED

OUTAGE MANAGEMENT

Number of power restorations identified through AMI that the Company did not have to send a crew or call to confirm.

Reduction in fuel consumption and vehicle emissions due to reduction in false outages requiring a truck roll.

The number of outage cases that the Company positively confirms through the AMI system.

Power off Notifications (PONs) was enabled in New York on March 16 20206 in a controlled, learning-oriented environment.

SYSTEM OPERATION & ENVIRONMENTAL BENEFITS

Number of networks/feeders with AMI deployed and implemented Volt-VAR Optimization (“VVO”).

Incremental load reduction (MWh) attributed to VVO

Emissions reductions savings attributed to VVO.

VVO benefits are not anticipated until Year 7 of the AMI Program.

AMI PROGRAM PROGRESS

Achievements of key program milestones. Program milestones, such as the completion of the back-office systems, customer engagement solutions, and the number of meters installed. These metrics will provide appropriate control and oversight of the program.	The Company will report this information for tracking purposes.	Please see the body of the report.
Identify and track delays in meeting key program milestones, the cause of such delays, and updates to the project schedule by key milestone. At a minimum, these key milestones shall include progress under the AMI Benefits Implementation Plan, use of AMI data for complex billing, and progress under the Customer Engagement Plan.	The Company will report this information for tracking purposes.	Please see the body of the report.