Advanced Metering Infrastructure (AMI) Semi-Annual Metrics Report

November 30, 2025

Niagara Mohawk Power Corporation d/b/a National Grid

nationalgrid

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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 November 2025 Advanced Metering Infrastructure (AMI) Semi-Annual Metrics 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 October 31, 2025. Table 1 represents relevant AMI Program schedules and reporting periods. Additional information on AMI regulatory metrics is provided in Appendix A.

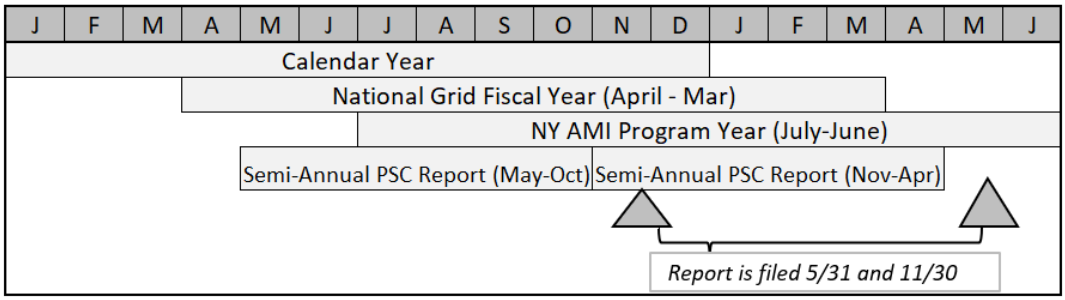

Table 1 AMI Program Schedules and Reporting Periods

2. AMI Program Progress

Over the past six months, the AMI roadmap has continued to guide the program in delivering functionality and capabilities to enable full-scale electric meter and gas module installation.

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 scale deployment in April 2025 starting with the Central Division and subsequently expanded to the Eastern Division.

Since the May 2025 report, the AMI program has been 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 our first grid edge applications.

[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").

AMI Roadmap: Over the next six months, the AMI program roadmap projects continued deployment of electric meters and gas modules to more customers, including the continuation of scaled electric meter deployment in the Western Division, as well as further approaching the completion of electric installations in the Central and East Divisions. Additionally, the AMI program projects the continued release of additional AMI capabilities and functionalities, including, but not limited to, those to enable enhanced outage management and to further progress work on Remote Connect Disconnect. Lastly, the Company also anticipates completing the replacement of its existing Clifton Park AMI infrastructure, initially deployed in 2017as a REV demonstration project.

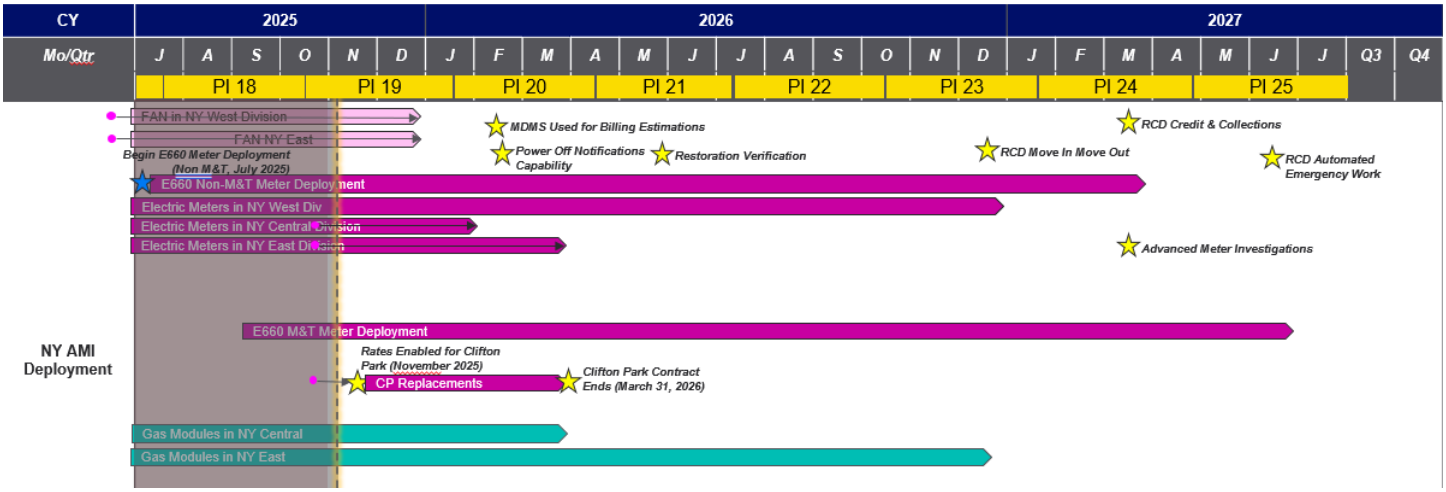

Figure 2.1: New York AMI Roadmap

Field Area Network ("FAN") Deployment: As of October 31, 2025, the Company has successfully deployed 5,804 FAN devices, representing approximately 97% of the current network design. 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 FAN deployment has been revised to 5,906 devices. FAN deployment is largely complete in the Central Division with remaining construction progressing in both the Eastern Division and Western Division. The AMI Program anticipates bulk deployment of the FAN infrastructure to be completed by the end of CY 2025 with network optimization continuing through 2027. 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 233 battery backups and anticipates full deployment of same by June 2026.

AMI Electric Meter Deployment: As of October 31, 2025, the Company has deployed 996,242 electric meters across the three divisions of Central, Eastern and Western, representing nearly 59% of the total AMI electric meters to be installed. The AMI Program anticipates bulk deployment of the remainder of all electric meters to be completed by the end of 2026.

AMI Gas Module Deployment: On March 26, 2025, the NY PSC approved the Company's Petition for the approval of Landis+Gyr AMI gas devices, enabling bulk deployment of AMI gas modules. Through October 31, 2025, a total of 234,515 gas modules has been deployed in the Central and Eastern divisions, representing about 37% of the total AMI gas modules to be installed. The AMI Program anticipates bulk deployment of the remainder of all gas modules to be completed by August 2026.

Opt-Out Intents: During the deployment phase, the Company continues to capture the intent of customers who wish to opt out of having an AMI meter installed on their premises. To date, the AMI opt-out intent rate is at

1.26%. Several mitigation measures are being implemented to reduce opt-out intents and have already shown positive results. This includes making outbound calls to those who have expressed an opt-out intent and developing a mailer to be sent to these customers, informing them of the fees associated with opting out. The Company will soon start the authorization process for opt-out to confirm true opt-out rates from AMI meters, aiming to stay below the 1% threshold**.**

AMI Billing: During the current reporting period, the estimated billing rates for AMI electric meter and AMI gas modules were 1.18% and 8.53%, respectively. Details regarding AMI Estimated 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) this fall. The Company invited over 2,700 customers within 10 zip codes to onboard the (Sense Home App during the reporting period. Insights from the early rollout show that more than 55% of customers who onboarded the Sense Home App have continued to use the application month after month, demonstrating the added value of the insights it provides.

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

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 is not expected until after the project and therefore metrics are not currently available. VVO benefits are not anticipated until Year 7.

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 October 31, 2025, the Company sent over 2.2 million pieces of communications to customers with engagement rates exceeding industry benchmarks.

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. During the reporting period, the Company participated in 11 community events across the 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 87% 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's MyAccount portal displays widgets that customers can choose to view their usage data. The widgets include Near-Real-Time usage data (updated every 15 minutes) and Highest Energy use days. Electric customers are currently automatically enrolled to receive High Usage Alerts unless they opt out of receiving these notifications. These offerings will continue in their current state through CY25 with portal and communications modifications planned for CY26. National Grid plans to begin maintaining the widgets in a more sustainable and cost-effective way by using in-house IT resources. Customers will continue to see their 15-minute interval data while the Company builds out a communications plan for alerts aligned with an overall marketing strategy for customers.

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.

3. AMI Deployment

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

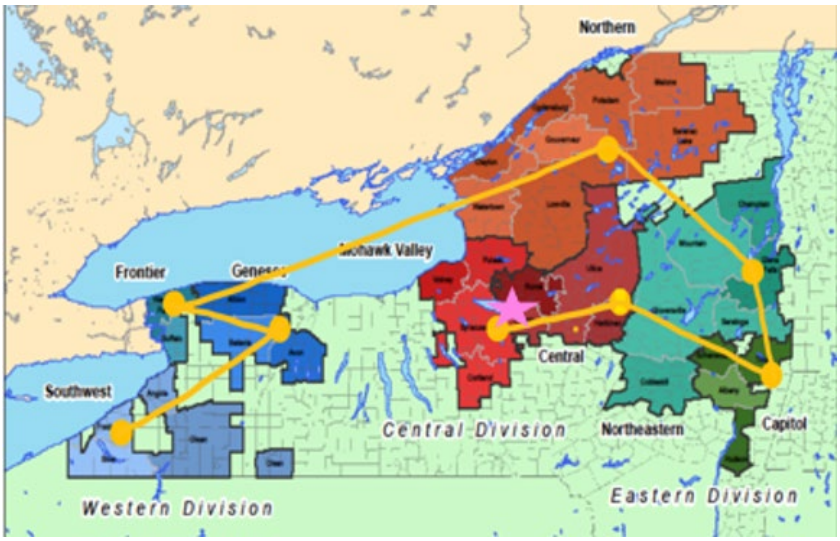

Figure 3.0.1: Program Deployment Sequence (beginning in Central NY)

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 contractors 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 October 31, 2025, the Company has installed 5,804 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	214
Program Year4: 7/2026 – 6/2027				
Total Devices Installed at 10/31/2025	2,670	1,785	1,349	5,804
Total Devices Planned*	2,682	1,835	1,389	5,906
Percent Installed at 10/31/2025	99%	97%	97%	98%

Table 3.1.1 FAN Device Installations by Program Year

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

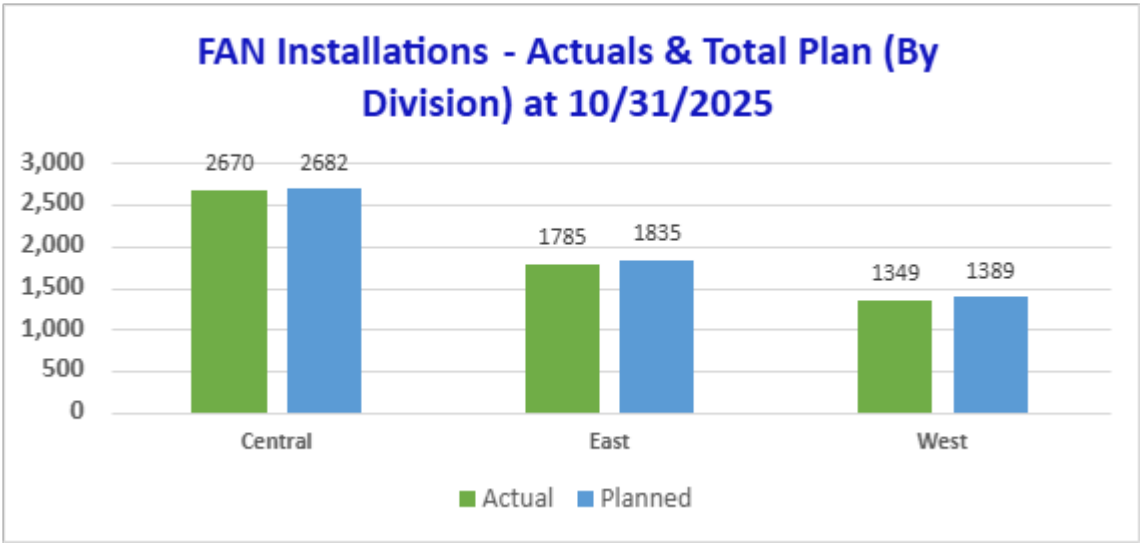

Figure 3.1.1: FAN Installations as of October 31, 2025

The Company is actively monitoring approximately six percent of deployed FAN gateways exhibiting operational issues. These devices are being evaluated for common causes such as limited cellular signal strength, and radio firmware issues. In partnership with L+G, the Company is implementing corrective measures including water-blocking cables, 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 will be implementing alternative backhaul FAN solutions for areas with limited network access. . The addition of alternative backhaul solutions will further improve the network performance and meter saturation across the territory.

Water Intrusion Remediation: L+G is mitigating the water intrusion conditions for all Gateways and Mesh Extenders that had been previously installed/deployed in the NY Service Territory. Each FAN installation will be 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.

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. The approach involves 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 with solar-powered mobile connected grid routers.

To date, the Company has installed ninety-two battery backups in the Western Division, seventy-seven in the Central Division, and seventy-five in the Eastern Division for a total of 244 backups or eighty-one percent of three hundred anticipated units to be installed by the end of FY 2026. Additionally, the Company now has twelve solar-powered mobile connected grid routers and will plan to procure another six for the Western Division, aligning to the meter deployment timeline.

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 division. The process of network optimization will continue until 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 (elevator rooms, second basement, 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.

The Company is focused on providing AMI service to as many customers as possible. To that end, the Company is working on an approach to use multiple cellular providers via Vodafone for those within cellular coverage areas. For those customers who are outside of any cellular network coverage area, the Company is evaluating the use of directional antennas as a possible solution.

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 October 31, 2025, the Company has deployed over 1,230,757 AMI endpoints (electric meters and gas modules) across the three divisions, representing 53% 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.

*At October 31, 2025	Original Deployment Plan Total Endpoints	Revised Deployment Plan Total Endpoints	Total Endpoints Installed
Program Year 1: 7/2023 – 6/2024	485,000	235,000	203,674
Program Year 2: 7/2024 – 6/2025	849,000	1,000,000	716,114
Program Year 3: 7/2025 – 6/2026	849,000	900,000	*310,969
Program Year 4: 7/2026 – 6/2027	151,000	199,000	
Total Endpoints	**2,334,000**	**2,334,000**	***1,230,757**

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 installation contractor, Utility Partners of America (UPA), to hire, train and retain resources. . The Company improved absenteeism by instituting a Quality-of-Life program that rewards UPA installation technicians for safely meeting their respective weekly 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 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 increase of RTUs, and the Company has added a second installer to assist with RTU installations.

3.3 AMI Electric Meter Installations

To date, October 31, 2025, a total of 996,242 AMI electric meters have 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	169,682	33,992	-	203,674
Program Year 2: 7/2024 – 6/2025	321,038	333,641	8,207	662,886
Program Year 3: 7/2025 – 6/2026	21,049	37,779	70,854	129,682
Program Year 4: 7/2026 – 6/2027				
Total Endpoints Installed at 10/31/25				996,242

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 first quarter of 2026, in the Eastern Division by second quarter of 2026, and in 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 as of 6/30/2025. A total of 3,342 E660 meters have been installed as of 10/31/2025. Self-contained meter forms are being installed by UPA and internal operations, while the transformer rated meters are being installed by the Company's internal operations team only.

Western Division Deployment

The Company began scaled deployment of electric meters with UPA in the Western Division as of 7/21/2025 and has deployed over 79,061 meters as of 10/31/2025. Additional recruitment of technicians is in progress to meet the installation goals.

Regulatory Approval of AMI Electric Meters

The Company previously received Commission approval of the non-cellular E360 electric meter forms being deployed. The Company then submitted a Letter of Intent to utilize a new 1.2 WiSUN version of the E360. This meter underwent internal testing and subsequent witness testing, and Commission approval to utilize in NYS was granted on October 23, 2024. The Company plans to begin deployment of the 1.2 version in calendar year 2025 after the 1.1 inventory is exhausted. Additionally, the Company expects to deploy the cellular variant of the E360 1.2 WiSUN. This petition was submitted on October 4, 2025, and test units were received by the Company in April 2025. E360 Cellular version was approved for deployment by the PSC during the September 2025 Commission session.

The E660 with Ferrite electric meter to be utilized with commercial and industrial customers was also approved and added to the NYS approved list in June 2024. The program has completed development and testing of rates for these customers, and the E660 field deployment began in the month of June 2025. The Company expects to deploy the cellular variant of the E660 with Ferrite. The petition was submitted on October 4, 2024, and test units were received by the Company in April 2025. E660 Cellular versions have been approved for deployment by the PSC during the July 2025 Commission session.

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.

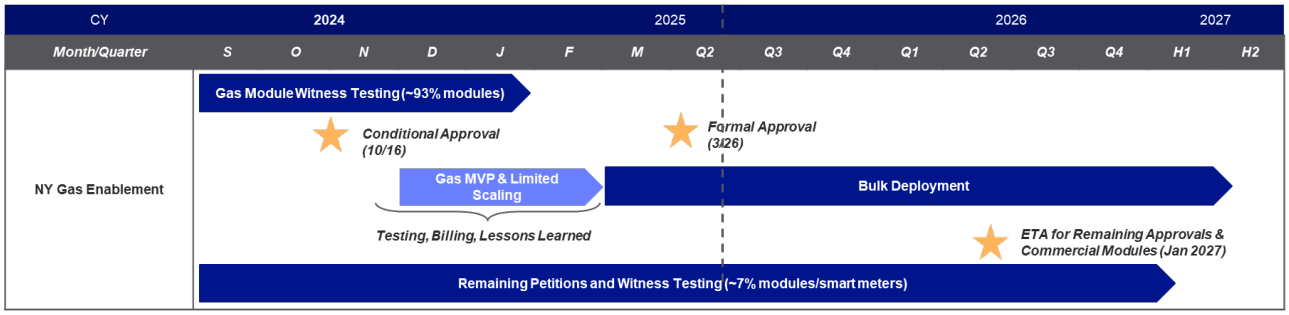

Figure 3.4.1 Gas Module Deployment Plan

As of October 31, 2025, a total of 234,515 AMI gas modules have 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	38,975	14,253	n/a	53,228
Program Year 3: 7/2025 – 6/2026	83,668	97,619		181,287
Program Year 4: 7/2026 – 6/2027				
Total Endpoints Installed at 10/31/2025				**234,515**

Table 3.4.1 AMI Gas Modules Installed by Division by Program Year

Gas MVP

As outlined in the previous report, 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 the functioning of the modules, establishing network communications, and billing operations prior to the beginning of any 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, 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 and a formal approval for deployment based on similarity was received from the DPS as of 10/17/2025.

In February, 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). On April 9, 2025, the Company initiated witness testing 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 November 2025. The Company is expecting to submit an updated petition for the M225 module M variant in December 2025 and to start the witness testing prior to the end of the calendar year.

Finally, the Company plans to initiate 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. The Company intends to complete the testing and approval of these meters by May 2026.

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 impact to the 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 Intents

Since AMI deployment began, the Company has received approximately 23,000 opt-out intents for AMI meters from customers through October 31, 2025. This represents 1.3% of electric meters and 1.1% 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 1.26%.

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	3,652	2,139	5,791	1.08%	317	189
Northeast	2,892	825	3,717	1.24%	128	54
Central	4,065	2,633	6,698	1.39%	344	280
Mohawk Valley	2,285	1151	3,436	1.63%	129	74
Northern	1,945	386	2,331	1.39%	108	29
Frontier	1,127	0	1,127	0.33%	16	0
Genesee	4,102	0	4,102	4.08%	101	0
Southwest	2,130	0	2,130	1.98%	31	0
Total	**22,198**	**7,134**	**29,332**	**1.26%**	**1174**	**626**

Table 3.5.1 AMI Opt-Out Intents by Region through October 31, 2025

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. An additional letter is sent to these customers to address any concerns they may have regarding safety, health, or privacy. No non-communicating meters have been installed for opt-outs, and no associated fees have been implemented for customer meter opt-outs at this time.

'Opt Out in field with no reason noted' is the most common category for customers indicating intent to opt-out, followed by 'Don't Want/Personal Preference.' Other reasons for opting out include health/safety, privacy/data concerns, and perceived high bills.

The Company has developed several mitigation efforts to reduce opt-out intents, focusing on re-engaging customers to educate them about the benefits of having a smart meter and reminding them of the monthly fees they would incur if they proceed with opting out. In September 2025, the Company's internal call center began making outbound calls to customers with an opt-out intent on file. As of October 31, 2025, the Company attempted 3,691 outbound calls, resulting in an opt-out cancellation rate of 39.5% among those who answered the phone (936, a 25% answer rate). During the next reporting period, the Company will send a new collateral (letter and/or email) to customers who did not answer their calls to ensure that all customers with an intent on file are reached out to. All opt-out collateral has been reviewed to ensure customers have a clear understanding of what opting out means for their service.

The mitigation efforts, combined with effective communication to customers through various channels, have resulted in a 6% (1,800) opt-out intent cancellation rate as of October 31, 2025. 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 next reporting period, the Company will commence sending out an opt-out authorization letter and form to customers who expressed their intent to opt out of receiving an AMI meter/module. In this process, customers will agree to the installation of the approved non-communicating meter/module and allow the Company to charge opt-out fees per the tariff.

4. BUSINESS DESIGN AND INTEGRATION

The Business Design and Integration effort continues to make progress with functionalities that will add value for customers leveraging core and advanced AMI meter functionality. AMI Technology and Software continue to progress in the following ways:

- The billing systems are proving to be highly accurate and efficient.
- The number of customers using CEMP has been increasing month over month as more AMI meters are deployed.
- Grid Edge meter applications have progressed. Specifically for customers, the Company has begun rolling out the home load disaggregation (Sense) application in target zip codes, to provide real-time energy insights to home energy usage. The company has also advanced a grid facing EV pilot application to detect and analyse charging patterns on the network.
- Open integrations enable flexibility across AMI, "futureproofing" the system to handle new systems, apps, APIs, dataflow, and more.
- Over the air (OTA) updates are enabling the Company to add features on a regular basis to endpoints without needing to physically update them.
- Agile build methods have allowed the Company to pivot multiple times, including data storage to optimize pricing and APIs with the App Center integration.

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 April 2025 to October 2025, DPD refreshed four old L4 topics (mapped in 2022 and 2023) and created five new L4 topics.

4.2 AMI Estimated Bills

For the current reporting period, 5,135,625 AMI electric bills were produced, of which 60,465 were estimated. This resulted in an estimated bill rate of 1.18% for AMI electric meters, below the target rate of 1.5%.

During this same period, 537,271 AMI gas bills were produced, of which 45,818 were estimated. This resulted in an estimated bill rate of 8.53% for AMI gas modules. 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.

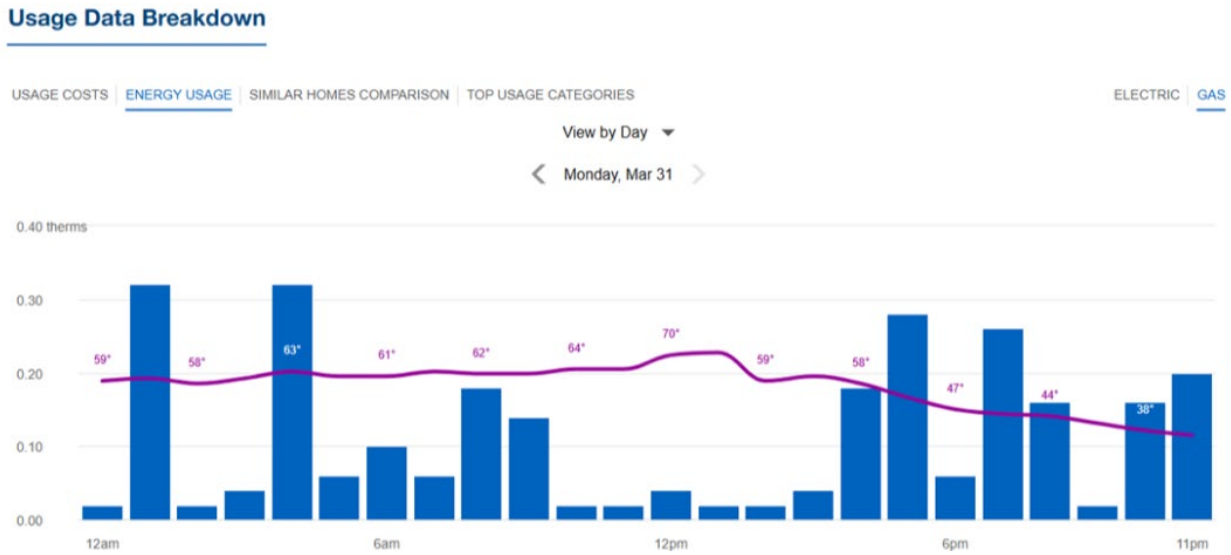

Figure 4.4.1: Day view widget for gas customers

Call Center representatives can guide customers to this widget to help them understand their usage patterns and address concerns about high bills. Customers have expressed appreciation for the availability of these widgets, as they can validate days when they used more energy because family and friends were visiting.

The number of customers using the widgets and returning to check the widgets has been increasing month over month as more AMI meters are deployed. Over the past six months (April 2025 – October 2025), 144,487 new users have been added. With an increase in new and returning customers to the portal over the past six months, the Company anticipates that customers will use the data from the widgets to make more informed decisions, which could impact their energy usage and potentially result in savings on their monthly bills.

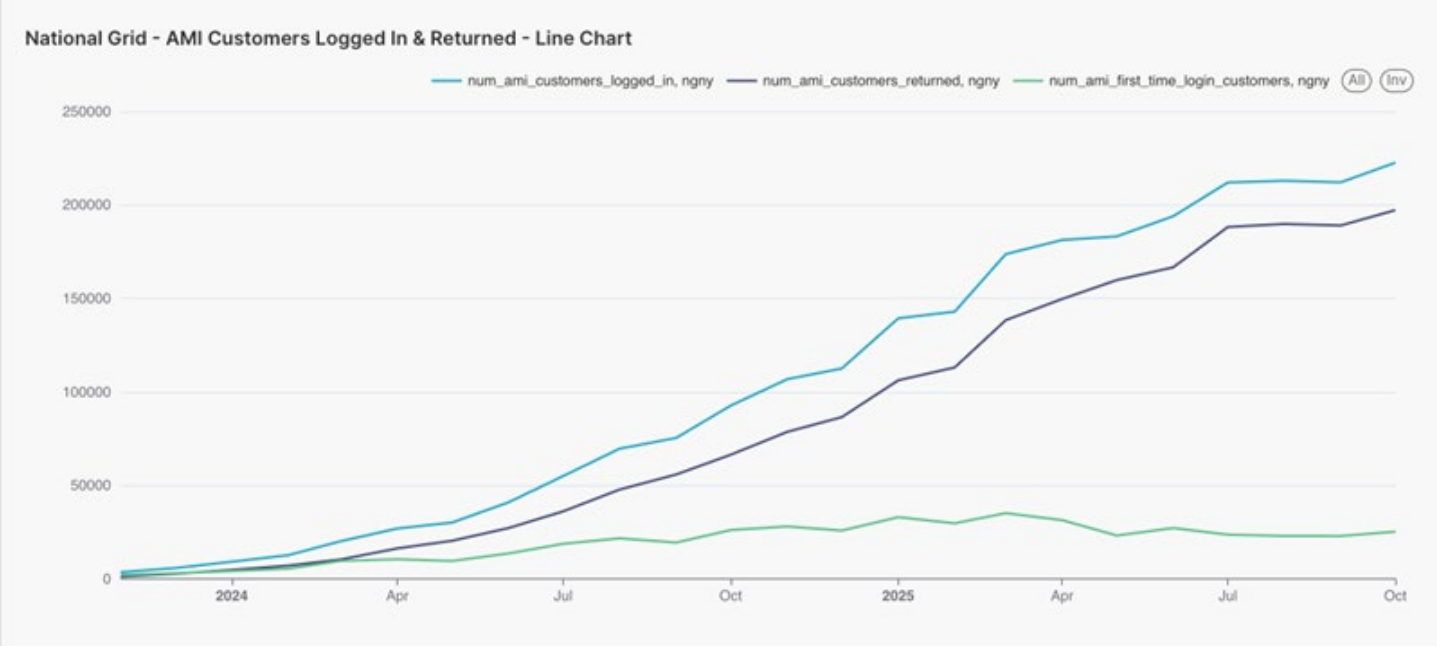

Figure 4.4.2 Quarterly AMI Widget Usage

The Company has also enabled proactive alerts that are 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. The alert is sent in the middle of the billing period, allowing customers to make behavioural changes with enough time to influence their next bill. This alert is currently available to electric and gas residential customers. Customers are automatically enrolled in receiving proactive alerts, and very few have indicated an intention to opt out of receiving high-bill alerts (<1%). Only customers with a valid email address and who have given the Company permission to contact them are automatically enrolled to receive the proactive alerts.

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

Table 4.4.1 Number of Customers Enrolled in High Usage Alerts and Weekly AMI Reports

The Company plans to modify the proactive alerts and widgets in CY26 to align customer data insights and communications with a more sustainable, cost-effective approach, ensuring customers receive value-added information about their energy consumption habits.

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 features, perceived usefulness is higher at 2 months post-AMI meter installation (64%) than 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 (48%). 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.

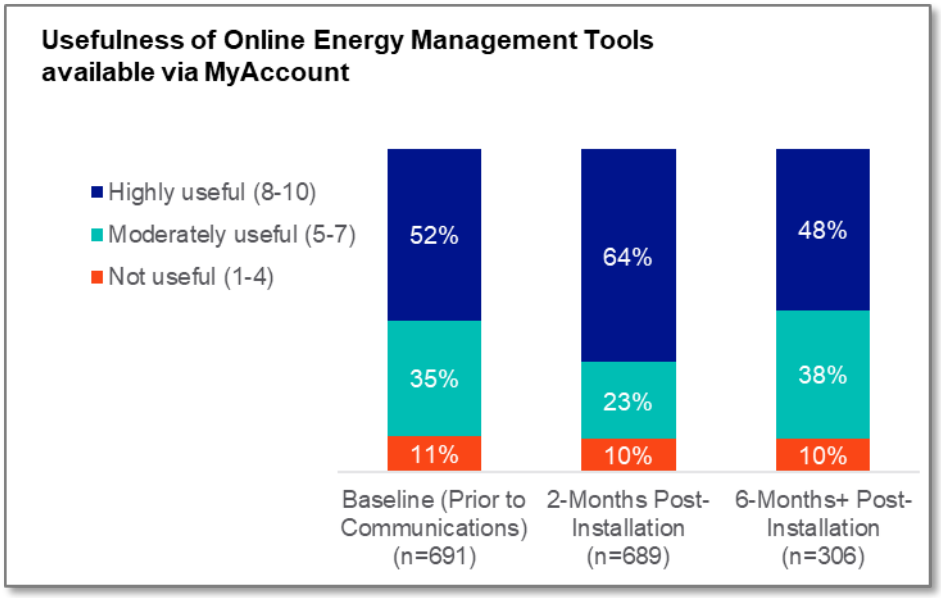

Figure 4.4.3: Usefulness of CEMP

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. Over the last reporting period, the Company adopted a staggered approach to rolling out this functionality to customers, aiming to test and learn as it scales up. Ten zip codes with high meter saturation were identified, 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, 2,703 customers within 10 zip codes had their firmware upgraded and were communicated to begin utilizing the Sense Home App voluntarily. The Company recorded a significant success, with email metrics outperforming industry benchmarks by almost 100%. This proved that our messaging around appliance-level disaggregated insights was appealing to our customers. The Company has included postcards as part of its communication collateral to ensure customers are aware of the full benefits of the AMI meter.

Insights from the early rollout have shown that more than 55% of customers who onboarded the Sense Home App have continued to use the application month after month. This proves that customers view the Sense Home App as an added value, providing insights into their energy usage.

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.

Throughout the next reporting period, the Company will expand communication to over 30,000 customers within the identified 10 zip codes and will create a plan to scale across the service territory.

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 on March 31, 2021. 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 November 3, 2025, fifty-seven (57) third-party companies have registered with the Company's Green Button Connect platform. 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 this program to improve customer experience. The Company is currently expanding this program to include MV-90 and AMI meter data for the Niagara Mohawk service territory. The Company is scheduled to have this available starting in Q2 of 2026.

4.7 Remote Connect / Disconnect

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

Phase 1 Move In / Move Out (December 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). 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 (June 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 June 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 (March 2027): Design work has been completed.
Field personnel from Upstate New York (UNY) National Grid can remotely issue disconnect commands 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 is transforming how National Grid detects, verifies, and responds to power outages. By leveraging real-time data from AMI-enabled electric meters, the Company aims to accelerate outage detection, reduce unnecessary truck rolls, improve restoration times, and enhance the overall customer experience.

Key Capabilities and Progress

- **Meter Ping Functionality:** As of October 2024, operators can remotely "ping" meters via ADMS and the Command Center to verify power status both before dispatching crews and after an outage to confirm restoration. This reduces unnecessary field visits, lowering operational costs and emissions. The Company continues integrating additional use cases for ping into existing processes and expand training and process adoption across operational teams.
- **Automated Outage Events:** AMI meters send Power Off Notifications (PON), "Last Gasp" notifications, when power is lost. These are processed by the Smart Data for Outage Management (SD-OM) module, which filters and analyzes outage events before forwarding actionable information to the Outage Management System (OMS) and Advanced Distribution Management System (ADMS). The system uses Power Restoration Notifications (PRN) to confirm when power is restored. If a restoration occurs within a defined window known as the Momentary Outage Frequency (MOF), the corresponding PON is canceled, preventing unnecessary resource allocation for momentary outages. The Company will continue to address technical challenges and refine outage filtering to minimize false positives. It will also complete technical and process integration to enable full business functionality, while expanding training and promoting process adoption across operational teams.
    - **PON:** Technical integration was completed in December 2024, enabling AMI to send PONs to ADMS, enhancing outage awareness and supporting more efficient crew deployment.
    - **PRN:** PRNs are used to confirm when power is restored. If a restoration occurs within the MOF window, the corresponding PON is canceled, preventing false outage reports.
    - **MOF:** Data analysis is underway to determine the optimal MOF.
    - **Pilot and Issue Resolution:** The Company monitors PON accuracy and addresses issues such as delayed notifications and momentary outages. Full business enablement of PONs in ADMS is pending resolution of these technical challenges. A pilot is planned to evaluate and investigate outages with crew resources in real time.
- **Restoration Verification:** Increased visibility of power status with the ability to bulk meter pings during storm restoration to determine outage status. 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)

The Company anticipates providing the following metrics associated with Volt-VAR Optimization (VVO), upon implementation:

- Number of network/feeders with AMI deployed that have implemented VVO.
- Incremental load reduction (MWh) attributable to VVO.
- Emissions reductions savings attributable to VVO. The Company will track avoided emissions using costs provided by NYSERDA's annual Clean Energy Standard Solicitations for Large-Scale Renewables.

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 continues to engage its customers, starting with awareness (90 days prior to meter installation), empowerment (60 days prior to meter installation), and enablement, which conveys meter installation messaging and AMI meter education to customers (30 days prior to meter installation).

90 days prior to installation, the Company begins engaging in mass media communications such as radio advertisements, online banner ads, billboards, bus wraps, and Spotify ads. The 60-day communication is a personalized letter sent via mail or email based on a customer's communication preferences, focusing on the message that an AMI meter is coming soon. The 30-day communication provides more details about the benefits of the soon-to-arrive AMI meter. This is sent as a welcome brochure, bill insert, and letter through email or mail. As the Company approaches the installation date, a 10-day communication is issued through text, email, or robocall to inform the customer that the Company is nearing the AMI meter installation. After the installation, a door hanger is left with the next steps for the customer. Communication materials were updated to reflect the fuel and customer types.

The Company has sent customers over 2.2 million communication pieces (60 and 30-day communication initiatives) from program inception through October 31, 2025. Figure 5.1.1 below shows the number of 60/30 Day communications sent by program year.

	60-Day Communications	30-Day Communications
Ramp Up	5,844	640
Program Year 1: 7/2023 – 6/2024	497,589	490,672
Program Year 2: 7/2024 – 6/2025	270,036	521,477
Program Year 3: 7/2025 – 6/2026	219,780*	219,582*
Program Year 4: 7/2026 – 6/2027	-	-
Total Communications Sent	**993,249**	**1,232,371**

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

**: as of October 31, 2025*

From the start of the program year through to October 23, 2025, the Company has seen excellent engagement rates from customers on our 60 and 30-day notifications, exceeding industry performance benchmarks. The Company's email marketing performance demonstrates exceptional engagement compared to industry benchmarks. The campaigns have achieved an open rate of ~58%, double the industry standard of 28.15%, and a click-through rate (CTR) of ~4%, significantly surpassing the benchmark of 1.45%. These results indicate high customer trust, relevance of content, and effective targeting strategies. Similarly, the print tactics (doorhangers, letters, and bill inserts) performance has seen an exceedingly high engagement rate of 61.52%.

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 Smart Meter frequently asked questions on its website, as well as the collateral for 60-day and 30-day notifications.

In addition to the awareness and communications being sent out, the Company also developed communication collaterals to support gaining access to the meters after three field visits have been conducted. This communication is sent to customer based on their preferred contact method (email/text/call).

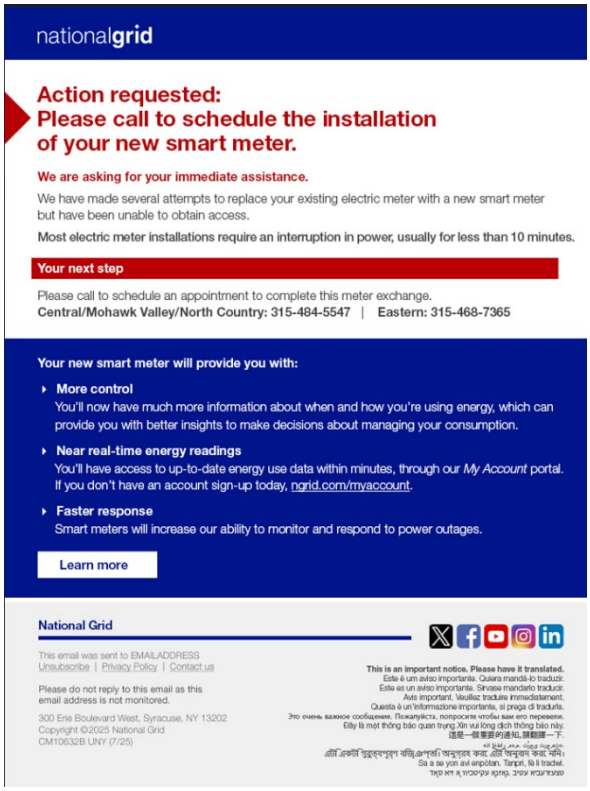

Figure 5.1.1: Collateral developed to improve access issues (email)

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 in this report present a combination of results from the three surveys conducted between July 2023 and September 2025. 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 July 2025 at 2-months post-installation; and insights from a portion of customers who received their AMI meter between August 2023 and December 2024 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	1,391	744
Capital	499	682	173
Northern	476	276	172
Mohawk Valley	270	270	112
Northeast	449	294	-
Southwest	385	28	-
Genesee	435	-	-
Frontier	435	-	-
TOTAL	**3,571**	**2,941**	**1,201**

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 (by a significant 31 to 34 points).

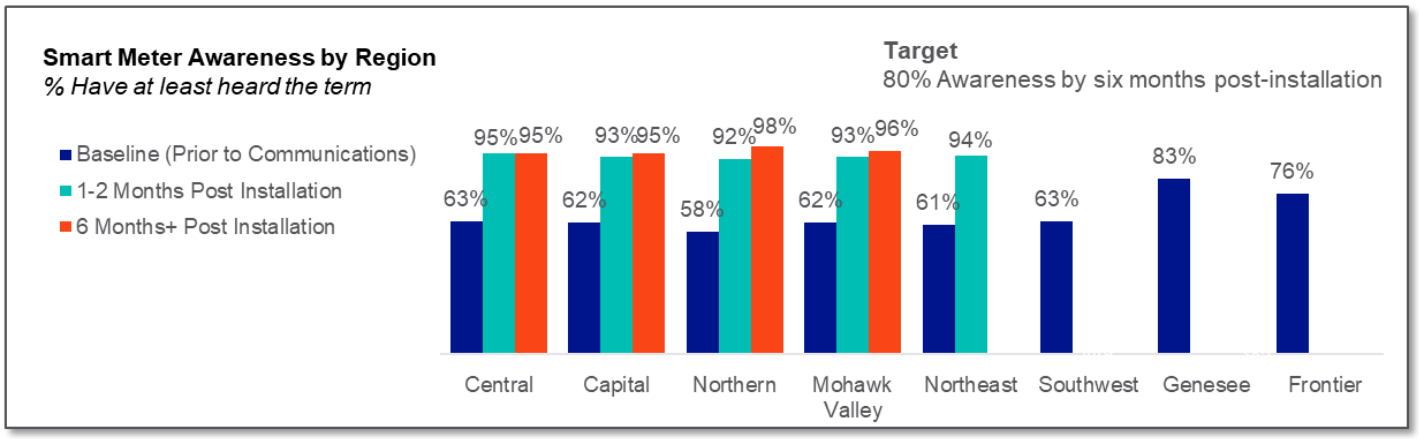

Figure 5.2.1: Awareness of AMI meter (By Region)

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 (85%); and strongly agree that communications were timely (72%), easy to understand (68%), and provided all the information they needed (63%).

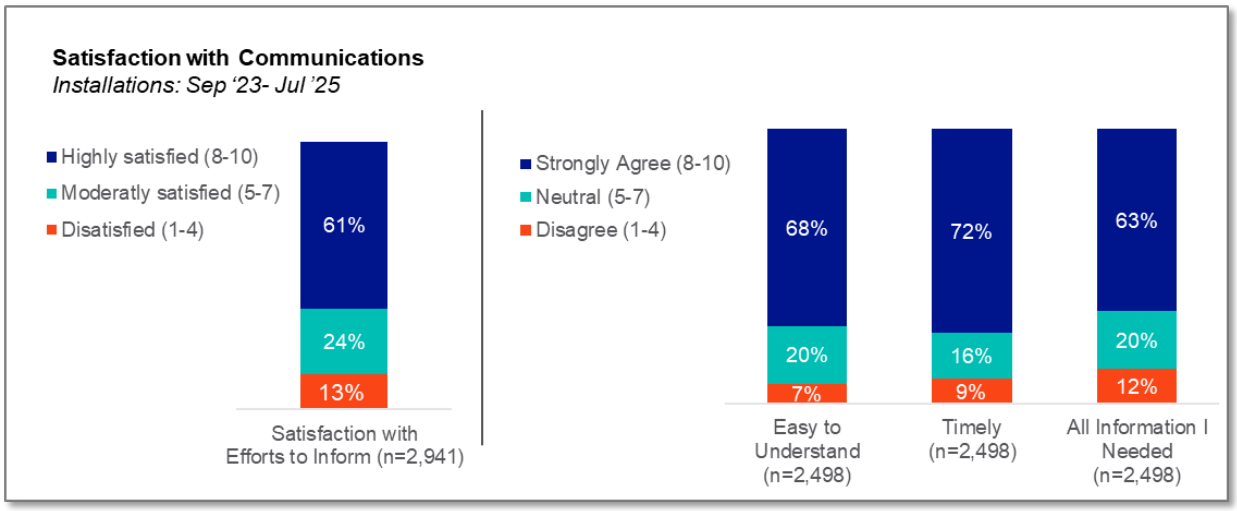

Figure 5.2.2: Satisfaction with Communications Efforts

Customers are largely satisfied (86%) with the installation process, with around three-quarters (72%) being highly satisfied. A moderate proportion (60%) 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 (91%), and left the surrounding area undamaged (84%).

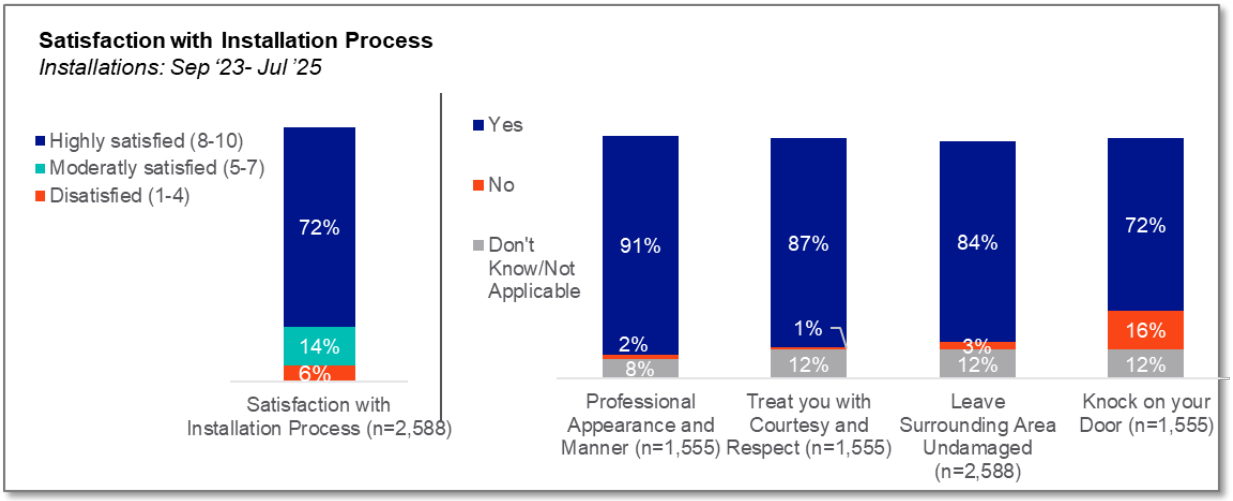

Figure 5.2.3: Satisfaction with the Installation Process

5.3 Community Engagement

The Company has participated in multiple outreach events and community forums to facilitate discussions with customers and address questions regarding the Company's AMI smart meter installation efforts. Conversations typically revolve around deployment schedules, the installation process, and online data presentment.

During the current reporting period, eleven community events were conducted. Events will continue to be scheduled throughout the deployment, generally aligning with meter installations, and revisiting areas with meter saturation to speak to the community about the benefits customers have with their new meters. Table 6.3.1 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	4	
Senior Organizations		6	2		
Farmers Markets		4	1		
Youth Education		5	4		
Libraries	4	7	1		
Municipalities	2	4	4	1	
Community/Bus Orgs		6	9	2	
Regional Home Shows			6		
National Grid Internal Events		2	2	4	
Total Community Events	**6**	**42**	**35**	**11***	

Table 5.3.1: AMI meter Community Engagement Events

**: Through October 31, 2025*

Generally, customers have responded positively to the rollout of the AMI meter. 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, especially if they are 'snowbirds'; whether it's safe for the workers, given that they have a backup generator; what happens if they have an inside meter; 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 has targeted specific events to attend alongside its consumer advocates, ensuring an equitable approach to meeting the needs of each community served. Events have included senior fairs, community/family-friendly expos, Home Shows, and youth educational group events. 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 ensure transparent communication, foster public trust, and support informed decision-making within the communities.

COURTESY OF NATIONAL GRID

lational Grid Regional Director Ken Kujawa displays a smart meter like the ones that, beginning in July, will be nstalled in southern Monroe, Ontario, Genesee and Livingston counties.

Powering up

National Grid prepares smart meter additions

Figure 5.3.1, AMI Media Engagement, 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.

To date, the AMI Change Management team has developed over 300 tangible training materials and provided approximately 176 live learning opportunities for all impacted internal stakeholder groups. Training topics are derived from the Digital Process Design workshops to ensure process alignment with internal stakeholder approval.

This quarter, particular focus was given to the Contact Center, preparing them for the soft launch of the Sense Home App in ten of our service territory zip codes. Training materials were also developed to support our emergency remote disconnect efforts. A training strategy was also developed to begin deploying a 'field foundations' course to CMS techs in the winter of 2026. 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.

6.2 AMI Education and Updates for Employees

In addition to training, the Change Management team has facilitated informative engagement activities to continue building positive sentiment and excitement towards the benefits AMI technology will bring to employees and customers alike. For example:

- CMS Roadshows – the team began a series of Q&A sessions for Customer Meter Services (CMS) technicians. The sessions take place in person and are focused on answering questions that the representatives have about the technology, the deployment and the future state of their organization. The sessions have been well received and will continue through the spring. Additionally, there are plans to establish a regular virtual call with representatives from each CMS barn to create more regular opportunities for asking questions of the AMI deployment team.

  Stakeholder engagement and facilitation - Significant effort from Change Business Partners was provided this quarter to facilitate the 'Go-Live' of our Sense Home App launch and Emergency Remote Connect/Disconnect procedures. Alignment on processes across multiple stakeholder groups was achieved to begin successful implementation.

Strategic communications are also 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. A field-facing FAQ document was developed and disseminated this quarter and will continue as a living document as pertinent questions come in from the field. The NY AMI Download newsletter and Leadership Advisory call also took place this quarter, updating key internal stakeholders on program milestones and upcoming events.

6.3 AMI Change Adoption

In January 2025, the Company established key Change Business Partners roles, to support the business owners with incorporating new AMI capabilities and process changes, facilitating sustainable adoption and hyper-care of business outcomes. In addition, a Change Governance Committee, focused on supporting change delivery and to ensure effective business integration of AMI-enabled processes and capabilities. The committee plays a critical role in facilitating cross-functional alignment and driving the realization of expected business outcomes and benefits.

As of this update, 11 business processes have been successfully embedded into operations. Notably, this includes the implementation of Remote Meter Investigations, which has already contributed to the realization of Type 1 benefits, demonstrating measurable improvements in operational efficiency and service delivery. A new comprehensive Business Readiness dashboard is also under development to help drive readiness-conversations with highly impacted stakeholders more holistically.

7. Expense Summary

Details of the cumulative expenditures related to AMI, from program inception through September FY 2026, are provided below in Table 9.1 and Table 9.2. The reported expenditures contributed to back-office system support and development, infrastructure development, and progress toward the 6-year program implementation.

Capital Grouping	AMI Capital Types	Capital Description	FY21	FY22	FY23	FY24	FY25	FY26 (Sep)	Cumulative
A	AMI Electric Development	AMI Electric Meter Equipment and Installation Equipment and Installation Refresh Cost Support Infrastructure Project Management	$0	$147,748	$13,443,190	$55,130,493	$104,142,729	$44,003,004	$216,867,163
B	AMI Gas Development	AMI Gas Module Equipment and Installation Equipment and Installation Refresh Cost Support Infrastructure Project Management	$0	$148,994	$1,622,609	$1,884,510	$19,891,780	$27,855,645	$51,403,538
C	AMI Field Area Network Development	Network Equipment and Installation Equipment and Installation Refresh Cost Support Infrastructure Project Management	$0	$206,147	$1,205,579	$22,213,087	$14,956,331	$2,449,601	$41,030,745
E	AMI IT Development	Ongoing Business Management Customer Service System Cyber Security Software IS Infrastructure	$0	$2,565,927	$15,088,131	$17,944,593	$10,337,227	$3,004,245	$48,940,122
	Total		**$0**	**$3,068,815**	**$31,359,509**	**$97,172,683**	**$149,328,067**	**$77,312,495**	**$358,241,568**

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

FY26 AMI Regulatory Reporting- Downward Only OPEX

Expense Grouping	AMI O&M Expense Types	FY21	FY22	FY23	FY24	FY25	FY26 (Sep)	Cumulative Total
A	Energy Monitoring Portal CSS Enhancements Data Lake ESB Information Management	$0	$850,447	$1,469,620	$2,227,548	$2,610,184	$1,451,139	$8,608,937
B	Meter Inventory Management Upgrade Load Disaggregation Software OMS Integration	$0	$0	$0	$0	$0	$0	$0
C	Cyber Security Project	$0	$38,435	$34,780	$106,449	$59,063	$25,194	$263,921
D	Professional Services - Head End/MDM Solution Program Management Professional Services - Head End/MDM Systems Implementation Workstream	$0	$0	$0	$0	$0	$0	$0
E	Software Purchase Fees - Headend Software (HES, MDMS, NMS, FDM) Software Fees - Headend Software (HES, MDMS, NMS, FDM)	$0	$0	$0	$0	$0	$0	$0
F	Telecom	$0	$113,896	$122,306	$791,888	$694,878	$291,073	$2,014,041
G	AMI Additional Meter Data Services Labor	$0	$0	$167,759	$134,884	$3,125	$27,850	$333,617
H	Cost from account maintenance and operations, implementation	$0	$0	$151,315	$1,539,112	$649,602	$357,801	$2,697,831
I	Customer Engagement Plan Customer Engagement Plan Labor	$0	$37,134	$1,330,563	$3,340,521	-$89,044	$143,196	$4,762,369
J	AMI Demonstration Period	$0	$17,888	$76,979	$79,555	$114,534	$90,654	$379,611
K	AMI External Project Management AMI Internal Project Management AMI Internal Project Management Business Support	$325,149	$9,559,952	$16,904,952	$12,977,015	$20,394,803	$13,746,911	$73,908,783
	Total	**$325,149**	**$10,617,752**	**$20,258,273**	**$21,196,972**	**$24,437,145**	**$16,133,818**	**$92,969,109**

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

Of note, moving forward, the Company has identified potential financial headwinds and higher than anticipated forecasted program spending, primarily in the form of impacts from ongoing volatility of federal import tariffs, and subsequent impacts to the Company's AMI deployment costs.

Efforts are currently underway to further quantify operational headwinds and to mitigate future deployment cost impacts, including efforts to fast-track United States-Mexico-Canada Agreement (USMCA) compliance for AMI meter materials to bypass federal import tariff exposure.

8. Benefits Realization

As the Advanced Metering Infrastructure (AMI) program evolves, National Grid is unlocking new functionalities. To support this progress, the Company has developed a robust framework to validate and track the benefits enabled by these technological advancements. In accordance with the guidelines established by the Benefits Implementation Plan (BIP), the Company will provide updates on this progress[2].

The AMI Program team is actively engaging stakeholders across many New York business areas to identify benefit realization opportunities and establish methods for tracking both now and in the future. Additionally, new process and communication channels are being created to share information and ensure alignment both within the AMI program, as well as with the impacted business groups, showcasing the program's successes as individual functional capabilities are implemented.

[2] *Advanced Metering Infrastructure (AMI) Benefits Implementation Plan,* Niagara Mohawk Power Corporation d/b/a National Grid, January 19, 2021.

Initially, the Company prioritized its focus on the Type 1 benefits as identified in the Benefits Implementation Plan. For instance, the Company has undertaken validation and tracking efforts for the Meter Investigation benefit category, collaborating with the Company's Customer Management Services (CMS) organization to identify job types that will be impact by AMI capabilities. Data were successfully extracted on specific job types, subsequent time and labor savings, and also the reduction of truck rolls enabled by AMI remote capabilities to investigate a meter issue based on the specific job type. Then these reductions were quantified into financial savings based on historical data averages. Depending on the benefit being measured, savings may be calculated based on jobs saved or time saved.

Due to unforeseen program challenges, the envisioned benefits realization timeline (and not the estimated benefits themselves) has been adjusted per the original Benefits Implementation Plan as filed on January 19, 2021. Below are the Company's adjusted temporal targets.

Benefit	Benefits Realization Start Date (per 2021 BIP)	Steady State Benefit Year (per 2021 BIP)	Benefits Realization Start Date (Adjusted Target)	Steady State Benefit Year (Adjusted Target)
AMR Meter Reading	Q2 2024	2027	Q2 2026	2028
Meter Investigation	Q2 2024	2027	Q1 2026	2028
Remote Connect & Disconnect	Q2 2024	2027	Q1 2026	2028
Reduction in Claims	2027	2027	Q4 2027	2028
Outage Management	2027	2027	Q2 2026	2028
Field Collection System (FCS) Meter Reading	Q2 2024	2027	N/A[3]	NA
Interval Meter Reading (MV-90-meter related costs)	2023	2023	N/A[4]	NA

Table 8.1 Adjusted Benefits Realization Schedule

[3] 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.

[4] 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.

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%	96%	98%	95%				

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 **as of 10/31/25*	6	5		**11***
Program Year 4: 7/2026 – 6/2027				

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)	226,516	179,593	16,432	422,541
Residential Income Eligible	21,472	12,996	969	35,437
Small C&I (SC-2)	8,822	7,088	630	16,540
Total New CEMP Users	256,810	199,677	18,031	474,518

From program inception through the reporting period.

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 broken down by service class and income-eligible customers.

Division	Central	Eastern	Western	Total Returning Users
Residential (SC-1)	178,570	137,518	6,528	322,616
Residential Income Eligible	16,910	10,084	434	27,428
Small C&I (SC-2)	5,972	4,666	256	10,894
Total Returning Users	201,452	152,268	7,218	360,938

From program inception through the reporting period.

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		

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	Western
Baseline	55%	52%	49%	53%	51%			
2-Month post-installation	69%	64%	49%	59%	66%			

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	Western
Baseline	67%			67%				
6-Month Post-Installation	54%			54%				

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	35
Total at 10/31/25	**143**

ENABLEMENT & EMPOWERMENT continued

Green Button Connect:

	Number of third parties registered with Green Button Connect.	Number of AMI customers sharing their data via Green Button Connect.*
Through Reporting Period		
April 30, 2023	44	-
October 31, 2023	49	-
April 30, 2024	60	-
October 31, 2024	70	-
April 30, 2025	76	-
November 3, 2025	57	

**GBC is anticipated to be available to AMI customers Q2 of 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.

*At 10/31/2025	Original Endpoints Planned	Revised Endpoints Planned	Elec Meters Installed	Gas Modules Installed	Total Endpoints Installed	% Endpoints Installed to Revised Plan
Program Year 1: 7/2023 – 6/2024	485,000	235,000	203,674	-	203,674	86.67%
Program Year 2: 7/2024 – 6/2025	849,000	1,000,000	662,886	53,228	716,114	71.61%
Program Year 3: 7/2025 – 6/2026	849,000	900,000	129,682	181,287	*310,969	*34.55%
Program Year 4: 7/2026 – 6/2027	151,000	199,000				
Total Endpoints	2,334,000	2,334,000	996,242	234,515	*1,230,757	*52.73%

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

DEPLOYMENT continued

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

*At 10/31/2025	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%)	*214 (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

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%

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%

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. Add: meter investigations, connects and disconnects from item below.

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

Outage Management has not been launched (as of November 2025).

SYSTEM OPERATION & ENVIRONMENTAL BENEFITS

Number of networks/feeders with AMI deployed and have 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 for the appropriate control and oversight of the program.	The Company will report this information for tracking purposes.	Please see body of 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 body of report.