

**National Grid
OUTREACH AND EDUCATION PLAN
2022**

Section 2

Mandated Outreach and Education

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER – (PART I)

As part of various types of Cases before the Commission, this body has, at times, included Outreach & Education requirements. These are generally specific to the matter of the Case.

We would like you to complete the form found on the following page for each Case specific to your company that included stipulations for O&E, and for which the reporting time is still active. Similarly, we request that all Steam Corporations indicate the last time an O&E report was filed with the Commission and to which office it was sent.

PLEASE FILL OUT:

We have 39 number of Cases at this time.

On the next page/s, we, the utility, have completed the form/forms for each active case/s (repeat the form for every Case).

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 36, Section II.3B

Date the Order was Issued and Effective:

Summary of O&E requirements:

: ESTIMATED METER READING NOTICES (RESIDENTIAL) - Where residential readings are estimated, in the case of non-access, a notice of such fact will be left at the customer's premises by the Company's representative on the scheduled meter reading date unless the customer does not have access to the meter or the customer will be unable to obtain a reliable reading. On request, the Company will furnish postal and window dial cards for residential customers to report their meter readings. Where the Company has billed the account based on customer readings for seven consecutive months the Company will either schedule an appointment with the customer to obtain an actual reading or will attempt a follow-up meter reading within 7 calendar days of the last attempt.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:

April 24, 2019

Next Reading/Estimate: 05/01/2019
Bill Account Number:
Service Address:



NY 12 CUSTOMER LETTER 0944



Dear Customer,

According to our records, **multiple unsuccessful attempts have been made to obtain an actual usage reading on your meter**, therefore, we have continued to bill your account based on estimated usage reads. For customer bills to be accurate, meter reads must be based on actual usage reads rather than estimated usage reads.

Please follow **ONE** of the options below to provide an actual meter reading, and to keep your account up-to-date.

- Complete the enclosed postage-paid meter reading card to report your meter reading. Follow the instructions on the card carefully, marking the exact position of the hands on each dial on your meter.
- Report your meter reading at www.nationalgridus.com or through the Automated Account Services line at 1-888-932-0301 **on your next scheduled meter reading date**. This date is provided above, as well as on your bill. Please have your account number available, which is also located at the top of this letter.
- Contact Customer Service at 1-800-642-4272 to provide special instructions, or to schedule an appointment for us to access and read your meter.

If I have an Automated Meter Reading Device (AMR), do I need to take any additional action?

Possibly. If you are a customer with an AMR device, which allows us to read your meter remotely through a radio signal, you will need to **call Customer Service to schedule an appointment** to either repair or replace the AMR, as it may not be working correctly.

If you do not have an AMR or are unsure, you will need to **call Customer Service to schedule an appointment** for your meter to be read, and to install an AMR device to avoid future estimated reads.

What if I don't control access to my meter?

Please contact Customer Service to provide us with the name of the person who does control access. This person may be your landlord, building superintendent or managing agent. Once we have the name of the person controlling access to the meter, a letter will be mailed informing him or her that we must obtain an actual reading on your meter.

Thank you for your cooperation and prompt attention to this matter.

Sincerely,
National Grid

Smell Gas. Act Fast. Call Gas Emergency 1-800-892-2345 or 911

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Siroose mandarlo traducir.
Avis important. Veuillez traduire immediatement.

ĐÂY LÀ MỘT BẢN THÔNG BÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO NÀY
Questa è un'informazione importante.
Si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

0944 12

300 Erie Blvd West, Syracuse, NY 13202-4250
1-800-642-4272 • www.nationalgridus.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 42, Section II.3D.1.5.1-2

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (RESIDENTIAL) - If no response is received to the second appointment letter within two months of its mailing, the Company must inform the recipient by registered letter that: (1) per the Transportation Corporations Law and as stated in Rules, the Company has the right of access to all of its property installed in the customer's premises at all reasonable times; (2) the Company may, following prescribed procedures, enter a premises and remove the meter and all other equipment installed in the customer's premises by the Company for violation of any of the terms and conditions of any of the Company's Rules and Regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:

AMA4EK

Dear Customer:

The New York State Public Service Commission requires that you provide National Grid access to read and inspect our meter at least once every two years, even though you have a remote meter reading device at the above address.

We have recently made a special attempt to gain access to our meter but have been unsuccessful. We have also sent a certified letter asking you to call us to make an appointment for a special meter reading.

Since, to date, you have failed to provide access to the meter, we are adding a \$25.00 charge plus tax to your account which will appear on your next bill. In addition, we are now seeking a court order to gain access to read, inspect and change the meter. If we are successful, you will be responsible for the court costs plus the Marshal fee. Furthermore, the remote reading device now will be permanently removed.

To avoid this court action, please call us at (718) 270-5783 Monday through Friday, between 8:00 a.m. and 4:00 p.m. to make an appointment for a special meter reading or for voluntary removal of your remote device.

Very truly yours,

National Grid

AMA4

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

KEDLI Tariff Leaf 52, Section II.4.B

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (RESIDENTIAL) (KEDLI ADDITIONAL REQUIREMENTS) - KEDLI's current tariff requires final termination notices to also (1) advise that gas service provided to persons receiving financial assistance from a local social service department in certain cases may not be terminated and that the recipient may inform the Company of this status so that the Company may ascertain the applicability of such provisions to this customer; (3) advise that residential customers should contact the Company's business office immediately if any acute hardship, such as death in the family, recent unemployment, serious illness or infirmity, or other grave condition exists in order that the Company may determine whether any temporary arrangement should be employed to avoid immediate termination; (4) advise of the availability of a deferred Payment Agreement to avoid termination subject to the provisions in 16 NYCRR 11.10; Advise non-residential customers that payment of the charges with a check that is subsequently dishonored may result in the immediate termination of service without further notice; (11) Advise non-residential customers that at the time the Company representative goes to the premises to terminate service the Company may require any payment to be made with cash, certified check, or money order if the customer has within the last 24 months paid with a check that was subsequently dishonored.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office Date:

Office of Consumer Policy Date:

Other: _____ Date:

(Name of DPS contact person)

Date Reporting May Cease:



June 17, 2021
Bill Account Number: [REDACTED]
Service Address: [REDACTED]

3000013 SP 1043 -C03-R00013412



Additional emergency funding may be available to you because your account is now in disconnect status. Learn more at ngrid.com/billhelp

110443

**THIS IS A FINAL DISCONNECTION NOTICE.
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

We understand these are financially difficult times which may make it challenging to pay your National Grid bill.

We want to help you avoid disconnection. If you are unable to pay the 'Amount to Avoid Disconnect' of \$683.10 on or before 07/02/2021, please call us at 1-800-443-1837 to discuss a deferred payment agreement or other options. Payment agreements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of June 17, 2021 is \$738.80. A list of payment agencies in your area can be obtained by visiting www.nationalgridus.com.

The 'Amount to Avoid Disconnect' located on the payment stub must be paid or your service could be disconnected without further notice. Failure to pay this amount will also result in termination of your commodity service contract. **If your service is disconnected, please be aware that it may take up to 24 hours to turn your service back on after you have paid your bill.**

National Grid	\$559.43	Suspended Charges / Credits / ESCO Suspend	\$0.00
Other Supplier Services	\$123.67	Amount to Avoid Disconnect	\$683.10

A summary of your rights and responsibilities is listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

This is an important notice. Please have it translated.

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Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY.
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Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

104120-esp-3000013-0001-0000000

0075 12

300 Erie Blvd. West, Syracuse, NY 13202-4250
1-800-443-1837 • www.nationalgridus.com

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	07/02/2021	\$683.10	\$738.80

ENTER AMOUNT ENCLOSED



\$

Write account number on check and make payable to National Grid

National Grid
PO Box 371376
Pittsburgh, PA 15250-7376



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 11.12(d)(2); NiMo Gas Tariff Leaf 22, Section II.2.4.1.5; NiMo Electric Tariff Leaf 46, Section II.2.3.1.5; KEDLI Tariff Leaf 37, Section II.3C.1.2; KEDNY Tariff Leaves 24 & 25, Section II.12.B

Date the Order was Issued and Effective:

Summary of O&E requirements:

NOTIFICATION OF REQUIREMENT FOR SECURITY DEPOSIT (RESIDENTIAL) - The Company must provide written notice to a customer of its requirement for the payment of a security deposit within two (2) months after the failure to pay the bills rendered, which notice must provide the customer at least twenty (20) days advance notice before the security deposit is due.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:

N820EK

DEPOSIT REQUEST

A security deposit is required on your gas account. We will appreciate prompt payment of the amount indicated below. Please see enclosed insert for further information regarding your deposit.

Deposit due (@dep_amt)

N820

N823EK

DEPOSIT REQUEST

A security deposit is required on your gas account. We will appreciate prompt payment of the amount indicated below. Please see enclosed insert for further information regarding your deposit.

Deposit due (@dep_amt)

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 11.6; 143.14; 275.14; KEDLI Tariff Leaf 53, Section 4.D.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

NOTICE TO THIRD PARTY DESIGNEE - The Company must notify residential consumers annually of the availability of the third-party notice procedure, which permits a residential customer to designate a third party to receive all notifications relating to termination, disconnection or suspension of service or other credit actions sent to such residential customer, provided that the designated third party agrees in writing to receive such notices. The Company must inform the third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to the customer. The Company must promptly notify the residential customer of the refusal or cancellation of such authorization by the third party.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:

Where to find assistance.

Home Energy Assistance Program (HEAP)

assists income-eligible customers with winter heating bills. Income caps have been raised, so you may be eligible even if you have never qualified before. HEAP grants do not need to be paid back. Act quickly – HEAP funds are available until March 15, 2021 or until they run out. To find out about HEAP visit: otda.ny.gov/programs/heap or call the NYS HEAP Hotline at **1-800-342-3009**. You can apply for Regular HEAP online at: mybenefits.ny.gov

Emergency HEAP opens Jan. 4 and provides additional funding toward heating bills for eligible applicants. If you have received a Regular HEAP grant, you can apply for Emergency HEAP by telephone.

Energy Affordability Program (EAP) provides a monthly bill discount. Enrollment is automatic with the receipt of a HEAP payment and continues for those who apply for HEAP annually. If you have questions, email or call the EAP Team at Affordability@nationalgrid.com or **1-866-305-1915**.

Care & Share is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet their home heating needs. The program will open in February. Customers may apply once per year after they have exhausted all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

Our Consumer Advocates can provide additional support. Email ConsumerAdvocatesUNY@nationalgrid.com or call **1-800-642-4272**.

For more information on any of these assistance programs above visit ngrid.com/billhelp

Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.



Payment Options

We offer a variety of ways to pay your bill. Visit ngrid.com and select *Ways to Pay* for details.

Keep meters clear of ice and snow

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



Online assessment

Save energy in your home. Take our online assessment at energyassessment.nationalgridus.com/residential/start/

Safety tips

- Operate your backup generator safely. ngrid.com/generators
- Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue. **1-800-642-4272**

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at ngrid.com

Veá el enlace «seleccionar idioma» en ngrid.com
Voir le lien «sélectionner la langue» sur ngrid.com
Vedere il collegamento "seleziona lingua" su ngrid.com

Smell gas. Act fast. Gas Emergency?
1-800-892-2345 or call **911**

Ver a ligação "selecionar língua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com

CM8255 (12/20) UNY E&G

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 126.4

Date the Order was Issued and Effective:

Summary of O&E requirements:

ELECTRIC POWER LINE SAFETY NOTICES (ELECTRIC) - The Company must distribute a description of the dangers of electric power lines in safety reminders which must be distributed annually as customer bill inserts.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:

Outage alerts – your way.

Choose how and when to be informed during an electric outage – by text, email or phone. Set up your alerts today. Visit ngrid.com/connect and follow the simple steps.

Prefer alerts by text? Simply text **REG** to **64743**.

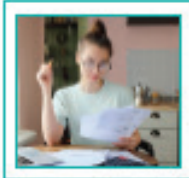


We do not charge for text alerts but normal message and data rates may apply based on your mobile carrier plan.



Spring forward – with safety.

- ▶ Planning on planting, adding a deck or fencing? Call **811** several days before beginning any digging work. It's free and it's the law.
- ▶ As construction projects increase this spring, stay alert on the road. Follow traffic restrictions in work zones.



Manage monthly energy bills.

The Budget Plan breaks the annual amount you spend on your bill into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit ngrid.com to see if the Budget Plan is right for you.



Where to find assistance.

Our Consumer Advocates can provide additional support to our most vulnerable customers. Email ConsumerAdvocatesUNY@nationalgrid.com or call **1-800-642-4272** for more information.



Energy Affordability Program.

The **Energy Affordability Program (EAP)** provides income-eligible customers with a monthly bill credit that is automatic with receipt of a Home Energy Assistance payment. If you have questions, email or call the EAP Team at Affordability@nationalgrid.com or **1-866-305-1915**.



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices, and more. Visit ngrid.com/shop



Replace old lighting with ENERGY STAR® certified LED light bulbs and use up to 90% less electricity. Learn more ways to save at ngrid.com/ee-tips



Did you know trees can help to reduce your energy bill? For shade in the summer, plant trees that shed leaves on the south and east sides of your home.

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at ngrid.com

Ver el enlace «seleccionar idioma» en ngrid.com
Voir le lien «sélectionner la langue» sur ngrid.com
Vedere il collegamento "seleziona lingua" su ngrid.com

Smell gas. Act fast. Gas Emergency? 1-800-892-2345 or call 911

Ver a ligação "seleccionar lingua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com

CM8355 (3/21) UNY E&G

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.12; NiMo Gas Tariff Leaf 20, Section II.2.2; NiMo Electric Tariff Leaf 45, Section II.2.2, Leaf 126-127, Section II.26.7; KEDLI Tariff Leaf 24, Section II.2A.8.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

ANNUAL NOTICE/RIGHTS & RESPONSIBILITIES (NON-RESIDENTIAL) - The Company must annually, or at any time upon customer request, provide applicants for nonresidential service with a brochure containing a detailed summary of their rights and obligations, and a notice to include: descriptions of the commonly used nonresidential service classifications and their rates, an offer of written guidelines regarding eligibility requirements for the Company's service classifications, notice that the Company's tariff is available for review in every Company business office, and notice that some nonresidential customers may be eligible for protections under the Commission's regulations. The Company must provide to every nondemand electric customer a notice explaining how an increase in the customer's usage might require the Company to install a demand meter and, in some cases, the customer to make electric installation modifications or, to every electric customer with a demand meter, a notice, explaining how a change in the recorded demand may cause the service classification on which the charges are based to be changed. A notice explaining the Company's right to revise estimated demand charges, that such revision may be to the customer's disadvantage and that revision of demand charges may be avoided by arranging access, must be provided to every demand customer at least annually and whenever an estimated demand bill is rendered.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office Date:

Office of Consumer Policy Date:

Other: _____ Date:

(Name of DPS contact person)

Date Reporting May Cease:

Rights and Responsibilities of Non-Residential Customers

nationalgrid

New York City

HAVE A QUESTION ABOUT YOUR BILL OR NEED SERVICE?

Please contact National Grid immediately if you have a question about your bill, or if you need our free emergency gas safety service. Contact National Grid first. We want to help! Your **utility service** application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers.

BY TELEPHONE - 718-643-4050. If you have a gas safety emergency, please call us at any time (24/7). Billing inquiries are normally handled from 8:00 a.m. until 8:00 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays.

IN PERSON - at one of our Customer Service Centers listed on the back of your bill. Hours are 8:30 a.m. until 5:00 p.m. - Monday through Friday. Since Mondays and Fridays are our busiest days, please try to visit us on another day, if possible, to save your time.

BY MAIL - Write to: National Grid, Customer Correspondence, One MetroTech Center, 18th Floor, Brooklyn, NY 11201. We will respond promptly and in writing, if you request a written reply. When writing, please include your account number and your telephone number.

What if you don't agree with National Grid's answer to your question?

If our representative is unable to handle your inquiry to your satisfaction, please ask to speak to a supervisor.

If we are unable to help you, we may contact the New York State Public Service Commission online at dps.ny.gov/complaints, by calling 1-800-342-3377 (toll free), 8:30 a.m. - 4 p.m. Monday-Friday, or by mail: New York State Public Service Commission, Empire State Plaza, Albany, NY 12223. The consumer representative will investigate your complaint and issue a determination.

While your complaint is being considered by the PSC, you don't have to pay the bill amount that is in question. Bills that are not in dispute are payable when due.

APPLICATIONS FOR GAS SERVICE

An Application for Gas Service - available at any Customer Service Center - must be completed prior to starting gas service. Be sure to complete the application fully and accurately to ensure that your account is placed on the correct service classification (billing rate). Your application must be accompanied by copies of your business documents (Partnership or Corporate papers, and a deed or lease). The name on the application must match your business papers. We will either provide or deny service within 10 calendar days after receipt of a completed application.

Certain situations may delay the provision of service, including adverse weather conditions or our inability to gain access to the premises.

Before providing service to an applicant we may require full payment for all amounts due that are not the subject of a pending billing dispute, or have an existing Deferred Payment Agreement that is in good standing. If your application is denied solely for failure to make full payment, we

will provide service as soon as reasonably possible once the outstanding amounts due are paid.

If we deny your request for service, we'll give you a written notice explaining the reason for the denial, what you must do to qualify for service, and notice of your right to a review by the Public Service Commission.

SECURITY DEPOSIT POLICY

New Customers may be required to pay a Deposit to open a new gas account. The deposit will not exceed twice the average monthly usage during the previous 12-month period, and must be paid in full. You will receive a receipt for a paid deposit.

Existing Customers may be requested to pay a deposit if the customer's account is delinquent, the customer's financial condition is such that it is likely that the customer may default, the customer has filed for reorganization or bankruptcy or the customer has been rendered an adjusted bill due to tampered equipment.

A deposit may be paid in three installments - 50% down and the balance in two monthly payments.

For existing customers who have 12 months or more of billing history, the amount of the Security Deposit will be based on billing history.

For customers who have less than 12 months of billing history, the amount of the deposit will be based on either the billing history of the customer, or that of the previous customer, provided there have been no significant changes in usage.

In lieu of cash security deposits, we may accept non-cash such as irrevocable letters of credit and surety bonds. The deposit will not exceed twice the average monthly usage during the previous 12-month period. Initial deposit amounts will be reviewed after one year in order to ensure that the deposit amount is consistent with the current usage. If the variance is more than 25%, an additional deposit may be requested or a partial amount refunded. Deposits are then reviewed bi-annually after that or at your request.

Cash deposits only will have interest paid at a rate designated by the PSC. Interest will be credited to your account annually and paid to you when the cash deposit is returned. Deposits are held for three years. If all bills have been paid on time, in full, and no adverse financial conditions exist, we will refund a cash deposit, plus interest, within 30 calendar days, after crediting the amount to any outstanding bills. Non-cash alternatives will be removed from the account.

PAYMENT OF BILLS

Pay online at nationalgridus.com by mail using the envelope with your bill, or join our FREE DirectPay automatic payment service. Pay in-person at any Customer Service Center listed on the back of your bill, as well as other "authorized" agencies. Visit nationalgridus.com for more information.

We appreciate your prompt payment of our bills. Bills are due and payable upon receipt. A payment is overdue 20 calendar days after payment is due (which is generally 23 days after the bill was sent).

Late Payment Charges (LPCs). We may impose a continuing late payment charge on the balance of any bill for service, and any unpaid LPCs applied to previous bills

or security deposits which are not paid within 23 calendar days. We may apply LPCs for previously unbilled services supplied through tampered equipment, providing we can demonstrate that the condition existed after the customer knew or reasonably should have known the original billing was incorrect. The Late Payment Date will appear on your bill.

BALANCED BILLING

If your gas usage has predictable highs and lows during the year, you may be eligible to join our Balanced Billing plan. It spreads your annual gas usage costs into 12 monthly payments. Contact us to enroll in the FREE service.

The following do not qualify for participation:

- Customers who:
1. have less than 12 months of billing
 2. are seasonal, short-term or temporary
 3. have arrears
 4. are interruptible, temperature-controlled, or dual-fuel
 5. for any reason, ceased being billed on a previous plan before the end of the plan year in the past 24 months, or
 6. have a consumption pattern that cannot be accurately estimated.

DISCONNECTION OF SERVICE

If you fail to pay overdue bills (gas bills, Deferred Payment Agreement, Security Deposit requests), or fail to provide reasonable access to the premises, we may turn off your service only after we have given the required notice. If you are eligible, we will offer you a Deferred Payment Agreement.

If we disconnect your service because we found it being supplied through tampered equipment (meter), you have the right to a written immediate service bill and oral notice of the conditions, if any, under which service will be continued.

We may disconnect service without providing advance notice of disconnection if a payment is made by a check which is later dishonored after a notice of disconnection has been sent.

Final Disconnection Notices

Before we can shut off gas service for an overdue bill, security deposit, or failure to provide access to the meter, we must send you a Final Disconnection Notice. We will not send a Final Disconnection Notice for non-payment unless you have failed to pay a bill within 23 calendar days of the date payment was due (about 24 days after the date of the current meter reading printed on the bill). Once a Final Disconnection Notice has been mailed to you, you will have at least eight calendar days in which to pay your bill, or enter into a Deferred Payment Agreement if eligible. (See section on Deferred Payment Agreements) If you have any questions regarding your account, please call us. We'll review your account and postpone gas service shut-off while we investigate your questions.

National Grid will not shut off gas service on weekends and public holidays or a day on which our Customer Service Centers or the PSC are closed. Disconnections occur between 8:00 a.m. and 6:00 p.m., except on days preceding the days noted above, where disconnection may not occur after 3:00 p.m., unless prior notification has been made and we are prepared to accept a check for any payment required to avoid service shut-off.

YOU MAY BE ELIGIBLE FOR RESIDENTIAL PROTECTIONS

You may be eligible for protections under the Home Energy Fair Practices Act (HEFPA), a New York State law that is applicable to residential customers. These protections include, but are not limited to, the waiver of a Security Deposit, eligibility for Deferred Payment Agreements and protections from service disconnection.

You are eligible for residential customer protections if:

1. You are a resident landlord in a two-family dwelling that is supplied gas by one meter. (OR)
2. a. An application for gas service has been submitted in your name and not in a business or corporate name, and b. You live at the service address where the gas will be used, and c. You use more than 50% of the gas service for your residential purposes.

Important Notes: The HEFPA protections do not affect the rate you are billed for your gas service. Gas rates are determined by the type of gas service used and the premises supplied. National Grid reserves the right to inspect the customer's premises to verify the accuracy of any information provided. If you qualify for residential customer protections, please complete the other side of this form and mail to the address shown below.

Please complete the other side and mail this form to:

National Grid, Collectors - 13th Floor, One MetroTech Center, Brooklyn, NY 11201-3850

Our Representatives can accept payments and make Deferred Payment Agreements with eligible customers at the time of gas service shut-off. They may accept full or a partial payment with a Deferred Payment Agreement (if the customer is eligible), thereby preventing service shut-off. (See section on Deferred Payment Agreements.)

RECONNECTION AFTER SHUT-OFF
If we shut off your service due to non-payment of bills, failure to provide access to read our meter, or for a violation of our Tariff, we will reconnect it within 24 hours after you have paid applicable charges and any applicable security deposits, made reasonable arrangements for access, or corrected the tariff violation. Should circumstances beyond our control prevent reconnection of service within 24 hours, service will be reconnected within 24 hours after those circumstances cease to exist.

IMPORTANT INFORMATION FOR LANDLORDS
If you own a residential rental property, your tenants are not obligated to pay for gas service to any area outside of their own dwelling units. This is known as a "shared meter" condition. A dwelling unit is considered to be the tenant's living area, as well as any area under the tenant's exclusive use and control. With limited exceptions, a shared meter condition must be corrected or the owner must assume responsibility for the account, as well as up to six years of past service. In addition, when a shared meter condition is found following an inspection that was not at the owner's request, the owner may be assessed a bill equal to the estimated cost of 12 months of all service measured by the shared meter. You may contact us to request an inspection.

DEFERRED PAYMENT AGREEMENTS
If you cannot pay your entire bill when it's due, you may be eligible for a Deferred Payment Agreement (DPA). However, a DPA does not exempt you from being subject to a security deposit. To obtain a DPA, please visit any National Grid Customer Service Center, or call 718-643-4050 for more information.

Down Payment Requirements
We may request a down payment of 20% of the amount of your arrears, or two times your average monthly usage (whichever amount is greater), plus any amounts billed after the Final Disconnection Notice was sent that are in arrears when the agreement is signed.

If we visit your premises to disconnect your service, you may make an agreement at that time, but your down payment may be as high as 50% of your arrears, or the cost of four times your monthly average usage, whichever is greater.

Remaining Payments
The remaining balance due after your down payment is to be paid in monthly payments equal to the cost of one month's average usage, or in six monthly payments, whichever is greater.

NOTE: You are not eligible for a DPA if:
▶ you have the financial resources to pay the bill; or

▶ you are a publicly held company or a subsidiary of one; or

- ▶ you are a seasonal, short term or temporary customer; or
- ▶ your previous 12 months usage exceeded a combined total gas consumption of 4,000 therms; or
- ▶ you owe money under a prior or existing Deferred Payment Agreement, or failed to make timely payments under a prior Agreement in effect during the previous 12 months.

METER READINGS AND ESTIMATED BILLS
The date of your next scheduled meter reading is shown on your bill. Normal Reading hours are from 9:00 a.m. to 5:00 p.m. Please make every effort to admit our meter reader on this date. Under certain circumstances, we may issue an estimated bill. If we can't obtain access to read your meter, we'll ask you to provide the meter reading to us. If access continues to be unavailable, a series of bill messages will request assistance in reading your meter; offer a special reading appointment, and advise you of penalty charges for non-access. Non-access penalty charges start at \$25 plus tax per meter and increase until an actual meter reading is obtained.

BACKBILLING
A "backbill" is defined as that portion of any bill, other than a Billed Billing plan bill that represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle.

If an error becomes apparent in our billing, we have, by law, six months to correct the discrepancy and send a backbill to a customer. When a backbill is issued, an explanation of the circumstances that caused the under-billing will be provided to the customer. If the backbill covers more than 24 months, a statement explaining the reasons why the backbill exceeded the established limitations will be enclosed with the bill. For any backbill covering more than a one-month period, the customer will receive a notice explaining that they may, upon request, receive a detailed billing statement showing how the charges were calculated. In addition, a backbill will be accompanied by an offer of a Deferred Payment Agreement for customers who are eligible, except in situations involving meter or service tampering.

We are permitted to revise a backbill within 12 months of the date we became aware of the circumstances that caused the underbilling if:

1. the customer knew or reasonably should have known that the original billing, or the first backbill was incorrect; or
2. new information shows that the first backbill was incorrect.

Limitations
We are not permitted to backbill a customer for service rendered more than 24 months before we became aware of the circumstances causing the backbill (12 months if it is due to our deficiency) unless we can demonstrate that the customer reasonably should have known that the original billing was incorrect.

INSPECTION AND EXAMINATION OF UTILITY APPARATUS
We have the right to enter a building at reasonable times to examine our equipment (meters, piping, etc.), or to determine

the quantity of gas consumed. A customer who directly, or indirectly, prevents our representatives from conducting this examination may be billed a \$100 penalty charge. Except where prevented by circumstances beyond our control, we will conduct a field inspection as soon as reasonably possible and within 60 days in the following situations:
1. a request contained in a service application;
2. a reasonable customer request;
3. a company field inspection order;
4. notification from any reasonable source that service may not be correctly metered; or
5. a directive from the New York State Public Service Commission, or its authorized designee.

INACTIVE GAS METERS
At premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customers terminating service should coordinate an appointment to lock the meter.

SERVICE CLASSIFICATIONS (BILLING RATES)
A detailed listing of our Non-Residential Gas Service classifications is available upon request at all Customer Service Centers, or by calling 718-643-4050. This information also applies to all new customers at the time of their application for service at our Customer Service Centers. A copy of our tariff is available in every Customer Service Center.

Non-HEFPA Residential Service
Certain classes of customers billed on a residential rate are covered under the non-residential rules described in this brochure and are not covered by the Home Energy Fair Practices Act (HEFPA). These classes are as follows:

1. three to five - family building supplying space heating and/or water heating;
2. religious organizations* where gas is used exclusively for religious purposes;
3. not-for-profit veterans organizations* that own or lease posts or halls;
4. community residences* for the mentally ill which are not-for-profit corporations and do not have a staff on the premises 24-hours a day; or
5. non-heating purposes (includes cooking and/or oil burner pilot usage only) in two or more -family buildings with 50% or less of the square footage used for nonresidential activities.

*National Grid allows the type of account more choice in selecting an appropriate and cost-effective rate. Please call 718-643-4050 for further information.

Discount rates for business customers
Are you moving or expanding your business? Or maybe you're considering starting your own business. We can help you to save money on your operating expenses or even help you to find a location. Ask us for more information when applying for service in a Customer Service Center, or call our Office of Economic Development at 1-877-MyNGrid.

Website: www.nationalgridus.com

REQUEST FOR RESIDENTIAL ACCOUNT PROTECTIONS (under the Home Energy Fair Practices Act)

Name on Account _____
Service Address _____
City _____ State _____ Zip Code _____
Account Number _____
Telephone #: Home _____
Business _____
Customer's Signature _____
Title _____ Date _____

- For Company Use Only -
 resp. Req. Returned
 Brochure Mailed Quality Yes No

CM4809 (9/20) NYC NON-RES

Please check the item(s) that apply to you:

1. I am a resident landlord in a two-family dwelling that is supplied gas by one meter.

2. The account is in my own name (not a Business or Corporate Name); and

I live at the service address; and

I use more than 50% of the gas service for my own residential purposes.

Note: If you checked item #1, or all items in #2, you may qualify for residential customer protections under the Home Energy Fair Practices Act.

Mail this completed form to the address shown on the other side.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.5; NiMo Gas Tariff Leaves 80-81, 83, Section II.15.8; NiMo Electric Tariff Leaves 130-131, 134, Section II.26.9; KEDNY Tariff Leaves 46-47, 49, Section II.22.B; KEDLI Tariff Leaf 58-59, Section II.4E.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

DEFERRED PAYMENT AGREEMENT (NON-RESIDENTIAL) - The Company must provide eligible customers (i.e., has been a customer for at least 6 months and arrears exceed 2 months' average billing) with written notice offering a deferred payment agreement not less than 5 calendar days (8 if mailed) before the earliest date service may be terminated or when the Company renders a backbill, by providing 2 copies of the DPA. If terms were agreed to by phone, the Company must send 2 written copies of the agreement for the customer to sign and return. In those instances where the Company believes customer does not qualify for DPA (i.e. adequate financial resources), notice must be provided to the customer. The first time a customer fails to make a timely payment in accordance with the DPA, the Company must give the customer a reasonable opportunity to keep the agreement in force by paying any amounts due under the agreement. Specific DPA requirements as are set forth in the Commission's regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office Date:

Office of Consumer Policy Date:

Other: _____ Date:

(Name of DPS contact person)

Date Reporting May Cease:



NON-RESIDENTIAL PAYMENT AGREEMENT

December 3, 2019

Bill Account Number: [REDACTED]
Service Address: [REDACTED]

300003 SP 2014 C05-P0003-1

[REDACTED]



Thank you for entering into a Payment Agreement with us. For your records, the terms of your Payment Agreement are as follows.

It is understood that the Company agrees not to disconnect service as long as the Customer honors the terms of the Payment Agreement.

Terms of the Payment Agreement:

- Timely payment of all current charges while this Agreement is in effect.
- A down payment of \$466.00, which is due by 12/13/2019, is to be mailed to:

National Grid, PO Box 4706, Syracuse, NY 13221-4706

- The balance of \$1,681.42 is to be paid in installments of \$280.23 due on or before the due date of each monthly bill.

The arrears under this agreement may be subject to late payment charges at the rate of one and one-half percent (1.5%) monthly, eighteen percent (18%) annually.

For this Agreement to become binding on both the Customer and National Grid, the Customer must:

- Sign and date the Agreement.
- Make any required down payment by the due date.
- Return the signed Agreement to the Company no later than 12/13/2019 to National Grid, PO Box 4706, Syracuse, NY 13221-4706 or Fax to 315-460-9511.

Should the Customer enter into this Agreement and later fail to comply with the terms stated, National Grid may issue a Disconnect Notice at once.

Rules pertaining to the Payment Agreements for Non-Residential Utility Customers are contained in Title 16 of the New York Code of Rules and Regulations. The Customer may contact the New York State Public Service Commission to determine if this Agreement conforms to those rules.

X _____
Customer's signature (Required to indicate acceptance of Agreement) Date

X _____
National Grid's signature (Representative accepting Agreement) Date

2014.08-14 300003.0001.0000004

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR § 13.7; NiMo Gas Tariff Leaf 23, Section II.2.4.2; NiMo Electric Tariff Leaf 47, Section II.2.3.2.1.4; KEDLI Tariff Leaf 38, Section 3C.2.3; KEDNY Tariff Leaves 132 & 133, Section II. 44.I.1.b

Date the Order was Issued and Effective:

Summary of O&E requirements:

SECURITY DEPOSITS NOTICES (NON-RESIDENTIAL) - A Company request for a deposit or deposit increase must be in writing and must advise the customer: (i) why the deposit is being requested; (ii) how the amount of the deposit was calculated; (iii) that the deposit is subject to later upward or downward revision based on the customer's subsequent billing history; (iv) that the customer may request that the Company review the account in order to assure that the deposit is not excessive; (v) the circumstances under which the deposit will be refunded; (vi) that the customer will receive annual notice of the interest credited to the account; (vii) about the available deposit alternatives; and (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments. The Company must issue, to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and must contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

April 23, 2019

Bill Account Number: [REDACTED]
Service Address: [REDACTED]

NY 12 CUSTOMER LETTER 0036
[REDACTED]

SUBJECT: DEPOSIT REQUEST

Dear Customer:

We wanted you to know that we are assessing a security deposit on your account in the amount of \$ 50.00 because your account is delinquent.

The deposit will be billed to you in consecutive installments along with your next three regular monthly bills. The first installment will be billed at 50% of the total deposit amount. The remaining deposit balance will be billed in two equal installments of 25% of the total deposit amount. Failure to pay the deposit amount required by the date specified on your bill may result in the issuance of a Disconnect Notice.

A deposit alternative (Irrevocable Letter of Credit or Surety Bond) that provides National Grid with a level of protection that is equivalent to cash can be provided in place of cash. To secure your account using a deposit alternative, please notify us and we will provide the necessary forms.

Guidelines for calculating the amount of security deposits are set forth in Title 16 of the New York Code of Rules and Regulations. These guidelines specify that a deposit shall not exceed the cost of twice the customer's average monthly usage, except in the case of customers with wide fluctuation in usage. In those situations, the deposit shall not exceed the cost of twice the average monthly usage for the peak season.

In accordance with those regulations, National Grid is required to review deposit amounts being held for non-residential customers at least once every two years. However, you have the right to request that we conduct such a review, at any time, to determine if your deposit amount is correct. During this review, the amount of the existing deposit is compared with twice the amount of the average monthly usage over the last 12 months. If the two amounts vary by more than 25%, National Grid will refund the excessive amount or may request additional coverage if it is deficient.

Your cash deposit will be held at a rate of interest established by the New York State Public Service Commission and you will be advised annually of the interest credited to your account. A deposit alternative does not earn any interest. In the event your account is terminated for any reason, your cash deposit, along with any accrued interest, will be refunded or credited against charges owing on your account(s).

This deposit will be eligible for refund after 36-consecutive months of on-time payments have been made, and no credit risk exists with your account. If any late payment history is noted on your account, or if financial risk exists as reported by a credible third party source such as a credit rating agency, your deposit will continue to be held. We will continue to review your account periodically for possible deposit refund in the future.

Thank you for your attention to this matter. If you have any questions regarding this letter, please call Credit & Collections at 1-800-443-1837, available Monday – Friday, 7:00am-9:00pm and Saturday, 7:00am-5:00pm.

Sincerely,

National Grid

This is an important notice. Please have it translated.

Este é um aviso importante. Questra standó-lo traducir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO AÏ
Questa è un' informazione importante,
si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

300 Erie Blvd. West, Syracuse, NY 13202-4250
1-800-443-1837 • www.nationalgrid.com



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

16 NYCRR §§ 13.3, 143.1, 143.2, 275.1; KEDNY Tariff Leaf 119, Section II.44.C.1.A, Leaf 121, Section II.44.C.2; NiMo Gas Tariff Leaf 50, Section II.9.1.1; NiMo Electric Leaf 81, Section 14.1.1; KEDNY Tariff Leaf 121, Section II.44.C.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (NON-RESIDENTIAL) - The Company must provide advance final notice of the termination at least 5 calendar days (8 calendar days if mailed) prior to termination of service when the customer: (i) fails to pay any tariff charge due on the customer's account for which a written bill itemizing the charge has been sent, except for charges that reflect service used more than six years prior to the time the bill first containing these charges was rendered, which charges must be pursued by other methods of collection; (ii) fails to pay amounts due under a deferred payment agreement; (iii) fails to pay a security deposit; (iv) fails to provide reasonable access to the premises for necessary or proper purposes in connection with rendering of service, including meter installation, reading or testing, or the maintenance, or removal, or securing, of the Company's property, so long as the Commission's regulations have been met, and the customer has not advised the Company that the customer does not and who does have control over access; or (v) fails to comply with a provision of the Company's tariff which permits the Company to refuse to supply or to terminate service. A final notice of termination must state: (i) the reason(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided; (ii) the earliest date on which termination may occur; (iii) the address and phone number of the Company office that the customer may contact in reference to his account; (iv) that Company procedures are available for considering customer complaints prior to discontinuance; (v) that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office; (vi) that it is a termination notice which should be brought to the attention of the Company when the bill is paid; (vii) that payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and (viii) that at the time the Company goes to the premises to terminate service, it may require any payment to be made with cash, certified check or money order if the customer has, within the last 24 months, paid with a check that was dishonored. If the Company wished to terminate service more than 60 calendar days after the issuance of a final termination notice, it must issue a reminder notice that states the current arrears due, if applicable. If the Company wishes to terminate service more than 90 calendar days after issuance of the final termination notice, it must, during that time, issue a termination reminder notice that contains all the information required above

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

(Name of DPS contact person)

Date Reporting May Cease:



June 17, 2021
Bill Account Number: [REDACTED]
Service Address: [REDACTED]

3000113 SP 1043 <00-PO00134-12



Additional emergency funding may be available to you because your account is now in disconnect status. Learn more at ngrid.com/billhelp



**THIS IS A FINAL DISCONNECTION NOTICE.
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

We understand these are financially difficult times which may make it challenging to pay your National Grid bill.

We want to help you avoid disconnection. If you are unable to pay the "Amount to Avoid Disconnect" of \$683.10 on or before 07/02/2021, please call us at 1-800-443-1837 to discuss a deferred payment agreement or other options. Payment agreements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of June 17, 2021 is \$738.80. A list of payment agencies in your area can be obtained by visiting www.nationalgridus.com.

The "Amount to Avoid Disconnect" located on the payment stub must be paid or your service could be disconnected without further notice. Failure to pay this amount will also result in termination of your commodity service contract. **If your service is disconnected, please be aware that it may take up to 24 hours to turn your service back on after you have paid your bill.**

National Grid	\$559.43	Suspended Charges / Credits / ESCO Suspend	\$0.00
Other Supplier Services	\$123.67	Amount to Avoid Disconnect	\$683.10

A summary of your rights and responsibilities is listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
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Si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

1043424sp.30000134000140000000

0075 12

300 Erie Blvd. West, Syracuse, NY 13202-4250
1-800-443-1837 • www.nationalgridus.com

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	07/02/2021	\$683.10	\$738.80



ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

National Grid
PO Box 371376
Pittsburgh, PA 15250-7376



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 31; 16 NYCRR §§ 11.3; 13.2; NiMo Gas Tariff Leaves 19, 39, 40, Sections II.4.1.1.2 & II.2.2.10; NiMo Electric Tariff Leaf 44, Section II.2.2.10, Leaves 55-56, Section 3.1.1.2 & 3.1.2.2-4; KEDLI Tariff Leaf 21, Section II.2A.1.10.1; KEDNY Tariff Leaf 127, Section 44.G.I, Leaf 130, Section 44. G.4

Date the Order was Issued and Effective:

Summary of O&E requirements:

DENIAL OF APPLICATION FOR SERVICE NOTICE - The Company must provide written notice to applicants within 3 business days (10 business days for non-residential applicants) of receipt of an application for service that service denied. The Company must also make an effort to provide immediate oral notice to the applicant. The Company must advise any applicant who submits an incomplete application, in writing and within 3 business days after receipt of the application of the information and/or documents that must be submitted in order for the application to be considered complete.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:



September 27, 2019

Bill Account Number: [REDACTED]
Date Service Requested: [REDACTED]
Date Service Denied: [REDACTED]

3000004 SP 1029 -C08-P000044

NY 12 CUSTOMER LETTER 1050



NOTICE OF SERVICE DENIAL

Your application for service at [REDACTED] has been denied at this time because of money owed for previous residential service provided in your name.

The total amount owed is: \$268.48

In order to resolve this matter, we require the full payment of the unpaid balance OR acceptable arrangements with National Grid.

Please direct payment to: National Grid, PO Box 371376 Pittsburgh, PA 15250-7376

For unpaid bill obligations or for other assistance, call 1-800-443-1837. Please refer to the "NOTICE OF SERVICE DENIAL". We will be happy to assist you.

If you consider this denial unjustified, you may request assistance from the New York State Public Service Commission online at www.dps.ny.gov/complaints, by calling 1-800-342-3377 (toll free), 8:30 a.m. - 4 p.m. Monday - Friday, or by mail: New York State Public Service Commission, Empire State Plaza, Albany, NY 12223.

If necessary, you may call their emergency number at 1-800-342-3355 from 7:30 a.m. - 7:30 p.m.

Smell Gas. Act Fast. Call 1-800-892-2345 or 911.

This is an important notice. Please have it translated.

Este é un aviso importante. Quere mandalo traducir
Isde es un aviso importante. Sírvase mandarlo traducir
Avis important. Veuillez lui faire traduire.

Đây là một thông tin quan trọng.
Xin vui lòng cho dịch giả tiếng Việt.
Questo è un'informazione importante.
Ti prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
его перевели.

002-408-443-3000044000-00000000

1050 12

300 Erie Blvd West, Syracuse, NY 13202-4250
1-800-443-1837 • www.nationalgridus.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 32; 16 NYCRR §§11.4, 143.2, 275.1; NiMo Gas Tariff Leaf 50, Section II.9.1.2; NiMo Electric Tariff Leaf 81, Section 14.1.2; KEDLI Tariff Leaves 51-52, Sections II.4A.3.1.1 & II.4B; KEDNY Tariff Leaf 51, Section 26.A

Date the Order was Issued and Effective:

Summary of O&E requirements:

FINAL NOTICE OF TERMINATION (RESIDENTIAL) - The Company must provide a final notice of termination or disconnection of service by mail or delivered personally at least 15 days prior to the termination or disconnection date stated on the notice and must contain the following information: (1) the earliest date on which termination or disconnection may occur, (2) the reasons for termination or disconnection, (3) the total amount required to be paid, (4) how the customer can avoid termination or disconnection, (5) the address and phone number of the office of the Company, (6) the availability of Company procedures for handling complaints, and (7) a summary of the protections available under the HEFPA, noting that customers eligible for these protections should contact the Company. The notice must have printed on its face, in a size type capable of attracting immediate attention, language conveying the following: THIS IS A FINAL TERMINATION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL, or THIS IS A FINAL DISCONNECTION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:



June 17, 2021
Bill Account Number: [REDACTED]
Service Address: [REDACTED]

300013 SP 1043 <02-000134-12



Additional emergency funding may be available to you because your account is now in disconnect status. Learn more at ngrid.com/billhelp



**THIS IS A FINAL DISCONNECTION NOTICE.
PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.**

We understand these are financially difficult times which may make it challenging to pay your National Grid bill.

We want to help you avoid disconnection. If you are unable to pay the "Amount to Avoid Disconnect" of \$683.10 on or before 07/02/2021, please call us at 1-800-443-1837 to discuss a deferred payment agreement or other options. Payment agreements can only be made on your total balance (which includes total arrears plus current charges). Your total balance as of June 17, 2021 is \$738.80. A list of payment agencies in your area can be obtained by visiting www.nationalgridus.com.

The "Amount to Avoid Disconnect" located on the payment stub must be paid or your service could be disconnected without further notice. Failure to pay this amount will also result in termination of your commodity service contract. **If your service is disconnected, please be aware that it may take up to 24 hours to turn your service back on after you have paid your bill.**

National Grid	\$559.43	Suspended Charges / Credits / ESCO Suspend	\$0.00
Other Supplier Services	\$123.67	Amount to Avoid Disconnect	\$683.10

A summary of your rights and responsibilities is listed on the reverse side of this notice. Please read this information and let us know immediately if you are covered by any of the special protections shown.

This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG.
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY.
Questa è un'informazione importante.
Si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

1043-02-sep-3000013-4001-0000000

0075 12

300 Erie Blvd. West, Syracuse, NY 13202-4250
1-800-443-1837 • www.nationalgridus.com

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	07/02/2021	\$683.10	\$738.80



ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid

National Grid
PO Box 371376
Pittsburgh, PA 15250-7376



OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 37; 16 NYCRR § 11.10; NiMo Gas Tariff Leaves 86-88, Section II.15.10.1; NiMo Electric Tariff Leaves 142-145, Section II.26.12; KEDNY Tariff Leaves 43-46, Section II.22.A; KEDLI Tariff Leaves 55-57, Section II.4E.1

Date the Order was Issued and Effective:

Summary of O&E requirements:

DEFERRED PAYMENT AGREEMENT (RESIDENTIAL) - The Company must contact customers or applicants by phone, mail or in person to advise of availability of a deferred payment agreement and must follow-up with written offer not less than 7 calendar days (10 if mailed) before the earliest date that service may be terminated by providing 2 copies of the DPA. In those instances where the Company believes customer does not qualify for DPA (i.e. adequate financial resources), notice must be provided to the customer. Reminder notices must be sent to customers who fail to timely pay DPAs at least 8 calendar days prior to the day when a final notice of termination will be sent. New DPA offers must accompany certain final termination notices. Specific DPA requirements as are set forth in the Commission's regulations.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:



RESIDENTIAL DEFERRED PAYMENT AGREEMENT
 Customer Inquiries Telephone Number 1-800-443-1837
 (IF FULL PAYMENT HAS ALREADY BEEN MADE, PLEASE DISREGARD THIS OFFER)

Name: NY 12 CUSTOMER LETTER 0022

Account Number: [REDACTED]

Service Address: [REDACTED]

Date: August 9, 2018



Dear Customer:

Thank you for your interest in a Deferred Payment Agreement.

Payment Agreement Rules and Information are on the reverse side of this letter. After review, please sign and return the entire form. An additional copy of the agreement is enclosed for your records.

Sincerely,

National Grid

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 XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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 вам его перевели

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DO NOT DETACH VOUCHER

0022-07-ny-8000001-0001-00000002

0022 12

300 Erie Blvd. West, Syracuse, NY 13202-4250
 1-800-443-1837 • www.nationalgridus.com

Bill Account Number	Date Due	Past Due Balance	Downpayment Amount
[REDACTED]	08/21/2018	\$152.44	\$44.50

ENTER AMOUNT ENCLOSED

1000001 SP 1029 -C07-P0000141

\$

Write account number @ check and make payable to
 National Grid

NY 12 CUSTOMER LETTER 0022



[REDACTED]

National Grid
 PO Box 371471
 Pittsburgh, PA 15250-7471



[REDACTED]

Name: NY 12 CUSTOMER LETTER 0022

Account Number: [REDACTED]

PAYMENT AGREEMENT RULES AND INFORMATION
PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU SIGN THIS AGREEMENT

1. National Grid is required to offer you a payment agreement that you are able to pay.
2. Normally, payment agreements require that you make a down payment, pay your current bills on time, and make an installment payment each month toward your arrears balance. If you can show that your present financial circumstances will not allow you to make such payments, we are prepared (where appropriate) to offer agreements that do not require a down payment with monthly installments as low as \$10 above the amount of your current bill.
3. If a telephone interview takes place, we may ask questions regarding your income, expenses, and available assets. You would be required to provide such information and, if required, reasonable substantiation that the information you provide is accurate.
4. Recipients of Public Assistance or Supplemental Security Income (SSI) may wish to consider contacting their local Department of Social Services office as they may be eligible for utility bill payment assistance.

After reviewing the specific terms of this agreement (stated below) if you feel you are not able to make the required payments, do not sign this agreement. If you have any questions or wish to discuss the terms with a National Grid representative, call 1-800-443-1837, Monday - Friday, 7 a.m. - 9 p.m., and Saturday 7 a.m. - 5 p.m.

HOW PAYMENTS WILL BE MADE IF YOU ACCEPT THIS AGREEMENT

As of 08/09/2018, you owe a previous balance of \$152.44 and a current bill amount of \$79.85 for a total owing of \$232.29. A down payment of \$44.50 must be made by 08/21/2018 leaving a balance of \$187.79. This remaining balance is to be paid in 0004 monthly installment(s) as follows: 003 payment(s) of \$44.50 and a final (4th) payment of \$54.29. All installment payments covered by this agreement and all bills you will be receiving for current charges while the agreement is in effect must be paid by the due dates shown on the bills.

To accept this agreement, sign and date the form below, enclose the required down payment, and mail using the enclosed envelope. To avoid termination of service, the signed agreement and down payment must reach us by 08/21/2018.

WHAT HAPPENS IF YOU DO NOT MAKE THE PAYMENTS

If you do not make any payment required by the terms of the agreement, we may insist upon full payment of all monies owed to us and take steps to shut-off service where legally permitted. Please contact us if the reason for not making payment is that your financial circumstances (income and expenses) have changed significantly due to conditions beyond your control. We will determine your eligibility for a payment agreement that considers your financial circumstances which may require no down payment and installments as low as \$10 per month above current bills.

ASSISTANCE

If you wish to speak with a National Grid representative, call 1-800-443-1837, Monday - Friday, 7 a.m. - 9 p.m., and Saturday 7 a.m. - 5 p.m. If further help is needed, you may contact the New York State Public Service Commission online at www.dps.ny.gov/complaints, by phone at 1-800-342-3377 (toll free), 8:30 a.m. - 4 p.m. Monday - Friday, or by mail: New York State Public Service Commission, Empire State Plaza, Albany NY, 12223.

BUDGET BILLING OPTION

If you wish to enroll in our Budget Plan, place a check mark in the box below. You can avoid the highs and lows of seasonal bills by spreading your projected energy costs into 12 predictable monthly payments. This plan pertains only to new bills and does not change the specific terms of the payment agreement. If you have any questions, please call 1-800-642-4272, Monday - Friday, 7 a.m. - 7 p.m.

Yes, I would like to be put on the Budget Plan.

ACCEPTANCE OF AGREEMENT

Company Acceptance: By this statement, National Grid verifies that specific terms offered on this document are an acceptable agreement for payment of monies owing.

Customer Acceptance: To indicate acceptance; sign, date, and print name. I have read, understand and accept the terms of this agreement.

SIGNATURE: _____ DATE: ____/____/____

PRINT NAME: _____ PHONE: (____) _____

By signing and returning one copy, you are agreeing to make payments according to the terms of this agreement. In return, National Grid will agree not to shut off your service for non-payment, for as long as you continue to honor the terms of the agreement. If you do not sign and return the agreement (or contact us to discuss alternative terms) and a final termination notice is in effect, we will take necessary steps to terminate your service. You may also fax this agreement to (315) 460-9511, or email it to dpaactive@nationalgrid.com.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 39; 16 NYCRR § 11.13; NiMo Gas Tariff Leaves 62-34, Section II.13.2; NiMo Electric Tariff Leaves 122 & 123, Section II.26.2; KEDLI Tariff Leaves 41-43, Section II.3D.1; KEDNY Tariff Leaves 27, Section II.13.A, Leaves 29-31, Section II.13.C

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (RESIDENTIAL) - When estimated bills have been rendered to a residential customer for a period of 4 months or 2 billing periods, whichever is greater, the Company must take reasonable actions to obtain an actual meter reading, such as by making an appointment for a reading outside of normal business hours, offering the customer the opportunity to phone in a meter reading, or providing a meter-reading card to be filled out by the customer and mailed into the Company. After 6 months or 3 billing periods of estimated bills, the Company must send a notice to the customer and to the person who controls the meter offering a special meter appointment for meter reading both during and outside of business hours. If the Company receives no response after bills representing 8 months or 4 billing periods, it may send another letter advising the recipient that if no appointment is made, a charge not to exceed \$25 may be added to the next bill, but that no such charge will be imposed if an appointment is arranged and kept. If the Company intends to obtain a court order to gain access to the meter, it must inform the person who controls the meter by certified or registered letter. If, due to estimated readings, there is an understatement of the actual amount of money owed by more than 50% or \$100, the Company must notify the customer in writing that he/she has the right to pay the difference in regular monthly installments. If the Company gains access to a meter through a court order, but cannot fully restore service because the court order does not permit access to all areas of the premises, the Company must lock the meter and leave written notification informing the customer how service can be promptly restored. If the customer fails to contact the Company to have service restored, the Company must attempt to contact the customer on no less than a weekly basis until service is restored.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office Date:
Office of Consumer Policy Date:
Other: _____ Date:

April 24, 2019

Next Reading/Estimate: 05/01/2019

Bill Account Number:

Service Address:



NY 12 CUSTOMER LETTER 0944



Dear Customer,

According to our records, **multiple unsuccessful attempts have been made to obtain an actual usage reading on your meter**, therefore, we have continued to bill your account based on estimated usage reads. For customer bills to be accurate, meter reads must be based on actual usage reads rather than estimated usage reads.

Please follow **ONE** of the options below to provide an actual meter reading, and to keep your account up-to-date.

- Complete the enclosed postage-paid meter reading card to report your meter reading. Follow the instructions on the card carefully, marking the exact position of the hands on each dial on your meter.
- Report your meter reading at www.nationalgridus.com or through the Automated Account Services line at 1-888-932-0301 **on your next scheduled meter reading date**. This date is provided above, as well as on your bill. Please have your account number available, which is also located at the top of this letter.
- Contact Customer Service at 1-800-642-4272 to provide special instructions, or to schedule an appointment for us to access and read your meter.

If I have an Automated Meter Reading Device (AMR), do I need to take any additional action?

Possibly. If you are a customer with an AMR device, which allows us to read your meter remotely through a radio signal, you will need to **call Customer Service to schedule an appointment** to either repair or replace the AMR, as it may not be working correctly.

If you do not have an AMR or are unsure, you will need to **call Customer Service to schedule an appointment** for your meter to be read, and to install an AMR device to avoid future estimated reads.

What if I don't control access to my meter?

Please contact Customer Service to provide us with the name of the person who does control access. This person may be your landlord, building superintendent or managing agent. Once we have the name of the person controlling access to the meter, a letter will be mailed informing him or her that we must obtain an actual reading on your meter.

Thank you for your cooperation and prompt attention to this matter.

Sincerely,
National Grid

Smell Gas. Act Fast. Call Gas Emergency 1-800-892-2345 or 911

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Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

0944 12

300 Erie Blvd West, Syracuse, NY 13202-4250
1-800-642-4272 • www.nationalgridus.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 39; 16 NYCRR § 13.8; NiMo Gas Tariff Leaves 64-66, Section II.13.4; NiMo Electric Tariff Leaves 135-137, Section II.26.10; KEDNY Tariff Leaf 29, Section II.13.B; KEDLI Tariff Leaf 43, Section II.3D.2

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESTIMATED METER READING NOTICES (NON-RESIDENTIAL) - After 6 consecutive months of estimated meter readings, and failure to obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company must, within 7 calendar days, make another reading attempt or an appointment with the customer to read the meter. At the time of the unsuccessful attempt, the Company must leave at the premises or mail to the customer a meter-reading card. The Company must begin providing no-access notices to the access controller and, if different, to the customer (i) with the 2nd consecutive estimated bill for accounts billed for demand; (ii) with the 4th consecutive estimated bill for accounts not billed for demand; or (iii) with the 10th estimated bill for usage based on a remote registration device or a customer reading. Specific no-access notice requirements are set forth in the accompanying appendix. If estimated bills are rendered due to circumstances beyond the control of the Company which made obtaining an actual reading extremely difficult covering more than a 24-month period, a statement advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

September 26, 2019

Next Reading/Estimate: 08/23/2019

Bill Account Number: [REDACTED]

Service Address: [REDACTED]

NY 12 CUSTOMER LETTER 0932
[REDACTED]



FINAL TERMINATION NOTICE

Dear Customer,

According to our records, **multiple unsuccessful attempts have been made to obtain an actual usage reading on your meter**, therefore, we have continued to bill your account based on estimated usage reads. For customer bills to be accurate, meter reads must be based on actual usage reads rather than estimated usage reads.

As a result of your continued estimated reads, a \$100 no-access charge has been added to your bill, and will be included on every bill until access to your meter is provided. We may also take steps to terminate your service.

How can I avoid receiving additional \$100 no-access charges?

For National Grid to get actual reads, we must be able to gain access to your meter on the next meter reading date which is shown above, or you must **schedule an appointment** to have your meter read prior to that date.

What happens if I do not allow access to my meter for an actual read?

If an actual meter reading cannot be obtained by the next scheduled meter read, and your service can be physically terminated without obtaining access, **steps will be taken to terminate your service**. If your service cannot be physically terminated without obtaining access, steps to obtain a court order to gain access to your meter will follow. **The court costs and associated costs for this will be your responsibility**. You will be notified in advance if we intend to follow this course of action.

How can I schedule an appointment for my meter to be read?

You may schedule an appointment by contacting Customer Service at 1-800-642-4272.

If I have an Automated Meter Reading Device (AMR), do I need to take any additional action?

Possibly. If you are a customer with an AMR device, which allows us to read your meter remotely through a radio signal you will need to **call Customer Service to schedule an appointment** to either repair or replace the AMR as it may not be working correctly. If you do not have an AMR or are unsure you will need to **call Customer Service to schedule an appointment** for your meter to be read, and to install an AMR device to avoid future estimated reads.

What if I don't control access to my meter?

Please call Customer Service to provide the name of the person who does control access. This person may be your landlord, building superintendent or managing agent. Once we have the name of the person controlling access to the meter, a letter will be mailed informing him or her that we must obtain an actual reading on your meter.

Thank you for your cooperation and prompt attention to this matter.

Sincerely,
National Grid

Smell Gas. Act Fast. Call Gas Emergency 1-800-892-2345 or 911

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0932 12

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1-800-642-4272 • www.nationalgridus.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 44; 16 NYCRR § 11.17

Date the Order was Issued and Effective:

Summary of O&E requirements:

WELCOME MATERIALS/RIGHTS & OBLIGATIONS (RESIDENTIAL) – The Company must, at the time service is initiated to a residential customer, by a notice accompanying a regular bill or in a separate mailing, provide residential customers with a summary of their rights and obligations under the Home Energy Fair Practices Act, the Energy Consumer Protection Act of 2002 and the Commission’s regulations. At a minimum, the summary must include the following: (1) a description of the complaint-handling procedures available at the Company and the Commission; (2) customers’ rights and obligations relating to payment of bills, termination, disconnection and suspension of service and reconnection of service; (3) a description of special protections afforded the elderly, blind and disabled; persons with medical emergencies; persons receiving public assistance, supplemental security income benefits or additional State payments; and persons in two-family dwellings; (4) a request that customers who qualify for the protections granted to residential customers in the Commission’s regulations voluntarily so inform the Company; (5) the right of a customer to designate a third party to receive copies of all notices relating to termination, disconnection and suspension of service or other credit notices; (6) appropriate forms that customers claiming the protections listed above may fill out and return; (7) a description of the customers’ rights in regard to deferred payment plans and the holding and demanding of security deposits by the Company; and (8) a description of the Company’s budget or levelized payment plans. If service is provided to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than English, the Company must, at the request of a customer residing in such county, send its messages on bills and notices in both English and such other language to such customer.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: **IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY’S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.**

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary’s Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

April 23, 2019

Bill Account Number: [REDACTED]
Next Meter Reading Date - Week of: [REDACTED]
Service Address: [REDACTED]

NY 12 CUSTOMER LETTER 1003

Dear NY 12 CUSTOMER LETTER 1003:

Welcome to National Grid. We look forward to serving you.

Please review your account details above and let us know right away if this information is not correct by calling our Customer Service Center at **1-800-642-4272**, weekdays, 7 a.m.-7 p.m. As the customer of record, you are responsible for payment of bills.



Your safety is our top priority

Our emergency service is available free of charge 24 hours a day, 7 days a week. To report an electricity outage or downed wires, please call **1-800-867-5222**. Always consider any downed wire to be live and dangerous. For National Grid gas customers: If you smell gas, leave the area immediately and call our gas emergency line, **1-800-892-2345**, or call **911**.

Convenient self-service options

Please visit www.nationalgridus.com to access your account and to use our electronic payment options, including:

- **Online/by phone** - Pay as you go with our secure website or with our automated telephone service.
- **Credit and debit card payments** - For a nominal fee you may pay by your credit or debit card online, or by telephone using the SpeedPay automated service.

Tips for managing your energy bills

- **Paperless Billing** - You'll save time - and postage -- and receive an email when bills are ready to be viewed online.
- **Budget Plan** - Manage your energy bills by spreading your annual energy costs into 12 predictable monthly payments, helping to avoid seasonal bill spikes.
- **Customer Choice** - You have the option to buy energy from an independent energy services company (ESCO). No matter who you choose for your energy, National Grid will continue to provide customer service and respond to emergencies.

Your rights as a customer

We've included a "Rights and Responsibilities" document which outlines billing, protections and safety information.

By accepting service from National Grid, you expressly consent to the Company or its representatives contacting you by phone, autodialed and automated voice call, email, or text message regarding your utility service. You may request to be removed from future calls related to non-emergency issues in one of three ways:

- Call: Customer Service at 1-800-642-4272
- Email: optout@nationalgrid.com
- U.S. Mail: National Grid, Customer Contact Center C-3, 300 Erie Boulevard West, Syracuse, NY 13202

If we can assist in any way, please call Customer Service or email using the **Contact Us** link on our website.

Sincerely,
National Grid

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
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вам его перевели.

1003 12

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1-800-642-4272 • www.nationalgridus.com

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 44; 16 NYCRR §§ 11.17, 143.9, 275.9

Date the Order was Issued and Effective:

Summary of O&E requirements:

ANNUAL NOTICES/RIGHTS & OBLIGATIONS (RESIDENTIAL) - The Company must, at least annually, by a notice accompanying a regular bill or in a separate mailing, provide residential customers with a summary of their rights and obligations under the Home Energy Fair Practices Act, the Energy Consumer Protection Act of 2002 and the Commission's regulations. At a minimum, the summary must include the following: (1) a description of the complaint-handling procedures available at the Company and the Commission; (2) customers' rights and obligations relating to payment of bills, termination, disconnection and suspension of service and reconnection of service; (3) a description of special protections afforded the elderly, blind and disabled; persons with medical emergencies; persons receiving public assistance, supplemental security income benefits or additional State payments; and persons in two-family dwellings; (4) a request that customers who qualify for the protections granted to residential customers in the Commission's regulations voluntarily so inform the Company; (5) the right of a customer to designate a third party to receive copies of all notices relating to termination, disconnection and suspension of service or other credit notices; (6) appropriate forms that customers claiming the protections listed above may fill out and return; (7) a description of the customers' rights in regard to deferred payment plans and the holding and demanding of security deposits by the Company; and (8) a description of the Company's budget or leveled payment plans. If service is provided to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than English, the Company must, at the request of a customer residing in such county, send its messages on bills and notices in both English and such other language to such customer. At least once a year, the Company must provide, to all residential customers in such county, a notice in such other language spoken regularly by at least 20 percent of the population in such county of the right to request messages on bills and notices in such other language.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: **IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.**

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

Your Rights as a National Grid Residential Customer

nationalgrid

New York City

New York State Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) provide comprehensive protection for residential customers of electric and gas utility services that consume products provided by both National Grid and non-utility energy service providers (ESPs). This brochure is provided annually by National Grid and includes basic information about the Company's policies and procedures, as well as your rights as a customer billed under residential rates.

Other Info on a separate page

Service or Billing Questions
To ask about your National Grid service or your bill, call 1-718-943-4000, weekdays 9 a.m. - 5 p.m., Monday through Friday and 9:00 a.m. until 5:00 p.m. on Saturdays. You may also visit nationalgridusa.com for a number of convenient online self-service options. Choose links to access your National Grid account details, track usage and find out about payment options. You may also reach us via email from our website at nationalgridusa.com.

To report a safety or gas safety emergency, please call 1-718-943-4000, 24 hours a day, 7 days a week. Hearing or speech impaired customers can contact National Grid by using our special TTY communication system at 1-718-227-2807.

Billing Disputes/Complaint Handling
Should you need assistance, please contact National Grid. If we are unable to help you may contact the New York State Public Service Commission online at www.psc.state.ny.us, by calling 1-800-548-3377 (toll free, 9:30 a.m. to 5 p.m., Monday-Friday), or by mail: New York State Public Service Commission, Empire State Plaza, Albany, NY 12223.

PSC Helpline
If you feel National Grid has been unable to help you, you may contact the PSC online at www.psc.state.ny.us or call the PSC Helpline at 1-800-342-3366 between 7:30 a.m. - 7:30 p.m. on business days.

Our bills, which you'll receive monthly show the amount of gas you have used. Bills can be paid online at nationalgridusa.com, by phone using our automated payment service, by mail, or in person at our District Customer Service Centers. Our free DirectPay program can transfer your bill payments automatically from your bank account.

Advanced Billing
This program divides your annual gas costs into equal monthly payments. Under the program, we will spread your projected annual gas usage cost into 12 convenient monthly payments. This is particularly helpful if you heat with gas.

Meter Reading & Access
It's important that we access our meter for readings, inspections and maintenance. In accepting service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unlocked private property at all reasonable times to access our equipment and meters. If we are unable to read your meter for three billing cycles we will put a message on your bill asking for a reading or to make a special appointment for us to do so. However, if your meter has not been read for five consecutive bills, you or the building owner may be subject to a \$25 (plus tax) charge. For your protection, every National Grid employee carries a photo identification card. Always ask to see this card before granting entry to your home. Also, before entering, National Grid employees are required to knock and announce their presence to you.

Inactive Gas Meters
All premises with open gas meters must have an active customer on the gas account. Open meters at premises with no responsible customer will either be locked or removed, or the service line supplying gas to the premises will be cut off. Customer terminating service should coordinate an appointment to lock the meter.

Payment Agreements
If you are having difficulty paying your bill, please contact us in order to make a Payment Agreement. We will determine your eligibility for a payment agreement that considers your financial circumstances. You may not have to make a down payment if you can show financial need. Installment payments may be as low as \$10 per month. We will make every effort to help you find a way to pay your bill. Our Consumer Advocates may be able to help you get assistance from other sources. If you heat your home with gas, we will not shut off your gas service between November 1 and April 15 without first trying to contact you or another adult in your household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment agreement. It shall be the right of every residential customer of a gas or electric corporation, upon the discontinuation of utility service to 48 hours, upon notice, an actual meter reading by such customer's gas or electric corporation.

Special Protections

National Grid provides special protection for elderly, blind and disabled persons, persons with medical emergencies, and customers receiving public assistance. Supplemental Security Income benefits, or additional state payments. We will work with customers to make a satisfactory payment arrangement and notify local social services if appropriate. We will not disconnect service during a health or safety emergency, however, you are still responsible for paying your National Grid bill. We will notify and work with persons in two-family dwellings where service is not metered separately.

Medical Hardship
If you or a member of your household are faced with a medical emergency, you will need to contact us to provide pertinent information. To receive the medical certificate after 30 days, you will be required to provide financial information to determine if you are eligible for a financial hardship waiver or the Board of Health are required to explain in writing why you still need the emergency service. We will NOT shut off your service during your health emergency as long as you have provided National Grid with the proper documentation; however, you are still responsible for paying your National Grid bill.

While we are working with you to develop a payment agreement, or to obtain financial assistance for you, we will not shut off service. Special protections may be available if you and all those living with you are age 62 or over, age 18 or younger, blind or disabled. To ensure that you receive all the protections for which you are eligible, please contact a company representative and identify yourself. Other services include the Star Customer Program and Courtesy Billing for those 62 and over, and the Friendly Follow-Up program that can help prevent a gas shut-off by dispatching a "Cangiver" or an additional contact to receive duplicate copies of past due notices. For more information regarding these services, please complete and return the form below or visit nationalgridusa.com.

Reconnecting Service
We will reconnect service within 24 hours when you pay the full amount due. OR You are unable and sign a payment agreement and make any necessary down payment on your bill. OR You face a service threat to health or safety. If you receive public assistance in the form of direct payment or written guarantee, we will turn your service back on within 24 hours after we receive a notice of payment from the social service agency helping you.

Reconnection Fee
We charge a fee to reconnect service. The charge is higher if we restore service outside normal working hours: 4 p.m. - 4 p.m., Monday-Friday, except holidays. The fee is also higher if a request work in the street instead of at the meter. If we do not reconnect your service within 24 hours of meeting the above conditions—except when it is beyond our control—we will pay you a fee for each additional day you are without service.

Deposits
If you are a short-term or seasonal customer, we may ask you for a deposit. Existing customers may be asked to pay a deposit if their account is delinquent or has been disconnected for non-payment during the last six months. Deposits will earn interest at a rate set by the PSC. We will hold the deposit until 12 consecutive months of timely payments have been received. At that time, we will refund your deposit plus interest. If your payments are not current, we will hold the deposit and credit the interest to your account annually.

Shared Meters
If you are a residential building tenant, you are not obligated to pay for gas service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call 1-718-943-4000.

Tenants in Multiple Dwellings
If you live in a building with three or more apartment units, your landlord has to pay the gas bill for which he or she is responsible, you may be able to keep the service on if you join with the other tenants to pay the bill. The tenants only have to pay the current bill and you can, by law, deduct your share from your rent. Similar protections apply to tenants in two-family dwellings.

PROGRAM ENROLLMENT FORM

Name _____
Address Apt _____
Town/City Zip _____
Telephone (Daytime) _____ (Evening) _____
Account Number _____
DirectPay Program
 I have enrolled me in the DirectPay program. I authorize electronic deductions from my bank account for payment of my bills 15 days after my billing date. I have attached a check clearly marked "VOID." (Please complete the following only if enrolling in DirectPay.)
Name exactly as it appears on bank statement _____
Bank Name _____
Bank Account Number _____
Bank Routing Number _____
(the 9-digit number on the bottom of your check)
 Checking Savings
Your Signature _____ Date _____

Advanced Billing Plan
To obtain your Advanced Billing amount and/or to enroll in the plan, please call 1-718-943-4000.

SPECIAL PROTECTIONS REGISTRATION FORM

Please complete this form if you qualify for any special protections described. Return this form to: National Grid, Collections, One Waterside Center, 125 River Street, Brooklyn, NY 11201, 4000.

ACCOUNT INFORMATION

Name _____
Address Apt _____
Town/City Zip _____
Telephone (Daytime) _____ (Evening) _____
Customer's Signature _____

Account Number (as shown on bill) _____
I would like to be considered for Special Protections.
 All members are 62 years of age or over, and/or age 18 or under.
 All members are blind (legally or medically).
 All members have a permanent disability.
 I have or a resident of my household a Medical Hardship (Type) _____

I receive government assistance.
 I receive Public Assistance (PA). My case number which appears on my IDA identification card is: _____
 I receive Supplemental Security Income (SSI). Note: SSI benefits are not the same as Social Security retirement benefits. My Social Security number is: _____

Please send Large Print Bills Braille Bills
 Please enroll me in the Friendly Follow-Up Program.

To Be Completed by "Cangiver"
Please let me know if the customer's bill is overdue or if the service might be turned off. As "Cangiver" I understand that I am not responsible for payment of the bill.

Cangiver/Agency _____
Address Apt _____
Town/City Zip _____
Telephone (Daytime) _____ (Evening) _____
Cangiver Signature _____

GM4000 (02/01) NYC RES

Sus derechos como cliente residencial de National Grid

nationalgrid

La Comisión de Servicios Públicos (Public Service Commission, PSC) del estado de Nueva York y la Ley de Políticas Justas sobre el Consumo de Energía en el Hogar (Home Energy Bill Practice Act, HEBA) proporcionan protección completa para los clientes residenciales de servicios de suministro de gas y electricidad. La HEBA exige al consumidor tener profesionales por National Grid y por los proveedores de servicios energéticos (Energy Service Companies, ESCOs) que no brinden servicios públicos. Todos los años, National Grid proporciona este folleto que incluye información básica acerca de las políticas y los procedimientos de la empresa, así como sus derechos como cliente a quien se le ha hecho un contrato de servicio con la tarifa residencial.

New York City

FORMULARIO DE INSCRIPCIÓN AL PROGRAMA

Nombre _____
 Dirección _____ Departamento _____
 Pueblo/Ciudad _____ Código Postal _____
 Teléfono (Durante el día) _____ (Durante la noche) _____
 Número de cuenta _____

Programa DirectPay
 ¿Deseo inscribirse en el programa DirectPay? Deseo autorización para que se realicen deducciones electrónicas de mi cuenta bancaria para el pago de mis facturas 15 días después de mi fecha de facturación. He adjuntado un cheque marcado claramente como "Nº N.A.S.C." (Completa lo siguiente solamente si se inscribe en el programa DirectPay).

Nombre tal como aparece en el estado bancario _____

Nombre del banco _____

Número de cuenta bancaria _____

Número de ruta bancaria _____
 (El número de 9 dígitos que aparece en la parte inferior del cheque)
 Cuenta corriente Caja de ahorros

Si firma _____ Fecha _____

Plan de facturación balanceada
 Para obtener la cantidad de la facturación balanceada y/o facturas en el plan, llame al 1-718-943-4366.

FORMULARIO DE INSCRIPCIÓN A LAS PROTECCIONES ESPECIALES
 Complete este formulario si quiere los servicios para cualquier protección especial descrita anteriormente. Envíe este formulario a: National Grid, Colección One Month Card Center, One Chart, One Month, NY 11201-4100.

INFORMACIÓN DE LA CUENTA
 (Requiere de completar antes de hacer el envío por correo)

Nombre _____
 Dirección _____ Departamento _____
 Pueblo/Ciudad _____ Código Postal _____
 Teléfono (Durante el día) _____ (Durante la noche) _____
 Rama del cliente _____

Número de cuenta (como aparece en la factura) _____
Me gustaría que me consideren para las protecciones especiales.
 Si mi familia incluye a lo que corresponde:
 Todos los miembros tienen 62 años o más y/o 18 años o menos.
 Todos los miembros son ciegos (legal o medicamente).
 Todos los miembros tienen una discapacidad permanente.
 Todos los miembros tienen los requisitos para al menos uno de los siguientes artículos:
 Tengo o un residente de mi casa tiene un problema médico (crónico).

Recibo asistencia del gobierno
 Recibo asistencia pública (FAP). Mi número de caso que aparece en la tarjeta de identificación de la Cuenta de reembolso para la salud (Health Reimbursement Account, HRA) es: _____
 Recibo de ingreso de seguro complementario (PSC). Nota: Los beneficios de CO no son los mismos que los beneficios de jubilación del Seguro Social. Mi número del Seguro Social es: _____

Enviar Facturas con lista de impresión gratis Facturas en Español

Deseo inscribirse en el programa Friendly Follow-Up.

Para ser completado por el "custodio"
 Deseo que me informen si la factura de este domicilio vendida o el servicio podría ser desconectado. Como "custodio" entiendo que no soy responsable del pago de la factura.

Custodio/Agente _____
 Dirección _____ Departamento _____
 Pueblo/Ciudad _____ Código Postal _____
 Teléfono (Durante el día) _____ (Durante la noche) _____
 Rama del custodio _____

Otro lado en inglés
Preguntas sobre el servicio o la facturación
 Si tiene preguntas acerca del servicio de National Grid o su factura, llame al 1-718-943-4366, de lunes a viernes de 8:00 a. m. a 5:00 p. m., y los sábados de 9:00 a. m. a 5:00 p. m. También puede visitar nationalgrid.com para conocer estas opciones convenientes de autoatención en línea. Si le envía para acceder a los detalles de su cuenta de National Grid, hacer un seguimiento del consumo y obtener información sobre las opciones de pago. También puede comunicarse con nosotros por correo electrónico desde nuestro sitio web en nationalgrid.com.

Para informar una emergencia de seguridad de gas natural, llame al 1-718-943-4366, las 24 horas del día, los 7 días de la semana. Los clientes con problemas de audición o habla pueden comunicarse con National Grid mediante el sistema de comunicación regional de TTY al 1-718-237-2867.

Manejo de disputas o reclamos por facturación: Si necesita ayuda, comuníquese con National Grid. Si no podemos ayudarle, puede comunicarse con la Comisión de Servicios Públicos del estado de Nueva York en el sitio web dca.ny.gov/complaints o llamando al 1-800-343-3377 (gratuito, de 8:30 a. m. a 4:00 p. m., de lunes a viernes, o por correo: New York State Public Service Commission, Empire State Plaza, Albany NY, 12242).

Línea directa de la PSC:
 Si cree que National Grid no ha podido ayudarlo, puede comunicarse con la PSC en el sitio web dca.ny.gov/complaints o llamando a la línea directa del PSC al 1-800-343-3366 de 7:30 a. m. a 7:30 p. m. en días hábiles.

Las facturas que recibimos mensualmente muestran el cantidad de gas que consumió. Las facturas se pueden pagar en línea en nationalgrid.com, por teléfono mediante nuestro servicio de pago automatizado, por correo, o en persona en nuestros Centros de Atención al Cliente. Gracias a nuestro programa gratuito DirectPay, se podría haberle los pagos de las facturas de manera automática desde su cuenta bancaria.

Facturación equilibrada
 Este programa divide sus costos anuales de consumo de gas en pagos mensuales iguales. De esta manera, disminuye el costo de consumo de gas anual proyectado en 12 pagos mensuales consistentes. Esto es particularmente útil si usa calefacción a gas.

Acceso y lectura del medidor
 Si requiere que accedamos a nuestro medidor para leer las lecturas y realizar inspecciones y mantenimientos. Al acceder al servicio, otorga a la empresa el derecho a acceder a sus instalaciones en horarios normales. Por ley, nuestros técnicos de mediciones están autorizados a ingresar en propiedades privadas sin llave en horarios normales para acceder a nuestros medidores y mediciones. Si no podemos leer su medidor durante los ciclos de facturación consecutivos, obligamos un mes en su factura para indicar una lectura o conectar una cita especial para que lo hagamos. Sin embargo, si no se ha formado la lectura del medidor durante un ciclo de cinco facturas consecutivas, se notificará en la cuenta al cliente o al propietario del edificio un cargo adicional de \$25 más impuestos. Para su protección, todos los empleados de National Grid llevan una tarjeta de identificación con fotografía. Siempre pida ver esta tarjeta antes de autorizar el ingreso a su casa.
 Además, antes de entrar, se requiere que los empleados de National Grid lleven a la puerta y se anuncian.

Medidores de gas inactivos
 Todas las instalaciones con medidores de gas inactivos deben tener un cliente activo en la cuenta de gas. Los medidores inactivos en las instalaciones donde no haya un cliente responsable se desactivan o se retiran, o se cierra la línea del servicio de suministro de gas hacia las instalaciones. Los clientes que interrumpen el servicio deben coordinar una cita para reactivar el medidor.

Acuerdo de pago
 Si tiene dificultades para pagar la factura, comuníquese con nosotros para establecer un acuerdo de pago. Discrecionalmente se elegibilidad para un acuerdo de pago que limite su cuenta sus circunstancias financieras. La posibilidad de que hacer un pago inicial si se que puede demostrar la necesidad financiera. Los pagos en cuotas pueden ser muy bajos, como \$10 por mes. Siempre todo lo posible para ayudar a encontrar una manera de pagar su factura. Nuestros asesores de los consumidores pueden ayudar a obtener asistencia de otros clientes. Si usa el suministro de gas para calefacción su casa, no desconectamos el servicio de gas antes del 15 de noviembre y 15 de abril en áreas donde se comunicamos con usted o un sitio en su factura. Si la interrupción del servicio plantea un problema grave de salud o seguridad, continuamos con el servicio durante al menos 15 días y intentamos de establecer un acuerdo de pago. Todo cliente residencial de una conexión de servicio de gas o electricidad tendrá el derecho de facturar, mediante una solicitud, una lectura de medidor por parte de dicho propietario tras la cancelación del servicio público.

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Protecciones especiales
 National Grid ofrece protecciones especiales a personas de edad avanzada, con ceguera, discapacidades o emergencias médicas y a clientes que reciben asistencia pública. Beneficios de ingreso de Seguro Complementario (Supplemental Security Income, SSI), o pagos adicionales del Seguro. Trabajamos con una compañía para establecer un acuerdo de pago satisfactorio y notificar a los servicios sociales locales el correspondiente. No desconectamos el servicio durante una emergencia médica o de seguridad, sin embargo, usted seguirá siendo responsable del pago de la factura de National Grid. Notificaremos y trabajaremos con personas de vivienda de los familiares donde el servicio no se mide por separado.

Problemas médicos
 Si usted o algún familiar afronta una emergencia médica, lléndonos para comunicarse con nosotros para brindar la información pertinente. Para tener el certificado médico después de 30 días se le pedirá que proporcione información financiera para determinar si es elegible para una reevaluación. Si en su caso se espera que su médico o la Junta de Salud explique por escrito el motivo por el cual usted necesita el servicio de emergencia, NO desconectamos el servicio durante la emergencia médica, siempre que haya proporcionado a National Grid la documentación correspondiente, no obstante, usted seguirá siendo responsable del pago de la factura de National Grid. Durante el tiempo que trabajamos para establecer un acuerdo de pago u obtener ayuda financiera para usted, no desconectamos el servicio. Puede haber protecciones especiales al costo y factos los que continúan su hogar tienen 62 años o más, 18 años o menos, son ciegos o discapacitados. Para saber más acerca de recibir todas las protecciones para los cuales es elegible, comuníquese con un representante de la empresa a identificarlos. Estos servicios incluyen el programa Safe Customer y Facturación Integral, para aquellos de 62 años o más, y el programa Friendly Follow-Up que puede ayudar a prevenir un corte de gas mediante la designación de un "custodio" para recibir copias duplicadas de los avisos de deuda. Para obtener más información sobre estos servicios, complete y devuelva el formulario siguiente o visite nationalgrid.com.

Reconexión de los servicios
 Reconectamos el servicio en un plazo de 24 horas cuando paga la cantidad total adeudada O sea elegible, llame al número de pago y realice los pagos iniciales necesarios en la factura. Si afronta un problema grave de salud o seguridad.
 Si recibe asistencia pública en forma de pago directo o garantía por escrito, reconectamos el servicio en el máximo de 24 horas posteriores a la recepción de un aviso de pago de la agencia de servicios sociales que la hemos ayudado.

Tarifa de reconexión
 Se cobrará una tarifa para reconectar el servicio. Este cargo se mayor al medidor en el número fuera del horario normal de trabajo que es de \$100 a. m. a 4:00 p. m., de lunes a viernes, excepto los días festivos. En el caso de que haya que trabajar en la noche y en la ubicación del medidor, la tarifa también será mayor. Si no reconectamos el servicio en el plazo de 24 horas después de cumplir con las condiciones mencionadas, excepto cuando está fuera de nuestro control, le pagaremos una tarifa por cada día adicional que está sin servicio.

Depósitos
 Si es un cliente a corto plazo o temporario, es posible que lo solicitemos un depósito. A los clientes actuales se les puede pedir que hagan un depósito si su cuenta está en mora o si se ha realizado la desconexión por falta de pago durante los últimos seis meses. Los depósitos demeritarán primero a una tasa que establece la PSC. Se recibirá el depósito hecho que se han hecho 12 pagos puntuales y consecutivos. En ese momento, le reembolsamos su depósito más los intereses. Si los pagos no son actuales, procedemos a retirar el depósito y acumulamos los intereses en su cuenta de cobro.

Medidores compartidos
 Si se incluye en un edificio residencial, no está obligado a pagar el servicio de suministro de gas para cualquier otra unidad de su propia unidad de vivienda. Para obtener más información sobre las condiciones del medidor compartido, llame al 1-718-943-4366.
 Inquilinos en viviendas múltiples
 Si vive en un edificio con tres o más departamentos, y el propietario no paga la factura de gas como debería, es posible que pueda mantener el servicio si se pone de acuerdo con los otros inquilinos para pagar la factura. Los inquilinos solo tienen que pagar la factura actual y por ley, usted puede dudar su parte de la renta. Esas protecciones también para los inquilinos de viviendas de otros edificios.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

NY Pub. Serv. Law § 66; 16 NYCRR § 11.17

Date the Order was Issued and Effective:

Summary of O&E requirements:

TIME-OF-USE RATES NOTICES - Where the company offers time-of-use rates, it must provide the following information, at least twice per year, by a notice accompanying a regular bill or in a separate mailing to its customers billed on such rates: (1) a description of the hours for which these rates are available for both standard and daylight standard time; (2) if resetting the electric time-of-use meter is necessary to restore the effective hours of the time-of-use rates following an interruption of service, a description of procedures such customers must follow in order to have their time-of-use electric meter reset; and (3) if resetting the electric time-of-use meter is necessary, when the Company has knowledge of an outage, a statement within 60 days of such outage that the time-of-use rate may not be applied at the previously stated times until the time-of-use electric meter is reset.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:



High energy user? Consider Time-of-Use.

Depending on your electricity usage patterns, your electricity bills may be lower on Time-of-Use (TOU) Service Classification 1C (SC-1C) rate than on standard residential service (SC-1).

SC-1C customers pay a higher basic service charge—currently \$30 per billing period—and a lower delivery charge than on standard residential service. However, these customers will pay more per kilowatt-hour for electricity supply used during on-peak periods. In return, they pay lower rates for electricity supply during off-peak periods, when the demand for electricity is lower.

If your usage is greater than 980 kWh and you have the ability to shift at least 12 percent of your usage to shoulder-peak hours and 80 percent of your usage to the off-season/off-peak hours, you may benefit from this rate. Once enrolling on the rate, there is a one-year commitment.

For more information, visit
www.nationalgridus.com/sc1c

On-peak hours are:

- ▶ December, January, February:
5 p.m. to 8 p.m. on weekdays
- ▶ June, July, August: 11 a.m. to
5 p.m. on weekdays

Shoulder-peak hours are:

- ▶ December, January, February:
9 a.m. to 5 p.m. on weekdays
- ▶ June, July, August: 8 a.m. to
11 a.m. and 5 p.m. to 8 p.m.
on weekdays

Off-season/off-peak hours are:

- ▶ December, January, February:
8 p.m. to 9 a.m. weekdays; all
hours weekends
- ▶ June, July, August: 8 p.m. to
8 a.m. weekdays; all hours
weekends
- ▶ All hours in the fall months
(September, October and November)
and spring months (March, April
and May)
- ▶ All hours on Dec. 25, Jan. 1,
and July 4

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

Uniform Business Practices approved in Case 98-M-1343

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESCO LISTS – The Company is required to provide a customer who requests initiation of delivery service with an up-to-date list of ESCOs and provide the list at any time, upon request of any customer.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY'S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary's Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

Energy Service Companies (ESCOs) Serving Residential and Commercial Customers - As of February 2009



Ameristar Energy LLC CONTACT: Customer Service
6 B Union Ave. PHONE: (888) 321-4GAS
Ronkonkoma, NY 11779 (888-321-4427)

Approved Energy LLC CONTACT: Larry Collins
6741 5th Avenue PHONE: (718) 238-1050
Brooklyn, New York 11220 FAX: (718) 238-1053

BluCo Energy CONTACT: Dino T. Jardin
149 34th St. PHONE: (718) 965-0900
Brooklyn, NY 11232 FAX: (718) 965-4250

Brown's Fuel Service LLC CONTACT: Michael Palmese
9 Sommers La. PHONE: (718) 442-4034
Staten Island, NY 10314 FAX: (718) 442-1445

Chief Energy Inc. CONTACT: Tanya Borghese
918 McDonald Ave. PHONE: (718) 438-8676
Brooklyn, NY 11218 FAX: (718) 972-0996

Columbia Utilities CONTACT: Robert Palmese
1350 60th St. PHONE: (718) 851-8655
Brooklyn, NY 11219 FAX: (718) 851-2427

Direct Energy Services CONTACT: Luis Davila
12 Greenway Plaza, Ste. 800 PHONE: (713) 877-3936
Houston, TX 77046 FAX: (713) 877-3559

East Coast Power LLC CONTACT: Anthony Milanese
340 Jackson Ave. PHONE: (718) 402-5107
Bronx, NY 10454

Falcon CONTACT: David Sokol
165 Remsen St. PHONE: (718) 855-2967
Brooklyn, NY 11201 FAX: (718) 852-8628

FFC Energy LLC CONTACT: Rodger Loughlin
180 9th St. PHONE: (718) 832-6700
Brooklyn, New York, 11215 FAX: (718) 832-6277

GASMARK CONTACT: Michael Gibbs
One Meridian Blvd. PHONE: (610) 373-7999
Wyomissing, PA 19610 FAX: (610) 374-4288

Gateway Energy Services CONTACT: Customer Service
400 Rella Blvd., Suite 300 PHONE: (800) 805-8586
Montebello, NY 10901 FAX: (877) 326-6810

Great Eastern Energy Co. CONTACT: Susan Persaud
3044 Coney Island Ave. PHONE: (718) 648-0900
Brooklyn, NY 11235-5255 FAX: (718) 648-5111

High Rise Energy Group LLC CONTACT: Tom Willetts
2150 Joshua's Path PHONE: (877) 348-0909
Hauppauge, NY 11788 FAX: (631) 348-0978

Hudson Energy Svcs. LLC CONTACT: David Rosenberg
Four Executive Bld., Ste 301 PHONE: (877) HUDSON9
Suffern, NY 10901 FAX: (845) 228-3422

IDT Energy Inc. CONTACT: Customer Service
520 Broad Street PHONE: (877) 887-8866
Newark, NJ 07102 FAX: (973) 438-1462

Intelligent Energy Inc. CONTACT: Sales & Mtg Dept.
2050 Center Ave. PHONE: (877) 483-4684
Fort Lee, NJ 07024 FAX: (866) 733-1115

Major Energy Services LLC CONTACT: Daniel Major
1801 86th Street 2nd Fl. PHONE: (718) 234-1262 x801
Brooklyn, NY 111214 FAX: (718) 238-2552

Metro Energy Group CONTACT: Robert Leavy
500 Kingsland Ave. PHONE: (718) 383-1400
Brooklyn, NY 11222 FAX: (718) 383-2499

Metromedia Energy CONTACT: Laurence Morris
6 Industrial Way PHONE: (732) 542-7575
Eatontown, NJ 07724 FAX: (732) 542-8655

MXenergy CONTACT: Customer Service
P.O. Box 177 PHONE: (800) 375-1277
Annapolis, MD 20701-0177

NATGASCO CONTACT: Ted Ballison
532 Freeman St. PHONE: (800) 840-4GAS
Orange, NJ 07050 FAX: (973) 672-0148

New Horizons Energy LLC CONTACT: Abe Dweck
41 Madison Ave., 29th Fl. PHONE: (917) 544-5916
New York, NY 10010

North Energy CONTACT: Jack Klein
1425 37th Street PHONE: (877) 522-1122
Brooklyn, NY 11216 FAX: (877) 362-2608

Plymouth Rock Energy LLC CONTACT: Adam Sokol
165 Remsen St. PHONE: (718) 855-2967
Brooklyn, NY 11201 FAX: (718) 852-8628

Scaran Energy Services CONTACT: Thomas Scarangello
6767 Amboy Road PHONE: (718) 984-0805
Staten Island, NY 10309 FAX: (718) 966-5585

S.J. Fuel Co. CONTACT: Peter D'Arco
601 Union St. PHONE: (718) 855-6090
Brooklyn, NY 11215 FAX: (718) 625-5696

Spark Energy LP CONTACT: Customer Service
3010 Briarpark Dr. PHONE: (713) 977-5601
Houston, Texas 77042 FAX: (713) 977-5601

Stuyvesant Energy LLC CONTACT: Bob Reichler
642 Southern Blvd. PHONE: (718) 304-1102
Bronx, NY 10455 FAX: (718) 742-2253

U.S. Energy Savings PHONE: (888) 548-7690
One Liberty Plaza, 23rd Fl. PHONE: (888) 548-7690
New York, New York, 10006

US Gas & Electric CONTACT: Customer Service
57 Ira Rd., Suite 350 PHONE: (888) 947-7880
Syosset, NY 11791 FAX: (868) 628-5797

Wholesale Energy New York CONTACT: Nino Silvestri
25 Sheppard Ave. West PHONE: (416) 673-1161
Toronto, ON M1E2P8 FAX: (416) 981-3085

- See other side for Commercial-only suppliers -

NY 3.10

Energy Service Companies (ESCOs) Serving Residential and Commercial Customers - As of February 2009



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BluCo Energy CONTACT: Dino T. Jardin
149 34th St. PHONE: (718) 965-0900
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Brooklyn, NY 11235-5255 FAX: (718) 648-5111

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S.J. Fuel Co. CONTACT: Peter D'Arco
601 Union St. PHONE: (718) 855-6090
Brooklyn, NY 11215 FAX: (718) 625-5696

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Houston, Texas 77042 FAX: (713) 977-5601

Stuyvesant Energy LLC CONTACT: Bob Reichler
642 Southern Blvd. PHONE: (718) 304-1102
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U.S. Energy Savings PHONE: (888) 548-7690
One Liberty Plaza, 23rd Fl. PHONE: (888) 548-7690
New York, New York, 10006

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57 Ira Rd., Suite 350 PHONE: (888) 947-7880
Syosset, NY 11791 FAX: (868) 628-5797

Wholesale Energy New York CONTACT: Nino Silvestri
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Toronto, ON M1E2P8 FAX: (416) 981-3085

- See other side for Commercial-only suppliers -

NY 3.10

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.

Required by Order, Joint Petition, Settlement, Other:

Uniform Business Practices approved in Case 98-M-1343

Date the Order was Issued and Effective:

Summary of O&E requirements:

ESCO ENROLLMENT REQUEST – The Company must send no later than one calendar day after acceptance an enrollment request a verification letter to the customers notifying the customer of the acceptance.

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Confirm that past reports have been properly submitted: IT IS IMPORTANT TO NOTE THAT THE REPORTS MUST BE SENT TO THE SECRETARY’S OFFICE. SIMULTANEOUSLY YOU MAY SEND A COPY TO DOUG ELFNER, DIRECTOR OF THE OFFICE OF CONSUMER POLICY.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

Secretary’s Office	Date:
Office of Consumer Policy	Date:
Other: _____	Date:

**National Grid
OUTREACH AND EDUCATION PLAN
2022**

Section 3

Global Outreach and Education Methods and Tools

2022 Outreach & Education Plan with 2021 Results

CUSTOMER ASSISTANCE TELEPHONE LINES/CALL CENTER

Include any plans relating to the use of call centers/customer assistance communication channels (e.g. telephone, chat). List and describe the purpose of all the channels available for consumers to seek assistance. Does the Company produce outreach materials specifically regarding the call centers or is call center information included in publications on specific topics?

New/Continuing Program:

Continuing Program NMPC:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The phone can be used for all inquiries Monday - Friday 7a.m. - 7p.m. excluding holidays and can be reached 24 hours a day via our automated system which includes key information pertinent to customer issues as they are applicable. The Contact Center also offers 24/7 support for emergency-related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer-facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

KEDLI:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The contact center general billing phone can be used for all inquiries Monday - Friday 8 a.m. - 8 p.m. excluding holidays and weekends. The automated system can be reached 24 hours a day, which includes key information pertinent to customer issues as they are applicable. The Contact Center also offers 24/7 support for emergency-related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

KEDNY:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The phone can be used for all inquiries Monday - Friday 8am - 8pm and Saturday 9am-5pm excluding holidays and can be reach 24 hours a day via our automated system which includes key information pertinent to customer issues as they are applicable. We do not take customer billing inquires on Saturdays. The contact center also offers 24/7 support for emergency related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact

our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

NMPC
KEDLI
KEDNY

All Contact Center phone numbers, including gas/electric emergency numbers, are included on company publications – bill inserts, WeConnect quarterly newsletter, on the website, and on storm alert emails and press releases. During holidays, when the Contact Centers are closed for normal business, the company publishes 24/7 availability of electric/gas emergency numbers on social media channels.

Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C.

Goals for 2022:

NMPC
KEDLI
KEDNY

Continue to support initiatives to meet requirements for the Public Service Commission, which include those in our Emergency Response Procedures and educating customer on programs across entire service territory.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

NMPC:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The phone can be used for all inquiries Monday - Friday 7a.m. - 7p.m. excluding holidays and can be reached 24 hours a day via our automated system which includes key information pertinent to customer issues as they are applicable. The Contact Center also offers 24/7 support for emergency related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

KEDLI:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The contact center general billing phone can be used for all inquiries Monday - Friday 8 a.m. - 8 p.m. excluding holidays and weekends. The automated system can be reached 24 hours a day, which includes key information pertinent to customer issues as they are applicable. The Contact Center also offers 24/7 support for emergency-related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

KEDNY:

The Contact Center offers assistance by phone and our website for customers to seek assistance. The phone can be used for all inquiries Monday - Friday 8 a.m. - 8 p.m. and Saturday 9 a.m.-5 p.m. excluding holidays and can be reach 24 hours a day via our automated system which includes key information pertinent to customer issues as they are applicable. We do not take customer billing inquiries on Saturdays. The Contact Center also offers 24/7 support for emergency related concerns. Our website also includes numerous self-service options in addition to offering customers the option to contact our agents directly via email which is typically worked with a 2-3 business day turnaround time for non-emergency related concerns. Any outreach programs are sent to our agents via our Customer Service Communications Channel with the pertinent talking points for agents and the customer facing documents that are being sent out to help ensure agents are able to assist with inquires related to the outreach.

2022 Outreach & Education Plan with 2021 Results

MASS/BLAST NOTIFICATIONS

Please describe how and when the utility uses e-mail, text alerts and robo-calls for mass notifications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should also be described in more detail on the page for that program.

New/Continuing Program:

In 2021, we sent 12.4M outreach and education emails (these do not include billing/transactional emails). Of these, 16.1M were delivered. Our average delivery rate for these emails was 96%. The average open rate for 2021 was 41.1%,

As the pandemic situation continued into 2021, communicating with our customers via email remained as important in 2021 than it was in 2020 at the onset of the pandemic. We utilized email to deliver safety, scam awareness, and bill help information on a regular basis, relaying important information about our personalized COVID-19 payment assistance programs and other tools available to our customers during this challenging time.

Throughout the year, National Grid also alerted customers of the potential of severe storms that could disrupt their service. In addition to safety information, these emails included important ways that customers could stay connected with us during the storm and included an informational video about how National Grid restores power.

The company also sends out text messages to customers that are registered to receive outage notifications. Customers will receive a text message when we have high confidence that an outage has been detected at their property, when an ETR changes and when power has been restored.

2021 Results, Evaluation and Feedback:

For 2021, the company sent approximately 2.3M broadcast text messages, 2.2M proactive outage text messages and 341K two-way outage text messages to customers with storm and safety information. Additionally, 12M outbound call notifications for storm were sent. Call notifications for our special needs customers are discussed in detail in Section 4/Special Needs Customers.

The company also sent over 3.9M personalized emails with outage information.

Goals for 2022

- Continue to acquire email addresses to improve our customer reach
- Transition from our external email vendor to our internal email distribution platform in order to increase efficiency and lower cost
- Personalize emails for specific audiences, delivering messaging tailored and pertinent to the customer who receives it

How Priority Was Set:

Through increased feedback from our customers via digital channels, customer insights, and other means, combined with the overwhelming need to communicate with our customers during COVID-19, we plan to continue on our current trajectory to meet our customers where they are. This goal will be achieved through more personalized and frequent messaging, putting forth information that allows customers to learn about and utilize programs that best fit their needs.

Description of 2022 Program:

- Help customers achieve their energy needs through personalized and friendly messaging
- Continue pushing energy efficiency, bill help, and safety messaging
- Increase awareness of programs
- Increase number of email addresses on file

2022 Outreach & Education Plan with 2021 Results

OUTREACH MATERIALS

Identify the types of materials (e.g., print, visual aids, exhibits) developed for consumer outreach and education programs. Note: use of these tools for specific topics (e.g., safety) should also be described in more detail on the page for that program.

New/Continuing Program:

Continuing Program

Summary of 2020 Results: Provide detailed evaluation in Appendix C

National Grid consistently uses a wide variety of outreach materials and channels to reach customers on a wide range of topics such as energy safety, bill help/energy management, energy affordability, energy efficiency, emergency preparedness /storm outreach, bill-related matters, and energy volatility. These include:

Print

Brochures, fact sheets, news releases, feature articles in news publications, bill inserts, bill newsletters and direct mail and print advertising.

Electronic

Website, YouTube videos, emails (marketing), email (storm), email (bill help) and weather alerts, radio and tv spots, Internet ads, web banners, social media posts of Facebook, Twitter and Instagram, video conference calls and webinars.

In-person

Workshops and meetings, public meetings, community events and sponsorships, community/state fair exhibits and tradeshow.

With the continuation of restrictions as the result of the COVID-19 pandemic, we adapted our communications and amplified the use of email and direct mail, social media and paid advertising, bill inserts and newsletters and on-bill messaging as well as the website.

Goals for 2022:

We will continue to utilize the materials referenced above and will continue to adapt to changing circumstances and anticipate easing of restrictions for in-person contact.

How Priority Was Set:

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, schedule)

Same as above.

2022 Outreach & Education Plan with 2021 Results

UTILITY OUTREACH EVENTS

Describe how the utility identifies and participates in events such presentations, community fairs, consumer advocate workshops, etc. Distinguish between utility-sponsored and community sponsored events. Use the tracking sheet in Appendix A to list events conducted in 2021 and those planned for 2022.

New/Continuing Program:

Restrictions due to the COVID-19 pandemic prohibited much of our “normal” in-person outreach and educational events. As such, we found new and creative new ways of working, such as webinars and virtual events.

Summary of 2021 Results:

Details of outreach events are listed in Appendix A
NMPC - Highlights

- January 2021 - present – Syracuse Consumer Advocate in partnership with the Samaritan Center in Syracuse has been holding virtual weekly one-on-ones with customers needing account assistance. The customers use a computer supplied by the Samaritan Center to meet with the advocate in person/virtually.
- May 2021 – (throughout the summer) – The City of Buffalo offers one-on-one home visits to neighborhoods to discuss important issues facing residents. A variety of organizations participate. The Consumer Advocate assists customers on their porches, sharing information on programs and services such as HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY, etc. The team is accompanied by City departments/ agency service providers, and public safety officers. The goal is to assist at risk communities.
- July 2021 – Current – Consumer Advocate at Schenectady Community Action Program (SCAP) one-on-one outreach with customers weekly that are in need of account assistance.
- August 2021 – Syracuse Peace Westside Resource Family Housing Fair– Consumer Advocates were 1 of 15 vendors to provided information on programs and services such as HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY.
- August, September, October, and November 2021 (bi-weekly – paused at the end of November due to COVID) – North County Ministries Food Pantry locations in Brant Lake and

Warrensburg – to meet with customers individually seeking assistance and to work with caseworkers on site to assist customers.

- September 2021 – Table event for Project Connect Niagara at Heart, Love & Soul in Niagara Falls. This was an event attended by multiple agencies offering programs and services to attendees. Consumer Advocate promoted programs such as HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY.
- September 2021 – Consumer Advocate worked virtually with caseworkers and customers from AIDS Community Resource in Syracuse.
- September 2021 – Senator Richie’s Senior Fair at the Oswego Speedway. The Consumer Advocate provided information on programs and services to attendees –HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY.
- October 2021 – Syracuse advocates attended Senator Mannion’s Annual Senior Fair at Onondaga Community College in person to promote programs such as HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY.
- November 2021 – Presentation to Foster Parents at PEACE (on Midler) in Syracuse to promote programs & services available to assist in bill payment - programs such as HEAP, Energy Affordability, Payment Agreements, Special Protections, Empower NY, etc.
- October and November 2021 - Westcott Senior Center outreach in Syracuse – where the Consumer Advocate worked one-on-one in person to assist customers.
- November 2021 – Virtual presentation to Salvation Army caseworkers from various programs where the Consumer Advocates provided an overview of Consumer Advocacy and programs and services offered – such as HEAP and Energy Affordability, Payment Agreements, Special Protections, Empower NY.
- December 2021 – Outreach at Tuscarora Nation in Niagara Falls – National Grid Consumer Advocates in partnership with Erie County Department of Social Services HEAP intake workers assisted customers with applying for HEAP and National Grid bill assistance.

KEDNY – Highlights

- January 2021 – Virtual Town Hall for public officials in partnership with National Grid’s Customer and Community team where Consumer Advocates shared information about programs and services – advised on what we have done, what we are doing, and the support we offer to both our agencies and customers.
- April 2021 – NYC Government Officials Meeting. A virtual meeting was held with the NYC public officials to update them on the role of Consumer Advocates, and National Grid programs and services.

- May 2021 – Consumer Advocates conducted virtual webinars in both English and Spanish for customers in all our NY service territories. The webinars provided customers with information on utility assistance, energy efficiency, and payment options.
- May 2021 – Presentation to the Queens Immigration Task Force via the Queensborough President’s Office. This presentation introduced National Grid programs and services to agencies working with immigrant populations in Queens.
- June 2021 - First Time Homebuyer Series at Weeksville Heritage Center - Consumer Advocacy and Home Inspection Presentation. Provided information about National Grid programs and services, HEAP, weatherization programs, various financial assistance programs and services.
- July 2021 – Consumer Advocates presented on our programs and services as part of the Grid for Good program. Grid for Good work experience members were given an opportunity to interact and learn about Consumer Advocacy and take the information back into their respective communities for dissemination.
- September 2021 – Consumer Advocates participated in the roll out of National Grid’s Project C. Project C is aimed at ensuring that National Grid plays a larger role in effecting change in the communities we serve. This event was held at Brookville Park in Queens, NY and the goal was to clean and beautify the space for local residents. The NYC Consumer Advocates assisted in the planning of the event, from logistics and preparation to the day of activities.
- October 2021-present – Community Board Presentations are conducted on an almost weekly basis to the many community boards in Brooklyn and Queens. *Community Boards* assess the needs of their own neighborhoods, meet with city agencies, and make recommendations in the City's budget process to address them. During the presentations, which have mainly been virtual, Consumer Advocates present on the resources available to customers such as HEAP, fuel funds, EAP, etc.
- November 2021 – Consumer Advocates conducted a second round of virtual webinars in both English and Spanish for customers in all our NY service territories. The webinars provided customers with information on utility assistance, energy efficiency, and payment options.

- 2021 (Ongoing) – As part of NYC’s Office of Emergency Management, Advocates participate in the Advanced System Warning calls outlining National Grid’s outreach and preparation for potential hazardous weather.
- February 2022 – As part of Project C, NYC Advocates were able to participate in a hat and glove distribution for veterans in collaboration with Vets, Inc. in Queens, NY. The site also provided food and other necessities to veterans seeking assistance, and Advocates will utilize the partnership for future outreach to vulnerable populations.

KEDLI - Highlights

- April 2021 – Meet and Greet presentation to Catholic Charities of Nassau and Suffolk counties on Consumer Advocacy and programs such as HEAP, Energy Affordability, Payment agreements, HEAT (energy efficiency program). Our goal was to share what we could do to assist customers during this difficult time.
- May 2021 – Virtual presentation to LICARES on Consumer Advocacy and programs such as HEAP, Energy Affordability, Payment Agreements, HEAT (energy efficiency program).
- July 2021 – Virtual presentation to Long Island Council of Churches (LICC) on Consumer Advocacy and programs such as HEAP, Energy Affordability, Payment Agreements, HEAT (Energy Efficiency). Explored future opportunities to meet with customers they serve.
- September 2021 – Consumer Advocates participated in the roll out of National Grid’s Project C. Project C is aimed at insuring that National Grid plays a larger role in effecting change in the communities we serve. This event was held at Caesar Trunzo Senior Center where the Consumer Advocates set up a table and were there to promote Consumer Advocacy and programs such as HEAP, Energy Affordability, Payment Agreements, HEAT (energy efficiency program).
- October 2021 – Consumer Advocates participated in the Touch-A-Truck event at the Brentwood Library. National Grid Consumer Advocates and Gas Field Operations provided information on programs and services such as HEAP, Energy Affordability, Payment Agreements, HEAT (Energy efficiency program).
- November 2021 – Brentwood Library Veterans Week, Community Fair – Table event where National Grid Consumer Advocates provided information on programs and services such as HEAP, Energy Affordability, Payment Agreements, HEAT (Energy efficiency program).
- November 2021 – Riverhead Community Giving Day – North Fork Hispanic Apostolate – Turkey give-away with the goal of assembling a meal for families (125 families registered). National Grid Consumer Advocates were on hand to provide information on Consumer Advocacy and programs and services such as HEAP, Energy Affordability, Payment Agreements, HEAT (Energy efficiency program), etc.

- December 2021 – Press event with AARP to promote National Grid’s Energy Affordability Program. Hosted by Empower Assist Care Network (EAC) Hempstead Senior Community Service Center at Union Baptist Church Hempstead. Consumer Advocates were on hand to assist customers one-on-one.

NMPC
KEDNY
KEDLI

- January 2021 – NYS Consumer Advocates held an **Income Eligible Webinar for customers** (3,793 signed up and 989 attended).
- January 2021 – NYS Consumer Advocates held an **Income Eligible Webinar in Spanish** for customers (482 signed up and 93 attended).
- May 2021 – NYS Consumer Advocates held an **Income Eligible Webinar in English** for customers (1,002 signed up and 305 attended)
- May 2021 – NYS Consumer Advocates held an **Income Eligible Webinar in Spanish** for customers (205 signed up and 49 attended)
- June 2021 – **Energy Navigator Training** from Cornell Cooperative Extension sponsored by NYSEG & RGE.
- August 2021 – Consumer Advocate’s **first Newsletter** for agency partners.
- November 2021 – NYS Consumer Advocates held an **Income Eligible Webinar in English** for customers (2,048 signed up and 557 attended)
- November 2021 – NYS Consumer Advocates held an **Income Eligible Webinar in Spanish** for customers (266 signed up and 60 attended)

Goals for 2022:

Our goals are to continue to serve our income eligible and vulnerable customers and ensure that we provide information to our customers and agencies about available programs and services. A focus is to increase participation in the Home Energy Assistance Program (HEAP), National Grid’s Energy Affordability Program (EAP) and NYSERDA’s Empower NY – through education, outreach - provide brochures, and self-serve websites. We will continue to provide one-on-one assistance to our customers and agency partners which will be critical for our customers as COVID-19 protections are lifted. We will continue to find new and innovative ways to ensure our customers are able to access all the programs and services they are entitled to while embracing or new normal as it develops.

How Priority Was Set:

Priorities are set based on need.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

This will be accomplished through our “grass roots” in person outreach at agencies (depending on COVID), continued strategic webinars for customers and agencies, adding a new Financial Literacy webinar, virtual one-on-one customer and agency assistance meetings, sending a Consumer Advocate newsletter twice per year that will be emailed to our agencies with pertinent information.

- January 2022 – Zoom presentation with Salvation Army’s HALE Program in Syracuse.
- February 2022, the Consumer Advocate starting meeting with customers at the Samaritan Center in person.
- February 2022 – National Grid NYS Consumer Advocacy second newsletter created and email to agency partners.
- March 2022 - Consumer Advocate starting meeting with customers one-on-one at the Westcott Senior Center in Syracuse.
- March 2022 - Setting up in person one-on-one meetings with customers at McCarthy Manor Syracuse.
- March 2022 – NYC Consumer Advocates participated in a virtual outreach set up by the Public Utility Law Project (PULP) where the Consumer Advocates met with customers one-on-one to discuss their accounts and provide information on specific programs and service that would meet their needs.

EVENTS AND SPONSORSHIPS

New/Continuing Program: Continuing

National Grid’s sports and community sponsorships continued in 2021, and in working with our partners we were able to adjust our outreach and education efforts in compliance with each partner’s COVID-19 safety protocols.

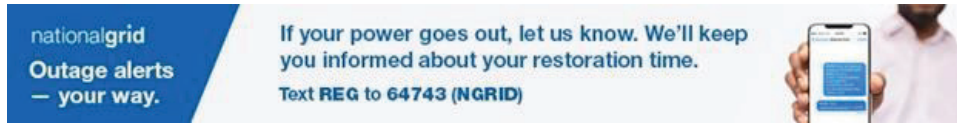
Our campaigns are summarized as follows and included in Appendix A:

Specific examples include:

Syracuse University athletics: National Grid continued to run banner ads on the Syracuse University website featuring sports content, news, and other university

updates. These banner ads highlighted National Grid Outage Alerts and encouraged consumers to register for direct communications during power outages.

Sample outage alert banner ad provided to Syracuse University:



Additionally, National Grid launched a new program with Syracuse University Football with the football season that started in September 2021. This program, called TDs for Trees, counted trees for every touch down scored by the Orange. Tracked all football season, National Grid partnered with Onondaga Earth Corps, to fund trees to be planted in the greater Syracuse community. The program was promoted through various SU Athletics channels including in game, and social media.

Sample social media graphic highlighting TDs for Trees:



Buffalo Bills: National Grid continued our Safety First campaign with the Buffalo Bills started last season. Every time a Buffalo Bill Safety made a tackle at home, it triggered a donation by National Grid to a charity that supports those who keep us safe in our communities -- first responders. The artwork from last season was updated and continued with a "safety tackle tracker," so that fans could track the donation over the course of the Buffalo Bills season.

Sample Safety First campaign graphic published on Bills Twitter:



Brooklyn Nets: National Grid also continued our Three's for Trees campaign with the Brooklyn Nets to highlight messaging in support of clean energy. The campaign was launched at the start of the NBA season in October 2021 and runs for the duration of the NBA season. The Three's for Trees campaign is defined as every time a Brooklyn player makes a 3-point basket on home court, it counts as one tree that National Grid will plant in the greater Brooklyn neighborhood, which helps offset carbon emissions. The program is promoted via Brooklyn Nets in game, web, and social media channels.

Brooklyn Nets Tree Tracker page for Three's for Trees campaign:



New York State Fair: In 2021, the NY State Fair returned to the fairgrounds in Syracuse with an expanded number of days, running August 20 through September 6. National Grid was on site at the fair interacting with fair attendees for the entirety of the event. On weekend dates, the Gas Safety team was on site conducting hourly

gas safety demos, and scheduled 36 total gas safety demos over the course of the NY State Fair.

Photos of National Grid Gas Safety Demonstration Area at NY State Fair:



Goals for 2022:

In 2022, the purpose of National Grid's sponsorships and event activation will be to support National Grid's corporate commitment to clean energy, EV adoption, safety, and the recognition of community groups who work tirelessly to keep us safe, most notably first responders, military and veterans, and frontline hospital workers. Where possible and in compliance with COVID-19 safety protocols enacted by our corporate partners, National Grid will look for ways to interact with members of the community and event attendees and communicate these core messages where possible.

How Priority Was Set:

Priorities are set by our sponsorship commitments and maintaining a consistent presence with key partners located in the communities in which we serve and provide coverage. National Grid wants to be visible in the community and will continue to look for ways that we can interact and engage with the community to tell our story and support our mission as an energy provider.

Description of 2022 Program:

As we move forward in 2022, our corporate partnerships will continue with those partners we worked with in 2021 and earlier. Our goal is to be visible in our communities and support the communication of National Grid's corporate commitment to advocate and promote the following:

- Clean energy and sustainability
- STEM education
- EV adoption
- Energy Efficiency programs and options in the home
- Commitment to Safety

Methods used for communication will include a variety of tactics and may include:

- Event signage
- Web and social media channels of our partners
- Ticket donation programs to community groups
- On site event interactions

Timing of these campaigns will align with the schedule/season of the corporate/event partner.

2022 Outreach & Education Plan with 2021 Results

WEBSITE, SOCIAL MEDIA & MOBILE APPLICATIONS

Please describe how the utility uses its Website, Social Media, and Mobile Applications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should be described in more detail on the page for that program.

New/Continuing Program:

NIMO ELECTRIC/GAS:

National Grid's Social Media Team utilizes Facebook and Twitter's targeting capabilities to target information to customer profiles within the NIMO electric service territory allowing for a more personalized reach when necessary.

National Grid's Digital Delivery and Social Media Team supported all major and minor storm events throughout 2021 across all social media channels. We provide safety tips, crew status, outage updates, emergency contact information and regional estimated restoration times when available. Additionally, the team responds to customer inquiries after hours during major storm events.

National Grid's Social Team also shares seasonal gas safety messages throughout the year including, 811, carbon monoxide, the importance of keeping clear vents, generator safety and heating system tips.

KEDNY/KEDLI:

National Grid's Social Media Team utilizes Facebook and Twitter's targeting capabilities to target information to customer profiles within the KEDNY/KEDLI service territory allowing for more personalized messaging. We share seasonal gas safety messages, 811/dig safe, carbon monoxide awareness, clear vents and heating system tips.

2021 Results, Evaluation and Feedback:

Overall, the Facebook reach in 2021 was 3.1M. Our Twitter reach increased to 33.1M in 2021 which is up over 27% over the previous year. Our "thank you" rate finished at 22%. The customer thank you rate is the percentage of customers who return to our social channels to thank us for resolving customer service issues. The demographic is a critical metric to measure customer satisfaction and social media responsiveness.

Our Facebook followers increased to 177,185 resulting in a 3% increase over 2021. Twitter followers increased from 41,400 to 43,300 resulting in a 4.5% increase on that platform. Instagram had the largest percentage increase in followers, 13%, which was roughly an additional 1.1K followers. The

National Grid Social Media Team continues to acquire new followers through zip code, special interest, and custom audience targeting within Facebook, Instagram, and Twitter.

Our contact center representatives continue to have direct access to respond to customer service inquiries. Giving the reps direct access has improved customer service on social media channels by allowing reps to more quickly resolve customer issues. Our customer response time was 2 minutes and 2 seconds on average in 2021. Additionally, our representatives closed out over 21,000 customer service cases in 2021.

Sprinklr was used in 2021 for improved social listening, conversation monitoring and customer service tracking. Process improvements allowed National Grid to better track customer concerns during storms and ensure our public information officers were aware of trending concerns so that these concerns could be addressed via talking points/press releases.

Goals for 2022:

Social Media

- Continue paid support strategy to increase reach of educational, bill help and safety information to customers
- Conduct enhanced customer service training to social media reps to better serve customers through social media.
- Investigate new methods to better report out on customer service handled through social media to better identify opportunities for enhancements or process improvements.

How Priority Was Set:

The development of this program is based on the following:

- Customer research intelligence, both industry and National Grid research, indicates the increase in preference towards digital channels for information.
- Outreach and education through digital enables self-service (e.g., website), efficiency and a relevant channel to deliver the message, especially among millennials
- Blue sky content messages will focus on core programs that the customer wants, i.e., key customer messages while storm messaging focuses on safety, restoration updates and key contacts.

Description of 2022 Program:

All digital channels will be weaved into every component of our customer education & outreach marketing and communications plan. It's already a critical component of our customer experience (e.g., bill payment, reporting outage or other service interruption). The customer education & outreach marketing and communications plan have been created with focus on:

- Gas and electric safety
- Storm preparedness
- Bill education and solutions
- Website self-service options
- Energy efficiency
- Innovation

Various channels within the digital ecosystem will be applied to the key customer messages in the plan.

Measures to Evaluate the 2022 Program:

- Sentiment on Facebook and Twitter
- Customer engagement rate for all channels

Increased reach of safety and educational posts targeted to our KEDNY and KEDLI audiences

Provide a List of Tools and Samples of Webpages/Social Media Pages/E-Mail Blasts





National Grid

Published by Sprinklr · August 30, 2021 ·

You can't prepare for a hurricane if you don't know it's on the way! Be sure emergency alerts are turned on in your smartphone settings and sign up for our two-way outage alerts as well. <https://www.ngrid.com/connect>

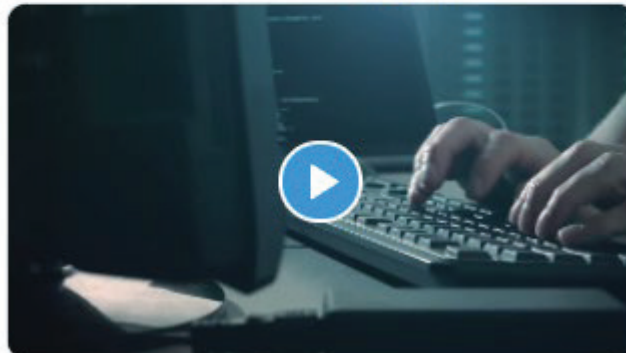


National Grid US @nationalgridus · Sep 29, 2021

Utility scams continue to be on the rise. Equip yourself with these reminders:

- 🛡️ Never share your personal information
- 🗨️ Ask the caller to verify your account number
- 👮 Report the call to local law enforcement

Learn more about how to protect yourself: ngrid.com/scam





National Grid US @nationalgridus · Nov 7, 2021

Today is #DaylightSaving! An extra hour of daylight this evening means more time for:

- A cozy stroll through the park 🍂
- Picking the best apples in the orchard 🍏
- Replacing the batteries in your carbon monoxide detector 🔋



National Grid

Published by Sprinklr · September 1, 2021

September is #NationalPreparednessMonth, which is a great time to create an emergency kit with your family. The change in season brings dangers like Nor'easters and high winds, so it's important to be prepared.

Download this checklist to start creating a plan: <https://ngrid.com/3kDjZ73> #BeReady





National Grid ✓

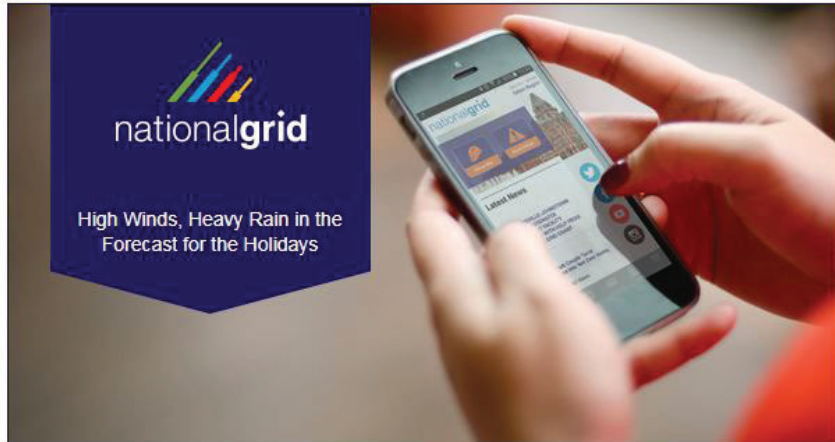
Published by Sprinklr · October 12, 2021 · 🌐



It's colorless, odorless, and tasteless, but don't let carbon monoxide give you a fright. Installing a carbon monoxide detector in your house will help to keep you and your family safe. Learn more: <https://ngrid.com/2ZWl430>

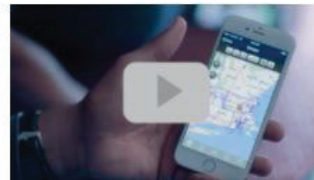


To view this email as a web page, click [here](#).



National Grid is preparing for a powerful storm predicted to bring heavy rain and up-to-70-mph winds to New England late tonight. The most severe weather is expected to begin after 8 p.m. across Massachusetts and Rhode Island, and continue into Friday morning.

This type of weather may cause electric service interruptions that could result in a multi-day restoration event. We have put emergency plans in place, canceling employee vacations and securing additional resources as we work with local and state



[How To Receive Text Alerts](#)

[EN ESPAÑOL >](#)



nationalgrid

Our
commitment
to you.

As we near the three-month mark of the COVID-19 crisis, there are signs of hope as our communities begin to gradually reopen. While this is encouraging news, we understand that the impact of the pandemic on your household may be felt for some time to come.

We are here if you need assistance.

Our regular billing continues as usual. To ease concerns about your service, we are continuing to temporarily suspend service shut-offs for nonpayment and eliminate new late payment fees until further notice.

Call us. If you are struggling to pay your bill, let us know as soon as possible. Entering into a [flexible payment plan](#) now can help you avoid larger account balances later. Contact us at **1-800-930-5003**.

HEAP deadline extended to June 30. You may qualify for the Home Energy Assistance Program, and our Energy Affordability Program (EAP) which provides an additional bill discount.


Consider Balanced Billing. Even out your annual energy bill with 12 balanced payments. [See if it's right for you.](#)


Payment centers update. If you typically visit our payment centers in Brooklyn or on Long Island, please be aware they will remain closed until further notice for the safety of our customers and employees. We offer a number of convenient ways to pay your bill.


Protect yourself from scams. Reports of utility billing and payment scams are on the rise. Imposters claiming to be National Grid employees may tell customers they have past due balances on their bills. [Learn more here.](#)

Use less energy at home.


During these past months staying at home may have resulted in higher energy usage. Simple steps may help you reduce your energy bill:


 Lower your water heater settings to 120°.

 Dry only full loads of laundry and clean the filter after each use.

 Keep rooms cooler by closing blinds and drapes to block out sunlight.

For more energy-saving ideas

Our employees share ways we can help you during these difficult times. 

 Please let us know if you found this email regarding COVID-19 helpful by taking this brief (3-question) [survey](#).

Please check ngrid.com/covid-19 for updates.

National Grid



nationalgrid



Welcome to National Grid's Energy Affordability Program.

In our continued commitment to provide you with ways to manage your energy bill, we are pleased to welcome you to our Energy Affordability Program (EAP). This program automatically gives you valuable monthly bill credits on your energy bills. You were enrolled in this rate because you receive a qualifying benefit based on your household income and household size.

We recognize that coming together to support one another is so important right now. We're committed to making a positive difference for you and the communities we serve, throughout the COVID-19 crisis and every day.

To support everyone affected during this crisis, we are continuing to temporarily:

- Suspend service shut-offs for nonpayment
- Eliminate new late payment fees

Additional support is available, including flexible payment plans. Before signing up for a payment plan, consider applying for Home Energy Assistance Program (HEAP) Emergency Benefits if you are income-eligible. The deadline has been extended until June 30th or until funds run out.

[Learn More](#)

ngrid.com



**National Grid
OUTREACH AND EDUCATION PLAN
2022**

Section 4

Outreach and Education Topics

2022 Outreach & Education Plan with 2021 Results

BILLING SERVICES AND PAYMENT ALTERNATIVES

This section should include outreach and education programs regarding how consumers are informed of bill payment services and options. Indicate how this information is shared with new customers and special needs populations such as those with Limited English Proficiency.

New/Continuing Program:

E-bill

KEDLI and Niagara Mohawk customers continue to receive and pay eBills through 1) secure “transactional” emails that include the bill and payment functions directly in the email, 2) through one of many online banking websites through a set of services enabled by third-party provider Fiserv, and 3) through web and mobile service provider doxo.

KEDNY customers receive eBill notifications through 1) secure “transactional” emails that include the bill and payment functions directly in the email or 2) through one of many online banking websites through a set of services enabled by third-party provider Fiserv,.

Payments

National Grid continues to see an increase use of Web/Recurring Payments for Niagara Mohawk and KED-LI customers. These options provide customers the ability to pay their full bill amount, or set a fixed amount. The customer can pay once per billing period or setup it up to pay weekly/biweekly.

Niagara Mohawk and KEDLI customers can continue to pay their bill and are not assessed a fee when making payments at Western Union authorized walk-in locations.

Through the continued use of National Grid's Distribution Generation/Interconnection Portal we to provided Niagara Mohawk customers the ability to make electronic payments (ACH). We have been able to increase the type of payments received from just application fees to full construction payments. This is completely self-service for the customer giving them the ability to make payments faster.

Niagara Mohawk, KEDLI, and KEDNY customers that chose to pay their bill with a credit/debit card saw a decrease in fees during 2021. Average residential payment made had a fee of \$1.99 instead of a fee \$2.25, and Commercial customer average payment had a \$5.95 fee instead of a \$6.95 fee. National Grid is currently working to have the average residential payment made to have the fee decreased from \$1.99 to \$1.75.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C
The company again made use of many forms of communication to educate and inform customers of billing and payment services as seen in the following pages.

Customer adoption rates of eBill and ePay services continue to grow and provide significant customer satisfaction. eBill enrollments at the end of CY 2021 were 648,047 (36.8%) for Niagara Mohawk, 351,719 (27.7%) for KEDNY, and 214,898 (34.4%) for KEDLI. Electronic payments for CY 2021 were 11,566,828 (65.49%) for Niagara Mohawk, 9,479,981 (80.09%) for KEDNY, and 4,617,499 (73.11%) for KED-LI.

Goals for 2022:

Increase of ePay and eBill through various web and social media/marketing promotions. Continue to promote recurring web payment programs. By partnering with current suppliers such as Speedpay (ACI Pay) we will continue to look for electronic payment solutions that will improve customer experience when making their payment. We will look at potential using services such as electronic wallet solutions and other enhancements to customers experience. We will look at the overall customer experience through current channels to make improvements that will provide customer ease when making payments.

How Priority Was Set:

Electronic service options continue to be a high priority for the company as they provide very efficient bill delivery and payment functions.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

CUSTOMER RIGHTS AND RESPONSIBILITIES

New/Continuing Program:

Continuing Program

Notification Sent (Y/N): Yes. With all new connections and once a year to all customers

Bill inserts Sent: October 2020

Format of Notification (i.e. bill insert, email): Insert (paper Bills) PDF (electronic bills)

2020 Results, Evaluation and Feedback:

N/A

Goals for 2022:

(Include the target audience, the vehicle to be used and why this audience/s was/were chosen.)

It is National Grid's goal to make sure all customers are fully aware of their rights and responsibilities. In addition, when terminations are unfortunately necessary, customers receive a 72 hour notice in the mail and outbound calls are made per regulations prior to termination. In the event we are unable to reach the premise, a field visit is performed where a notice is left at the premise recommending the customer contact us to avoid termination.

How Priority Was Set:

N/A

Description of 2022 Program:

(see guidance document regarding program elements to include)

A pamphlet describing in detail the customer's rights and responsibilities is sent to all new customers in upstate New York as insert (sample attached) with a welcome letter. Material to new customers for downstate New York is sent via a brochure. In addition, all customers, Upstate and Downstate, get a copy of the initial Right's and Responsibilities (attached) pamphlet as a bill insert once per year.

Measures to Evaluate the 2022 Program:

N/A

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

ENERGY EFFICIENCY PROGRAM

New Campaigns:

- Savings Your Way (Online and In-Person Home Energy Assessments) -KEDNY
- Weatherization – Total Comfort Home (KEDNY and KEDLI)
- Multicultural Campaign (UNY and KEDLI)

Continuing Campaigns:

- Education Campaign
- Ecommerce
- Electric Products Program
- Gas Residential Program
- Income Eligible
- NYS Clean Heat
- Online Assessment
- Solar

Discontinued Campaigns

- SEALED
- Electric Vehicle (Live in 2020)

Summary of 2021 Results and Lessons Learned:

From broader awareness and education efforts to hyper-targeted consideration and conversion tactics for individual programs, the 2021 Energy Efficiency marketing campaigns supporting residential programs through various paid channels performed above benchmark across the New York State service territory. Combined, these campaigns obtained over 266 million impressions,* drove 3.2 million visits to the National Grid and supporting vendors' web pages, and 800 thousand sessions to the ecommerce websites.

**Impressions are a metric used to quantify the number of views or engagements our ads received throughout 2021. Website visits is a useful measure as visits are correlated with increased awareness, education and participation.*

Lessons learned from 2021 to optimize 2022 efforts:

- A customer-centric storytelling approach has proved to drive highest engagement across campaigns. In 2022, moving toward a portfolio selling strategy to promote EE offerings as part of the holistic EE customer journey by NY region through owned and paid channels.

- Customers’ media consumption shift due to COVID-19 has continued throughout 2021. For 2022, continue to prioritize and place a strong emphasis on a direct marketing strategy that will focus on email, direct mail, digital channels like streaming services and social media to reflect shifting customer media consumption. This strategy also allows for optimal reach and relevance that can be highly targeted and provides flexibility to pivot throughout the year.
- Awareness continues to be a priority in New York state, especially as customers are still facing personal financial challenges. We will continue to push education and awareness efforts, showcasing the overall value of measures and participation, improved comfort & lifestyle and overall savings. We are also looking to add more educational content (videos, testimonials, infographics, etc.) to landing pages to boost on-site engagement and program conversion while supporting programmatic campaigns.
- Video continues to be a high-performing tactic that increases engagement with customers. For 2022, we will continue to create and deploy more video to use across social media channels as well as streaming video platforms.

Energy Efficiency Program Results

The residential portfolio across our New York Jurisdictions overachieved savings goals in KEDLI, KEDNY, and NIMO Electric. NIMO Gas residential portfolio slightly underperformed.

JDX	Savings Goal	Total Savings Achieved	Percentage Achieved
KEDLI (Therms)	2,480,090	3,113,360	126%
KEDNY (Therms)	2,209,600	2,752,597	125%
NIMO Clean Heat (MMBTU)	132,010	63,163	48%
NIMO Clean Heat (MBCO2)	196,644	102,895	52%
NIMO Electric (MwHz)*	170,265	305,858	180%
NIMO Gas (Therms)*	5,171,130	4,842,723	94%

*Includes MF program which fall under residential in the scorecard

Goals for 2022:

The company's customer outreach and education plan for Energy Efficiency is a two-part plan designed to synergize and drive customers through the purchase funnel from initial awareness to participation/purchase:

Overarching awareness and education campaigns

- Focused on driving high-level awareness and instilling interest in our portfolio of energy efficiency offerings by targeting key residential customer segments including market rate, income eligible customers, multicultural segments and energy justice communities.
- Program specific campaigns focused on moving customers from awareness and interest to deeper consideration and participation in our energy efficiency programs and incentives.
- As we slowly move away from the pandemic messaging and its impact on customers' finances, health and safety, these omni-channel marketing efforts will continue to be sensitive to affordability and reinforce the benefits of electrification and energy-saving solutions in the context of the global rise of energy costs. Our awareness and program campaigns reinforce the energy-saving benefits and potential money savings of no-cost online assessments, low-cost energy efficient products, and rebates through our various gas and electric programs, while promoting clean energy solutions.
- Sentiment and tone will continue to be empathetic and helpful as our customers continue to deal with the difficulties of global events impacting their wellness and financial stability.

Overarching Education Campaign

According to customer feedback obtained through National Grid's customer research, our residential customers would like to see and understand:

Information about ways to be more efficient in order to save energy and money at home

Better understand what high-energy measures are available under our energy efficiency programs and services

How much money and energy could be saved if they implemented a qualified high-efficiency measure

Therefore, the purpose of the overarching energy efficiency education campaign is to position National Grid as our customers' trusted energy advisor and address their energy needs by highlighting our comprehensive portfolio of energy-efficiency products and services, pique their interest in the offerings and move them down the purchase funnel, while building brand trust and familiarity.

As part of our overarching marketing efforts, National Grid launched the first Energy Efficiency Multicultural campaign targeting Hispanic segments in language and in culture to drive awareness scores and increase participation among this segment in upstate New York and Long Island.

Programmatic Campaigns

The purpose of the program-specific communication plans is to clear the path to conversion by taking a deeper dive into the individual products and services, addressing customers actively seeking energy-saving products and helping them narrow their options. These campaigns seek to ease the customer into participation by bringing them to the program web pages to answer their questions with detailed information on benefits, rebates, equipment, guides, videos, etc. These campaigns span the portfolio of residential programs in upstate New York, New York City and Long Island.

eCommerce Platform

The eCommerce program, known as the National Grid Marketplace, offers a convenient online shopping solution to customers seeking low-cost energy efficient products to help them save energy at home. Instant rebates, available to our customers, make it easy to purchase these products online and make affordable, easy-to-install, energy upgrades at home. The “Marketplace” also offers valuable content through our “On The Home Front” blog, energy efficiency guides, and more.

The main purpose of the eCommerce marketing campaign is to drive visitors to the ecommerce platform and drive the sale of energy efficient products. The secondary purpose of the communications plan is to educate customers about energy upgrades that they can make at home to help them save energy year-round.

Online Assessment

The online assessment was developed in support of the NY Energy Efficiency Transition Implementation Plan (ETIP) originally filed in 2015 and continues to be part of our energy efficiency portfolio included in the Company’s current SEEP filing.

The outreach plan for this program was developed to build awareness around the Assessment and drive participation in a variety of programs by offering customers customized energy-saving solutions and energy efficient program recommendations.

Electric Products Program

The electric products program was developed to shift customers’ purchasing behavior from inefficient bulb options to ENERGY STAR certified LED bulbs. Customers are offered instant discounts on LED light bulbs in participating partner retail locations.

The communications plan was built to increase education around LED lighting benefits, increase awareness that this new program is now available in local retailers, and to drive sales in participating partner retail locations.

Gas Residential Heating Program

The program offers rebates on natural gas heating and water heating equipment, as well as smart thermostats and Energy Recovery Ventilators among others. The

purpose of the communications plan is to increase awareness, interest, and participation in Natural Gas High Efficiency Heating Equipment Programs among residential UNY, NYC and Long Island, natural gas heating customers.

Savings Your Way: Under the Gas Residential Heating this program offers NYC customers no-cost in-home and virtual home energy assessments as well as energy saving products including high-efficiency pipe insulation, shower heads and faucet aerators.

NYS Clean Heat

This program offers rebates to electric, natural gas and delivered fuel customers to promote clean energy. Aside from the statewide campaign ran by the sponsor utilities with NYSEERDA, the purpose of National Grid's heat pump communications plan is to increase awareness, interest and participation in clean energy heating, cooling and water heating solutions to support the NYS Clean Heat program ground and air source heat pumps, mini split heat pumps and heat pump water heaters.

Income Eligible

The Home Energy Affordability Team (HEAT) program offers income eligible KEDLI customers an opportunity for a no-cost home energy assessment and no-cost services such as air sealing, weatherization and energy saving products such as smart thermostats and low flow showerheads.

Home Energy Reports

Home Energy Reports offer customers insights regarding their energy consumption behaviors. Based on said energy consumption, National Grid sends customized tips for managing energy use and suggested energy efficiency programs to participate in. The communications plan for this program includes letters, emails and videos developed with partner Oracle and is paid for through program implementation. There are no paid media efforts for this program.

Weatherization

Our goal is to drive customers to our current website where they can complete a survey, start the process for weatherization and connect with an approved partner. The secondary purpose of the communications plan is to educate and invite contractors to enroll and become a participating contractor in our network.

Solar

This program provides a Solar Marketplace, a 'one-stop-shop' for NIMO customers to learn about the benefits of Rooftop and Community Solar. For their home customers can compare competitive quotes from pre-screened installers in their area. Customers see an average of 10-20% savings on their installations by using the marketplace. Renters and homeowners can subscribe to a share of a local solar farm as part of the Community Solar offering.

How Priority Was Set:

Marketing priorities for outreach and education are set based on the following criteria:

- 1) Filed energy efficiency savings, CO2 savings goals and electrification.
- 2) Customer insights
- 3) Response to global events (pandemic, financial impacts, global rise of energy costs, etc.)
- 4) Optimizing 2022 budget spend to cross-promote programs and to drive participation across all segments including multicultural, income-eligible customers and environmental justice communities

As the impact of the pandemic continues to affect our customers, we are closely monitoring and adjusting both program offerings, and who and how we communicate with at this time. We are also aligning our messages and offers with the broader portfolio of assistance offerings for customers who might need financial support.

Program Impacts for 2022:

In addition to the Energy Efficiency communications priorities for 2022, some key considerations include:

- Focus on weatherization efforts for residential and commercial customers in KEDNY and KEDLI to help address the gas load constrained areas during peak load season.
- Referral requirements to support electrification goals in DNY to help gas customers inquiring about heating solutions and heat pump technology connect with their electric utility to get information on their offerings.
- Upstate New York electrification and clean energy goals require both strategic alignment with statewide program and the company's dedicated and cross promotional efforts to drive adoption of heat pump technology
- Focus on finding and promoting additional gas savings through new initiatives across the New York service territory to help reach our statewide regulatory goals (Savings your way, new midstream offerings in DNY, ERVs, etc.)
- Maximize portfolio marketing budget by leveraging cross promotional and lead generation opportunities.

Communication Plan impacts:

Targeting priorities continued to be monitored and adjusted based on customers' changing behaviors, safety and financial impacts.

Some customers were negatively affected financially, given strains on our economy, energy price increases and changes in customers' lifestyles. Given these shifts, our communication plans have been further segmented to message them more effectively.

For the majority of customers, messaging priority shifted to focus on comfort and energy saving solutions resulting from energy upgrades.

For the subset of customers interested in making investments in their home focus continued to be on information regarding large investment upgrades like heating equipment, weatherizations, etc. These programmatic campaigns re-entered the market in the fall of 2020 and will continue through 2021 with an increased focus on updating end-of-life units to increase your home's comfort and home value

Description of 2022 Program:

Below are details pertaining to each outreach and education communication plan.

Overarching Education Campaign

Description: Build awareness and education around all efficiency education program offerings to increase interest in participating.

Target audience: NIMO, KEDLI, KEDNY Residential Customers

Key messages: National Grid's energy efficiency programs offer ways to help customers save money and energy. Customers can benefit from energy and cost savings. Messaging will highlight energy-cost saving benefits of each program.

Outreach materials: energy efficiency home infographics, flyers, bill inserts, blog posts, webpage.

Delivery vehicles: interactive webpage, email, paid social ads, broadcast media, direct mail CTV/OTT video ads.

Schedule:

Existing Education campaign is currently live with a refresh and new creative to launch Spring 2022 will continue through 2022.

Key dates supported by campaign: Earth Day, EE Day, and ENERGY STAR days

Programmatic Campaigns

Ecommerce Platform

Description: Continue to position the Marketplace as our customer's trusted energy advisor to build trust and loyalty and drive traffic to our ecommerce platform, the National Grid Marketplace, and increase customer participation in of instant rebates available for low-cost and self-install energy efficient and smart home products. The secondary purpose of the communications plan is to educate customers about energy upgrades that they can make at home to help them save energy year-round.

Target audience: NIMO, KEDLI, KEDNY Residential Customers

Key messages: The Marketplace makes it easy to save money and energy year-round with instant rebates on energy efficient products and helpful resources to guide your energy decisions.

Outreach materials: video, educational blog posts, engaging rich media ads, sponsored content articles, email

Delivery vehicles: Marketplace Platform, Marketplace blog, digital banners, social media ads, email, Native ads, YouTube TruView ads, Rich Media ads, OTT/CTV

Schedule:

Communication plan launched Winter 2020 with digital ads, social media posts and promotional emails.

Deliver monthly and limited-time sales emails to drive product sale surges. Q2-Q4. (Earth Day, Fourth of July, Labor Day, ENERGY STAR Day, Black Friday/Cyber Monday & Energy Efficiency Day.

Blog posts will be posted monthly

Online Assessment

Description: Build awareness of the assessment and drive participation in a variety of programs by offering customers customized energy-saving solutions and energy efficient program recommendations.

Target audience: NIMO, KEDLI, KEDNY Residential customers, those who have never taken the online assessment

Customers who took the assessment 3+ years ago, encourage them to take it again.

Customers who took the assessment and were given specific

recommendations. Follow up with communications on those specific programs.

Key messages:

Repurpose 2021 creative for program-specific outreach, focusing on the simple steps (5 minutes to complete OA), to save money/energy and seasonally focus message. As well as cross promotion opportunities tied to the program. Support Clean Energy transition.

Outreach materials: Stronger emphasis on emails, and continue with digital ads

Delivery vehicles: Emails, bill inserts, paid search, digital banners, social media posts and video (Facebook, Instagram, Twitter, Nextdoor, Snapchat)

Schedule:

Communication plan launched in January 2022

Emails will be sent at least quarterly

Retargeting email will be sent to customers who do not open the first email

Creative and messaging will be repurposed from 2021 and rotated seasonally

Electric Products Program

Description: Increase education around LED lighting benefits, increase awareness that this program is now available in local retailers, and to drive sales in participating partner retail locations.

Target audience: NIMO Electric Residential customers

Key messages: Switching to ENERGY STAR LED light bulbs is a simple way to save energy at home every day. Instantly discounted LED bulbs available in National Grid partner retail locations. Campaign will focus on educational content and will lead with messaging about finding the right LED, quality, sustainability, value and longevity.

Outreach materials: point of purchase signage, digital ads, video, webpage

Delivery vehicles: in-store signage, paid search, digital banners, social media (Facebook, Instagram, twitter, Pinterest)

Schedule:

Communication plan launched in February 2022 and through end of year.
Additional delivery vehicles will be added Spring 2022.
Creative & messaging will be optimized through the year.

Gas Residential Heating Program 2022

Description: Increase awareness, interest and participation in Natural Gas High Efficiency Heating Equipment Programs among residential NY natural gas heating customers.

Target audience:

Residential, Natural Gas customers in NIMO, KEDLI, and KEDNY.

Trade allies: contractors, real estate agents, multifamily property owners.

Key messages: There are three distinctive elements to the High-Efficiency Heating Equipment Program across the NYS jurisdictions:

NIMO GAS, KEDNY and KEDLI: Focus on encouraging equipment lifespan and early replacements of said equipment. Ensure customer preparedness and customer consideration of high-efficiency equipment by use of rebates on qualifying equipment.

NIMO GAS: Launch new Energy Recovery Ventilators measure (UNY)

KEDNY and KEDLI: Savings Your Way (virtual and in-person home energy assessments)

Outreach materials: rebate information sheets, print collateral, point of purchase signage

Delivery vehicles: email, mailers, bill inserts, webpage, paid search, digital banners, social media, radio (digital & terrestrial), CTV/OTT

Schedule:

Communication plan launched in February – April 2022 to run per media flight plan through end of calendar year.

Media optimizations including additional delivery vehicles may be added or removed throughout the year.

NY CleanHeat

In addition to the New York State Clean Heat statewide campaign run by the sponsor utilities with NYSERDA, National Grid promotes the program and incentives within its service territory to create synergy and address our customers directly.

Description: Complement the NYSERDA plan by focusing on different tactics and hypertargeting the audience, seeking to move customers through the marketing funnel - awareness, consideration, and conversion to increase participation in Heat Pump technology (GSHP, ASHP, MSHP and HPWH) among residential customers in UNY.

Target audience: Residential, Natural Gas, Electric and delivered fuel customers in NIMO.

Key messages: Messaging will be built on customer's position in the marketing funnel and the audience for whom the content is built for. Focus on encouraging equipment lifespan and early replacements of said equipment. Ensure customer

preparedness and customer consideration of clean energy alternative and dual function heat pump technology.

Outreach materials: educational collateral, rebate applications, contractor literature, website

Delivery vehicles: email, webpage, paid search, digital banners, social media, radio (digital & terrestrial)

Schedule:

National Grid's proprietary campaign to launch Spring 2022

Income Eligible

Description: Increase awareness and participation in the LIHEAT: Long Island Home Energy Affordability Team program.

Target audience: Income eligible homeowners on Long Island

Key messages: The Income-Eligible Energy Savings Program is designed to ensure you and your family benefit from a home that's healthier, more comfortable and more affordable, starting with a no-cost home energy assessment.

Outreach materials: website, vendor partner contact center

Delivery vehicles: email, webpage, direct mail, paid search, paid social media

Schedule: Quarterly outreach to eligible customers via email and/or direct mail including letters and postcards. Ongoing paid search and paid social in market.

Home Energy Reports (HERs)

Description: Educate customers on their energy use behaviors as a platform to help them manage their energy costs and consumption, educate them on benefits of energy efficiency and increase awareness of energy efficiency programs and drive participation by offering programs and actions based on customer energy consumption.

Target audience: Randomly selected residential, natural gas, electric and dual fuel customers UNY, NYC and Long Island.

Key messages: These reports provide customers with personalized information regarding their energy use by comparing it to similar households and determine their level of efficiency. The HER also provides customers with self-trackers to compare their usage month-to-month and year-to-year with the goal of highlighting progress and opportunities to improve the efficiency of their home. Aside from personalized usage information, customers receive personalized tips and education relevant to their fuel and usage as well as promotions for National Grid's energy efficiency programs, incentives and services they can take advantage of in their energy journey.

Outreach materials: Home Energy Reports

Delivery vehicles: Email, direct mail and video

TOTAL HOME COMFORT (WEATHERIZATION)

Description: This Weatherization program is designed to provide our residential gas customers with rebates on home weatherization improvements. These improvements

save energy, increase home comfort, and decrease energy usage, while ensuring a cleaner and “greener” future for our environment.

Target audience: KEDLI, KEDNY Residential Customers

Key messages: Save energy, improve comfort, improve your home’s wellness

Outreach materials: emails, revised website, new program measure flyers, updated FAQ, MyHEAT mailer (KEDNY only), paid search campaigns

Delivery vehicles: digital banners, social media ads, email, exhibitor at Long Island Home Show April 9-10, 2022

Schedule:

Email Deployment Spring 2022 emails will be sent monthly through June

Delivery vehicles will increase April 1 as we start Earth Day Campaigns for

Weatherization. Creative & messaging will be updated seasonally (Our February email (winter) was delayed and updated to reflect the season change to spring and winter billing sensitive language has been added.

MyHEAT mailers for KEDNY will deploy in April – KEDLI Mailer anticipated in June 2022

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

ENERGY SERVICE AFFORDABILITY

If the Company files a separate outreach plan as part of a Commission proceeding (e.g. Energy Affordability Program), the plan should be briefly described here. Reference the case number and date of most recent filing.

New/Continuing Program:

Continuing. The Energy Affordability Program was developed in partnership with the NY Utilities and PSC Staff and was designed to automatically qualify and enroll customers in the program who receive a HEAP grant. There is no specified marketing budget for the EAP program, but marketing and outreach is done to encourage HEAP enrollment.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

In 2021, National Grid led a robust HEAP outreach campaign due to the extended HEAP season that included the following activities:

- **Disconnect notice inserts**
- **Financial Assistance brochures:** Long Island - final notice insert through HEAP season
- **Outbound calling campaigns:**
 - o Upstate NY
 - January 2021 – HEAP eligible customers
 - February 2021 – Emergency HEAP eligible customers; 13,161 heating, 8,486 electric only called
 - March 2021 – advising HEAP has been extended; 31,219 called
 - August 2021 – advising HEAP has been extended – 184,037 called
 - October to December 2021 – Consumer advocates called customers that had arrears over \$5,000 to discuss HEAP and HEAP’s Regular Arrears Supplement (RAS); 2,026 called
 - November 2021 – calls to promote regular HEAP and the Regular Arrears Supplement (RAS), identified potential eligible households that meet the HEAP income guidelines that didn’t receive HEAP in the last HEAP season, including those coded EAP that did not receive HEAP; 453,288 called
 - o New York City
 - March 2021 – Emergency HEAP eligible customers – 1,338 called
 - March 2021 – advising HEAP has been extended – 62,958 called
 - August 2021 – advising HEAP has been extended – 172,894 called
 - October to December 2021 – Consumer advocates called customers that had arrears over \$5,000 to discuss HEAP and HEAP’s Regular Arrears Supplement (RAS) - 500 called
 - November 2021 – calls to promote regular HEAP and the Regular Arrears Supplement (RAS), identified potential eligible households that meet the HEAP income guidelines that didn’t receive HEAP in the last HEAP season, including those coded EAP that did not receive HEAP – 167,796 called

o Long Island

- February 2021 – Emergency HEAP eligible customers – 540 called
 - March 2021 – advising HEAP has been extended – called 9,898
 - August 2021 – advising HEAP has been extended – called 66,671
 - October to December 2021 – Consumer advocates called customers that had arrears over \$5,000 to discuss HEAP and HEAP’s Regular Arrears Supplement (RAS) – 1,021 called
 - November 2021 – calls to promote regular HEAP and the Regular Arrears Supplement (RAS), identified potential eligible households that meet the HEAP income guidelines that didn’t receive HEAP in the last HEAP season, including those coded EAP that did not receive HEAP – 72,077 called
- **Interactive Voice Response (IVR):** Promoting HEAP March- August; October – December
 - **Solutions emails:** Sent to customers calling in to our Call Centers to provide information on HEAP sent with a HEAP application
 - **Social Media Campaigns**
 - **Winter Readiness Training:** provided to contact centers and vendor reps to communicate available assistance to customers
 - **Consumer Advocacy:** provided HEAP tip sheets for customers, created and maintained checklists to guide conversations with customers around assistance
 - **Income Eligible Solutions Webinars:** webinars for income eligible customers held in English and Spanish to promote HEAP and other programs and services that will provide assistance (EAP, budget billing, payment agreements, energy efficiency)
 - **Customer Email Campaigns:** emails sent to customers promoting HEAP and RAS
 - **Consumer Advocate Newsletters:** first edition sent in July & August, sent to agencies to promote programs and services
 - **Website Banner:** promoting HEAP as part of the Winter Heating Campaign

During the pandemic, including 2021, there was a decrease in customers applying for HEAP, likely due to the pause on disconnection notices and disconnections. In response the company prepared mailings of Alternate Disconnection Notices which provided customers written proof of disconnect status that could be used as the proof needed when applying for emergency HEAP. In preparation for the Winter Heating Season 2021-2022, National Grid consumer advocates conducted overview meetings with our partner agencies in the 48 counties/boroughs we serve to educate their staff on all financial assistance programs available for our customers, so they were better equipped to serve and refer them to appropriate programs and solutions. Customers can qualify for EAP by participating in state and federal programs: Temporary Assistance for Needy Families, Safety Net Assistance, SSI, Medicaid, SNAP, HEAP, Veteran’s Disability Pension, Veteran’s Surviving Spouse Pension, Child Healthy Plus, the federal Lifeline program and the programs that qualify a customer for lifeline. Outreach to make customers aware of their ability to self-certify with these programs is described in the next section. The company coordinates file matching with OTDA and HRA to identify customers that received HEAP with other utilities or fuel vendors in cases where HEAP dollars do not come to their National Grid energy bill, so the company can enroll them in EAP.

How Priority Was Set:

This program was a requirement from Case 14-M-0565 – Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Programs.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

- **Target audience:** Income Eligible New Yorkers Priority who have previously received a HEAP benefit and customers who may be eligible but have never received a benefit.
- **Key messages:** HEAP is available to help with your energy bills! HEAP is a grant and does not need to be paid back. Receiving a HEAP grant allows you to automatically receive a discount on your bill through the Company's Energy Affordability Program (EAP)
- **Outreach materials:** Web, Print, Consumer Advocates
- **Delivery vehicles:**
 - o Media: Digital billboard at Times Union Center in Albany, NY
 - o Website
 - Ngrid.com//billhelp
 - Ngrid.com/heap
 - Ngrid.com/winter
 - Ngrid.com/eap
 - o Direct mail and other marketing: UNY bill insert
 - o Customer contact: Webinars and live calling by agents and consumer advocates
- **Public and Community Relations:** Media interviews with advocates
 - o **Consumer Advocates will hold meetings with agency partners** to share information about the changes in the Energy AffordAbility Program (in UNY customers can now qualify with programs other than HEAP), we will be discussing how they can apply (self-serve portal, application, etc.). We will also discuss programs and services that are currently available and have open dialogue on what we are seeing mutually and share ideas and best practices.
- **Corporate Partnerships:** N/A
- **Schedule:** HEAP is promoted while the program is open.
- **Additional information:**
 - o Limited English Proficiency (LEP)– outreach materials are prepared in Spanish and Spanish webinars are held
- **Measures to Evaluate/Obtain Feedback:** Year over year HEAP enrollments (number of customers, amount of grants) will be evaluated and compared to prior years to get a snapshot of success. The number of EAP customers enrolled due to HEAP will also be evaluated

ENERGY SERVICE AFFORDABILITY SELF-CERTIFICATION

If the Company files a separate outreach plan as part of a Commission proceeding (e.g. Energy Affordability Program), the plan should be briefly described here. Reference the case number and date of most recent filing.

New/Continuing Program: New.

Despite the outreach and education for the self-certification of the Energy Affordability Program (EAP) being new, National Grid does significant outreach and education annually for the Home Energy Assistance Program (HEAP) and EAP. The program details below build upon the existing outreach program already in place (described under “Energy Service Affordability” and “Energy Efficiency”) to inform customers of energy efficiency and billing assistance programs. The Company filed this outreach and education plan related to self-certification on February 8, 2022 under Case 14-M-0565 and is incorporating it here, as directed, to be updated annually.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

N/A

Goals for 2022:

- Engage income eligible customers and provide them with information on how to self-certify to receive benefits through the EAP
- Partner with community agencies to disseminate self-certification information and applications and broaden our reach
- Increase enrollment in the EAP by providing customers with more qualifying programs and enabling customers to apply more easily

How Priority Was Set:

This program was developed in partnership with the NY Joint Utilities and Department of Public Service Staff as well as stakeholders involved in the Energy Affordability Policy Working Group. This program fulfills the requirement set forth in Case 14-M-0565 *Order Adopting Energy Affordability Policy Modification and Directing Utility Filings* that indicated utilities shall incorporate targeted outreach in their respective outreach and education plans to inform customers of the availability of self-certification.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

- **Target Audience:** Income eligible customers not already enrolled in the Energy Affordability Program (EAP) or income eligible customers who are enrolled in EAP and may be de-enrolled soon
- **Key Messages:** If you receive HEAP or a benefit from one of the eligible public assistance programs you may submit an application and supporting documentation to receive a discount on your utility bill
- **Outreach Materials:** National Grid will provide outreach materials that inform income eligible customers of their ability to self-certify for the EAP, detail the programs that make them eligible to self-certify, indicate the process for self-certifying and direct customers to the self-certification application whether in print or online. Outreach materials will be translated to Spanish and the Company will explore where materials may be translated to other languages by region, as necessary.
- **Delivery Vehicles**
- **Print and digital collateral:**
 - Advocacy brochures – The National Grid advocacy team maintains brochures that contain information on resources to share with customers. These will be updated to provide information on the self-certification process and the qualifying programs. The Company will also determine the feasibility of distributing this information to senior centers, veterans’ organizations, and temporary assistance Departments of Social Services (DSS) offices.
 - Foodbank brochures – National Grid is currently working on a pilot program where it provides LED lightbulbs to foodbanks that can then be distributed to food pantries throughout the major cities in upstate NY. With the LED lightbulbs, the Company provides a brochure that provides information to customers about energy efficiency programs as well as billing assistance and other resources. These brochures will be updated to provide information on the self-certification process and the qualifying programs.
 - EAP Factsheets – The National Grid advocacy team currently maintains factsheets about EAP, these will be updated to include information on the self-certification process and qualifying programs and will be shared with the Company’s agency list. The Company will also determine the feasibility of distributing this information to senior centers, veterans’ organizations, and temporary assistance DSS offices.
 - Newsletter – The National Grid advocacy teams currently maintain a newsletter that is disseminated to the Company’s partner agencies. The newsletter will be updated to provide information on the self-certification process and the qualifying programs
- **Reminder letters and bill messages** – Customers enrolled in EAP receive a reminder letter or bill message 12 months after they have been enrolled to remind them to take action by either signing up for HEAP or recertifying before they are de-enrolled from the program
- **Letters and email blasts** – National Grid will send letters and/or email blasts to customers who may be income eligible based on the Company’s purchased income data to inform them of their ability to self-certify for EAP, provide them with the list of qualifying programs and connect them with the application

- **Website:**
 - National Grid website – National Grid currently maintains a webpage specifically for EAP. This webpage will be updated to include information on the self-certification process, the list of qualifying programs that can be used to self-certify and a link to the application (in the future, the Company will also offer the ability for the customer to fill out the application right on the webpage and upload relevant documentation)
 - NY Energy Advisor – a landing page for customers to locate information about energy efficiency and bill assistance programs contains links to the Company’s EAP webpage to direct customers to that resource
- **Social media posts/ads** - self-certification information will be provided through social media posts and targeted ads
- **Press release/event** – The Company will look to issue a press release to inform its customers of the ability to self-certify and where to find out more information about the process
- **Community events** – When possible, National Grid will incorporate information about EAP self-certification into community events the Company holds
 - **Webinar** – The National Grid advocacy team hosts webinars for customers that provide them with information about resources the Company has to offer including bill assistance, energy efficiency etc. In the future, these webinars will include information on the self-certification process.
 - **Advocates to hold Financial Literacy webinars** geared toward income eligible customers to share budgeting information and to highlight how HEAP and Energy Affordability can assist with bill payment. Topics will include: basic budgeting, programs and services such as the EAP qualifying programs and self-serve application portal, regular payment behavior and energy efficiencies.
- **Internal training and communications** – National Grid will develop and provide information to its internal teams that interface with customers about the self-certification process. Customer Service Representatives will be provided with the appropriate information to inform the customers about the ability for self-certification for EAP or have the ability to transfer the customers to a dedicate EAP Representative or Advocate for them to learn more about EAP and the self-certification process. The Company will also explore adding information about EAP self-certification to any materials left behind for customers during field collections visits.
- **Advocate direct customer contact and checklist updates** – National Grid’s Advocates work directly with customers to assist and provide them with resources. The team maintains checklists to guide their work with customers to make sure they are offering all the possible resources and in the appropriate order. The team will update the checklists to include information about self-certification to share with customers.
- **Energy Efficiency** – The Company will coordinate with its existing income eligible energy efficiency programs to provide relevant information to customers about EAP and the self-certification process.
- **Public and Community Relations:** National Grid will explore the opportunity to issue a press release and work with local media to promote this opportunity to income eligible customers. The advocacy team will work closely with community partners and agencies to disseminate information.

2022 Outreach & Education Plan with 2021 Results

INFRASTRUCTURE & SECURITY

This section should include outreach and education programs regarding structural or physical developments, e.g. tree/pole maintenance, transmission system upgrades, etc. Also include public awareness campaign/materials that focus on recognizing threats to utility systems and how the Company directs customers to report any wrongdoing.

New/Continuing Program: Electric and Gas Infrastructure Projects

Summary of 2021 Results and Lessons Learned:

One of the best measures of successful outreach and education is feedback during public meetings, information campaigns, and construction. A project that has successfully prepared adjoining landowners and municipal officials will receive little in the way of complaints and negative media coverage. Below is a table of projects in 2021, and the feedback received from the public.

Project	Feedback Received
134th Street Lining	<p>This project is a segment of leak prone pipe on 134th St, Queens from 97th Ave to 116th Ave and on 97th Ave from Van Wyck Expressway Service Rd to 134th St. The project is approximately 6960' of 15# 24" CI. PPM has completed test pits.</p> <p>Construction began in 2021, notifications were sent and left door to door near work zones. This project had impacted street parking near work zones across 134th Street, including a temporary impact to driveway of nearby Laundromat which was restored. Returning in Spring 2022 to complete work.</p>
69th Street Lining	<p>Construction began in 2021 for section of lining on 69th Street and Roosevelt Ave, notifications were sent and left door to door near work zones. This project had impacted street parking near work zones across, and nearby outdoor dining fixtures on Roosevelt Avenue. Coordination with NYC DOT and restaurants. We placed outdoor signage around work zone alerting public businesses remained open near work zones. Complete.</p>
Belmont Lining Phase 2	<p>Lining project in Brooklyn. Construction began in 2021. Minimal feedback, project impacted street parking. Complete</p>

North Brooklyn Minigate	Upgrading existing regulator station in place. Construction began in 2021; feedback received was sidewalk impact, road impact, and inquires on permitted work hours. Project has two-three months of work in Spring 2022 till completion.
Boonville Alder Creek #21 Project	The Boonville – Alder Creek #21, 46 kV sub-transmission line originates at the Boonville Substation in the town of Leyden and terminates at the Alder Creek Substation in the town of Boonville. The sub-transmission line is approximately 10 miles long and consists of 213 wood monopole structures. The section being relocated is approximately 2.3 miles long and consists of 51 wood monopole structures with distribution underbuild. Construction of the project began in 2022.
Brooklyn Backbone	Construction began in 2021. Cut-out / Re-weld existing pipeline to support robotic crawler ILI pig inspection, Install Stopple to support robotic crawler ILI pig inspection – Project temporarily impacted driveway of business, coordination done between project and management.
Brookview Gate Station	This project included a complete rebuild of the Brookview Gate Station on Jensis Road in Schodack to enhance the resiliency and reliability of our gas transmission system. Project complete.
Burnet Headson #34 Line Project	The Burnet-Headson 34 (34.5kV) line is located in Syracuse, East Syracuse, and Dewitt, New York. The 2.9-mile line consists of 106 wood sub-transmission pole structures. The project will replace approximately 42 of the structures. Construction began on the project in 2022.
Canal Street Gas Regulator Station Project	The project calls for the retirement and rebuild of Gas Regulator Station 824-645 located along Depeyster Street in the City of Rome, NY. The existing station was built in 1996, is contained within a below grade vault, and reduces pressure from 24 psig to low pressure.
Chrisler Avenue Substation Rebuild	This project calls to rebuild the Chrisler Avenue Substation in the City of Schenectady, NY, to a 34.5/13.2kV substation with one 12/16/20 MVA power transformer.

Clay DeWitt & Clay Teall Rebuild Project	The project consisted of a rebuild of a 115kV line in Central New York. The line was placed into service in 2021 and restoration activities were ongoing throughout 2021. Stakeholder inquires around restoration were resolved in a timely manner. Construction completion letters were sent to landowners in the Fall of 2021. Aside from two stakeholder concerns, which are anticipated to be resolved after the winter of 21-22, the project is nearing complete. Communication with abutters and stakeholders is active and transparent throughout the project.
Clove Lakes	Construction began in 2021 Installation of new receiver on National Grid Property in Staten Island. Three driveways temporarily impacted across the street from site during installation. Project is near complete.
Cohoes Reliability Project	The project scope included the replacement of distribution poles, wires and associated equipment on the power lines on Broadway and side streets between Johnston and Wilmer Avenues in the City of Cohoes. We also are increasing the capacity of the electric conductor, allowing for future growth. Project complete.
Collamer Road Gas Regulator Station	The project scope included the installation of a new pipeline inspection launcher which is required to perform in-line inspections of Pipeline 65. Project located at 6422-6426 Collamer Road in the Town of Dewitt. Project complete.
Coney Island Spur 1104	Construction started in 2021 to replace with a new 12" full port ball valve, 12" Insulating Joint, and 51 ft. of 12" piping. Project is complete, impacted street parking.
Coney Island Spur 1216	Construction started in 2021 to replace with a new 12" full port ball valve, 12" Insulating Joint, and 51 ft. of 12" piping. Project is complete, impacted street parking.
Devoe Street	Project began in 2021, will install valve to allow ILI Pig Inspection as part of the Brooklyn Backbone project. Project is complete.
Dutch Broadway	Project completed ILI inspections in 2021. Project is complete.
Emergent Valve 1273	Construction began in 2021. Project is replacing a valve on Bedford Ave in Brooklyn. Notifications were sent, project impacted parking and traffic, project complete
Freeport NL-35	Project began in 2021 to retire existing infrastructure. Project received no feedback and had minimal impact, project complete.

<p>Gardenville - Dunkirk 141/142 Transmission Rebuild Project</p>	<p>National Grid's Gardenville - Dunkirk 141/142 Transmission Rebuild Project is a proposed transmission line project that will rebuild aging electric transmission lines in Erie County's South-towns region. The rebuild will focus on the northern 20 miles of existing 115,000 volt (or, 115kV) electric transmission lines, traversing the communities of Angola, Evans, Hamburg, Blasdell, Lackawanna, and West Seneca, in Erie County, New York. Once constructed, the newly rebuilt transmission lines will provide enhanced electric reliability for the Western New York region. Construction of the project is anticipated to begin in 2022.</p>
<p>Glenwood Harris Road</p>	<p>Project consisted of a distribution line upgrade in and around Syracuse NY. Stakeholder concerns from landowners were minimal and consisted around streetlights and restoration concerns. The project is nearing completion.</p>
<p>GOV 107</p>	<p>Project construction began in 2021, strictly night work due to busy traffic location in intersection on Flatlands Avenue in Brooklyn. Project temporarily impacted Diner driveway. No feedback received on project, mailing and in person visits done to Diner.</p>
<p>GOV 305</p>	<p>Project takes place in front of public school on Staten Island. National Grid team has met with school officials to coordinate and collaborate work schedule since 2018. We have been regularly meeting with School officials via MS Teams to lessen impact. Flyers sent to community, parking impacted temporarily. Project complete.</p>
<p>Hartfield South Dow Re-build</p>	<p>Project consist of an electric line rebuild in the southern tier of NY. The first phase of construction was completed in the spring of 2021. Outreach has centered around assisting real estate needs along vegetation easements and forestry work and restoration inquires. Letter mailings, one on one meetings, and door to door outreach are the top outreach methods. After a brief construction pause over the summer of 2021, to limit impacts to landowners in the summer, construction resumed late fall of 2021. The project is anticipated to be complete in the spring of 2022.</p>
<p>Holcomb Gas Regulator Station</p>	<p>The scope includes installation of a new pipeline inspection launcher and receiver to inspect Pipeline 43. Location is the existing Holcomb St. GRS at 21830 Holcomb Street in Watertown. Project Complete.</p>

<p>Hollywood Avenue Gas Regulator Station Replacement Project</p>	<p>This project is a regulator station replacement project for GRS-924-429, Hollywood Ave. GRS-924-429 is a part of a looped low-pressure system that supplies approximately 1149 customers in the City of Rotterdam, NY. Project commencing spring 2022.</p>
<p>Jamaica Bay</p>	<p>Project began in 2021 in Brooklyn and Queens replacing valves to allow for ILI inspections. Replacement of 12 (30") valves (3 out 12 valves to be ROVs), installation of 11 (30") ISO joints, installation of approximately 1,000 feet of (30") 350 PSI rated gas main, procurement of land for a permanent PIG receiver, and installation of a permanent PIG Receiver and associated piping & fittings. Outreach was conducted at work zones via direct mail and door to door. Main impacts are traffic and parking.</p>
<p>Levitt Rome</p>	<p>Project consisted of select structure rebuilds and replacement of associated electrical components along a transmission line in Upstate NY. The project required the use of generators at select substations to allow for continued electricity for customers. Outreach primarily consisted around the generator's possible impacts. Outreach was conducted with a letter mailing campaign, door to door outreach, and municipal notifications. Project feedback was minimal, and the project was completed in the spring of 2021.</p>
<p>Lockport–Batavia Line 112 Rebuild Project</p>	<p>National Grid's Lockport–Batavia Line 112 Rebuild Project is a proposed transmission line project that will rebuild an aging electric transmission line. The rebuild will focus on the northern 20 miles of an existing 115,000 volt (or 115kV) electric transmission line that runs from the City of Lockport in Niagara County to the Town of Alabama in Genesee County, traversing the Towns of Lockport and Royalton in Niagara County, all in New York. Once constructed, the newly rebuilt transmission line will provide enhanced electric reliability for the Western New York region.</p>
<p>Luzerne Road Project</p>	<p>Scope included upgrading our electric distribution system: new wires, equipment and manholes along Luzerne Road in the Town of Queensbury. Project complete.</p>
<p>MRI DEP</p>	<p>Work began in 2021 on 11 sections throughout MRI Phase 4 to replace water main and sewers in conjunction with the NYC DEP. Outreach was coordinated with NYC agencies.</p>
<p>NL 23</p>	<p>No construction activities occurred in 2021. Outreach was conducted to the nearby church for upcoming project to replace existing regulator station in 2022.</p>

North Queens	Work began in 2021 on areas of the North Queens line for DEP off-sets; notifications and door to door outreach was conducted. Project still has remaining work in 2022. No feedback, impacts limited to parking, traffic. Coordinated work with DEP NYC Agencies.
Northwest Nassau	Scope includes installation of pipe in IU Willits Road in Albertson, Roslyn Rd in Roslyn and Old Country Road and County Seat Drive in Mineola. Work started in Jan 2021 through the year and has continued in 2022 in Garden City.
Old Forge-Raquette Lake #22 Line Refurbishment Project	The Old Forge-Raquette Lake #22 Line is the third section of a 60+ mile 46 kv radial line that originates in Boonville, New York. The line feeds the Eagle Bay and Raquette Lake substation as well as one customer station for a total of 2,543 customers. Construction is expected to begin in 2022.
Oswego Lafayette	Project will consist of select structure and hardware replacements along a transmission line in Upstate NY. Outreach centered around assisting with engineering, real estate, and permitting needs. Feedback received from landowners was minimal.
Pipeline 39 Besaw Road Project	Scope includes installation of pipeline inspection launcher and receiver at 337 Besaw Road in the Town of Phoenix. Project commences March 2022.
Pipeline 39 valve site 3905	Scope included replacement of existing valve with a remote operating valve to be used in emergency situations. Location is PL39 valve site at 1733 County Route 45 in Fulton.
Pipeline 51-55 interconnection project	Scope included installation of a new pipeline inspection launcher and mainline valves for Pipelines 51 and 55. Location is Walnut St., Oswego. Project Complete.
Pipeline 55 HDD project	Scope includes relocation of a portion of existing pipeline 55 under the Oswego River in the City of Oswego via horizontal directional drilling. Project commences April 2022.
Pipeline 65 Carr Street Project	Scope included installation of a new pipeline inspection receiver which is required to perform in-line inspections of Pipeline 65. Location is at the existing Carr St. GRS at 64 Carr Street, East Syracuse. Project Complete.
RCV Farmingdale	Project began in 2021, replacing a valve in a business district of Long Island. Door to door outreach was done to the nearby businesses, as well as a mailing. No feedback. Work will be complete in 2022.

Rice's Road Gas Valve Site project	The project scope was to construct a pipeline inspection gauge launcher for Pipeline 49 at the existing Rice's Road Gas Valve Site located at 20137-20143 Beutel Road in the Town of Wattertown. Scope also included upgrade of 3 pipeline valves for future in-line inspections of the pipelines.
Rotterdam Reliability Project	Scope included installation of 1850 ft of new natural gas distribution main in the Town of Rotterdam. Project complete.
Route 146 - Rexford to Clifton Park Gas Main Project	This project is needed to maintain above threshold minimum pressure on the 45# system and to support the growth forecasted by National Grid's AMF (Analytics, Modelling and Forecasting). Install 9,500 ft of 124 psig 12" ST main on Rt. 146. Install a new Gas Regulator Station 124 psig to 45 psig. No heater is required for this GRS Install 4,420 ft of 16" 45 psig main on Rt. 146 from the new Reg to Ballston Lake Rd
Sherman-Ashville Refurbishment and Relocation Project	The Sherman-Ashville Refurbishment and Relocation Project is located in Western New York. The project will improve the asset condition of Sherman Ashville #863 with a focus on wood pole condition, access, AB Chance insulators, and small wire. Construction is anticipated to begin in 2022.
SL 63	Project construction began in 2021, rebuilding existing regulator station in Amityville, NY. Project had one direct abutter, the Amityville Pool, which team coordinated with. Fact sheets were sent to nearby community and door to door notifications were complete, no issues.
Smart Path Connect	Smart Path Connect, a project being developed in partnership with NYPA, is part of a comprehensive portfolio of transmission upgrades being undertaken across the state to support New York's clean energy goals. Together, the projects will enable the flow of an additional 1,000 megawatts (MW) of clean, renewable energy across New York State. Construction is anticipated to begin in 2022.
Southampton	Project begins in 2022, test holes were complete in area of project during 2021. No feedback received, outreach done to homes and business near test holes.

Southeast Suffolk	Project takes place on a road anchored by protected land with no direct residential homes or businesses in immediate area. Mailing and literature drops per COVID protocols were done to alert neighborhood of work zone for driver safety. No issues were raised by community. Coordinating with Hampton Hills Country Club, project impacted driveway for one day. Project complete
Southern Line	No construction activities for 2021, project was deferred until 2022. Outreach was completed door to door and through direct mail in anticipation of construction. No impact.
Southern Niagara Falls	Project consists of two substation rebuilds and a distribution line upgrade with a horizontal directional drilling (HDD) component in a residential area. 1 substation is complete, and the other is nearing completion. The distribution line is nearing completion and the HDD component was completed with minimal stakeholder issues. Outreach centered around mailing campaigns and door to door outreach. Concerns have mostly centered around restoration of areas adjacent to project work site.
Ticonderoga-Republic #2 and Ticonderoga-Whitehall #3 Refurbishment Project	The objective of this project is to complete a focused Refurbishment/Life Extension project on the 19-mile long 115kV Ticonderoga-Republic 2 and Whitehall-Ticonderoga 3 lines and associated taps.
Washington and Fuller Gas Regulator Station #924-313	Complete rebuild of the existing Washington & Fuller GRS at 1485 Washington Street in Albany. Project complete.
West Milton Rock City Road Project	This is a new 34.5kV line to serve the KAPL, Knolls Atomic Power Laboratory facility (US Navy).
Wolf Road – Menands Line #10 Project	Scope included replacement of 6 115kV transmission structures and installation of new wires within existing rights of way in Town of Colonie. Project complete.

Goals for 2022:

National Grid plans to inform adjoining landowners, residents, municipal officials, businesses, and other entities about current and future projects. The Company will continue to provide notification letters for projects and will assess each project and its impacts to identify appropriate outreach activities. The purpose of the communications will be to inform stakeholders about project schedules, construction impacts and beyond; collect stakeholder feedback when needed and appropriate; and to give stakeholders a direct contact at National Grid should any inquiries or issues arise.

How Priority Was Set:

An Article VII project will have priority due to its mileage and impacts to communities. However, because smaller projects could also have impacts warranting further outreach, these projects continue to be evaluated for the level of outreach needed. National Grid is making improvements to their processes and will strive to be informative for every project.

New/Continuing Program: Transmission and Distribution Forestry

Continuing

Summary of 2021 Results and Lessons Learned:

Approximately 259,740 distribution electric tree pruning notification letters (with a tree pruning brochure) and approximately 2,140 electric transmission and gas pipeline ROW program notifications were provided in the upstate New York service areas. Where requested, additional customer educational brochures or materials were provided to customers relative to their specific requests. Important, timely tree and tree-related topics were included in bi-monthly billing inserts to all UNY customers.

Based on customer feedback, along with calls received through our Customer Service and regional Forestry staff, we conclude that providing advanced educational information raises awareness of the role Vegetation Management programs play in customer safety and electric service reliability. Advance education and notification reduce customer inquiry calls to Customer Service and Forestry supervisors. This enables support staff to focus service efforts where needed for daily operations. Educational information provides clear descriptions as to what work methodology, procedures and project timelines may be involved with scheduled work for the maintenance and servicing of our various infrastructure.

Goals for 2022:

Our goal is to provide customers with appropriate information as to the importance and need of ongoing, established National Grid Vegetation Management programs, processes and operations that provide for and maintain safe, reliable delivery of electric energy to their homes and businesses; to help avoid future tree and overhead line conflicts through the promotion of proper tree planting decision making (“right tree-right place”) and to encourage safe work practices when near overhead, energized electrical conductors, distribution buried electrical equipment, transmission electric and natural gas pipeline ROW corridors.

How Priority Was Set:

Continuation of existing customer notification processes for vegetation management work programs specific for distribution, overhead electric lines; overhead electric transmission lines and gas transmission pipeline ROW (rights-of-way) in the upstate New York service areas.

Description of 2022 Program:

Same as calendar year 2021. National Grid continues to educate and inform consumers as to what, when and where we have responsibility for equipment on their property and an awareness to recognize and relay what facilities/equipment may be involved. This helps a customer when contacting the us when they have related question about the programs. Various informational materials are accessible on the National Grid website addressing frequently requested educational topics. Trees & Your Electric Service | National Grid (nationalgridus.com) Tree pruning, and utility ROW maintenance educational brochures are included in transmission ROW and distribution feeder cyclic work notices mailed to consumers. Periodically educational and/or safety messages targeted to a specific region are included in billing inserts. Topics presented include (tree planting, species selection recommendations, proper planting locations, invasive pest awareness issues, etc.).

Employee Outreach and education

Throughout the pandemic National Grid implemented a Guidebook to be used as a Corporate and Recommended Practice guideline which aligned with legal requirements and recommendations from the Centers for Disease Control (CDC) and local Departments of Health to the greatest extent possible.

Internal newsletters which are cascaded to employees providing expectations of how to work with customers and best practices. All employees are provided training in ethics and expected behavior. All Forestry supervisors are required to have training and be ISA Certified as professional Arborist which also includes a customer service component.

New/Continuing Program: Infrastructure & Security

Continuing

Vulnerability inspections are conducted annually at all critical facilities to ensure compliance with company and regulatory requirements to recognize derelictions and recommend corrections, enhancements and awareness participation. Continued research is conducted and investments are made in the newest technology and security enhancements. Critical bulk power substations are annually inspected with the New York Public Service Commission security utility specialist and bulk power station personnel. Upon recommendation from the company communications group, the “see something, say something” message is communicated at public announcement activities. Security upgrades are reviewed with electrical operations personnel. Awareness programs are part of employee training.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Increased security measures, installation of motion and infrared surveillance cameras. Employee awareness of access policies, record keeping, security objectives, and employee participation in security policies and awareness. Law enforcement (first responder) yearly on-site visits and contact information review. Law enforcement contact added to each site-specific security plan.

The new surveillance systems with motion detection and infrared cameras have greatly enhanced recognition and response by law enforcement and security personnel. Use of new motion detection and camera trailers system has also enhanced law enforcement response. A new shot detection system was added to USNY bulk power stations.

Goals for 2022:

Ongoing evaluation of enhanced security measures, increased inspection with lines of business and PSC Utility Security. Continued employee awareness messages (see something, say something) so any suspicious persons, activity and or objects are reported and investigated. Vehicle security checks are conducted at company sites. Enhanced threat and vulnerability assessments at CIP-014 sites, as well as development of Site-Specific Security Plans as required by Standard. Continued awareness objectives partnered with PSC, law enforcement and public for suspicious behavior and suspicious persons.

How Priority Was Set:

FERC requirements for critical bulk power stations after sabotage incidents at other utility facilities. Priority to ensure infrastructure security plans are reviewed, assessed, and effective in deterring or detecting sabotage, theft or outage. Vulnerabilities of critical infrastructure to sabotage by outside actors heightened by geopolitical events.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Continued employee and law enforcement awareness, along with PSC and utility partners in enhancing awareness and security measures. Objectives with law enforcement are to raise awareness of the importance of critical sites and critical assets contained there and to prioritize their response to incidents. The Security Teams Senior Threat Intelligence and Critical Event Analyst distributes a monthly US Physical Security Threat Intelligence Bulletin to senior operations leadership for dissemination. The bulletin highlights any threats or events that have occurred throughout the industry.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

METERING

This section should include outreach and education programs regarding metering (e.g. how to read a meter), shared metering, submetering, and AMR programs.

New/Continuing Program:

NIMO ELECTRIC & GAS:

Continuing Program

Upstate New York has continued the smart metering REV demonstration project from 2015.

The project tested customer acceptance of the AMI technology, and leveraged AMI capabilities to provide customers tools (on-line customer portal) and opportunities (Peak Time Rewards (PTR) and Distributed Energy Resources) to better manage their energy use. Smart electric meters and smart gas ERTs were installed on residential customer premises April through July of 2017. The first season of PTR ran in 2017. PTR continued to run through 2022.

The company has worked with DPS staff in developing innovative pricing designs to be tested in Clifton Park. As a result, PTR was extended to operate in 2021 to keep customers engaged. Testing of innovative rate designs has included a full customer engagement plan including rate education and continued support through the AMI customer portal. The efforts in Clifton Park are aligned with the full scale roll out of AMI in the Niagara Mohawk service territory.

New Program

In November 2020, the New York Public Service Commission approved an AMI deployment plan with an expected 1,690,000 electric AMI meter and 640,000 gas module installations between April 2023 and March 2027 (Case 17-E-0238).

AMI deployment includes smart meters with “distributed intelligence” capabilities, meaning that these smart meters contain an on-board computer that allows for significantly enhanced information gathering at much shorter time intervals.

The NYPSC also approved the customer engagement program in May of 2021.

Back-office IT systems and AMI deployment planning process started in April of 2021 to completed in 2022.

Gas modules communicate with the electric AMI meter to transmit gas usage data back to National Grid. We will target deploying AMI meters to 20% of customers in the third and sixth years of implementation, and 30% of customers in the fourth and fifth years of implementation.

KEDLI:

In late 2013 National Grid began a program to install a mobile Automatic Meter Reading (AMR) System in our KED-LI service territory. This project ran through 2015 and officially ended in March of 2016. As a continuation of this program, outreach campaigns and other efficiency measures continue to take place to aid in the “maintenance and clean up” portion of the program;

- The Long-Term Estimate (LTE) procedure that was implemented in 2016 continues to prove effective, as LTE metrics goals continue to be met and have reduced LTE's by 30%+ from 2019.
- Remaining accounts that were deemed not able to be retrofitted with AMR by the installation contractor (RTU's) were targeted further by deploying staffing on non-meter reading dates and/or extended hours. Due to this continued targeted deployment, RTU's have now been reduced to <75.

The “AMR Route Restructuring Project” was fully implemented at the end of FY20, resulting in increased efficiencies of AMR routing and cycle structure. Customer communication of this major change was highly successful, receiving only 1 recordable complaint across the entire LI territory. An example of the communications sent to customers can be found here: <https://www.ngrid.com/li-meters>

KEDNY:

In April of 2016, National Grid began a deployment program to install remote devices (AMR) on our gas meters in the KEDNY service territory. The deployment is a 5-year program with a completion date of March of 2021.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

NIMO ELECTRIC & GAS:

Lessons from the Clifton Park REV demonstration, especially regarding customer communications, will be integrated in full AMI deployment.

KEDLI:

The efficiency measures and customer communications for 2021 were successful as evidenced in our AMR installation/saturation, LTE and RTU milestones being met.

KEDNY:

Achieved current targets with installations/saturation. LTE milestones are being met.

Goals for 2022:

NIMO ELECTRIC & GAS:

We anticipate planning and design for the AMI program to continue through 2022. Meters are expected to begin deployment in 2023.

The REV demonstration will begin to wind down. Meters will remain in operation until 2025.

Customer communications with community leaders will address the transition to new AMI solution in upstate NY.

AMI customer engagement working on selecting a marketing agency and building a foundation to prepare for our 30, 60, 90 customer engagement plans beginning in January 2023.

KEDLI:

Recognizing the efficiencies resulting from the AMR Route Restructuring Project and ensuring continued customer satisfaction.

KEDNY:

Focus on Long Term Estimates and continue reductions in line with company targets. Continue replacement of end-of-life infrastructure (aged AMR modules).

How Priority Was Set:

NIMO ELECTRIC & GAS:

Upon the receipt of the Commission's order of approval for the AMI program and to end the REV demonstration, the actions described in the report has set the priority of this program to be implemented.

KEDLI:

Placed focus on reporting that identified Route and Cycle for all KEDLI premises and ensuring the implemented efficiencies are maintained.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

NIMO ELECTRIC & GAS:

Ending the Clifton Park demonstration.
Planning and design approval and build out network in September of 2022. March of 2023 installation will begin. We will continue the customer engagement plan.

KEDLI:

For 2022, focus will be on maintaining the efficiencies from the AMR Route Restructuring Project and reducing the number of LTE's and RTU's.

KEDNY:

Continue AMR maintenance and replacement of aged AMR modules. Continue Long Term Estimate and clean-up of RTU's.

For the KEDNY AMR Deployment our goal is to achieve installation and saturation targets. For our Long-Term Estimate program achieving set targets by the company will measure success.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

NATURAL GAS & ELECTRIC SAFETY

NATURAL GAS:

New/Continuing Program:

The Pipeline Public Awareness Program (PPAP) educates the general public and other key stakeholders – such as emergency officials, local public officials and excavators – in how to prevent, recognize and respond to possible leaks in natural gas pipelines. It seeks to raise public awareness of many important subjects including, but not limited to:

- the presence of buried gas pipelines
- the Call Before You Dig one-call system
- the National Pipeline Mapping System (NPMS)
- best practices for safely responding to natural gas pipeline incidents
- the dangers of carbon monoxide
- meter set & regulator vent clearances.

National Grid partnered with its utility public safety awareness consultant, Culver Company, to develop and deliver electric and natural gas safety information in support of this and other public safety initiatives. While the baseline objective includes exceeding the requirements of the federal Natural Gas Pipeline Public Awareness regulations (API RP 1162/49 CFR Parts 192 and 195), compliance alone falls short of National Grid's broader vision and goals for promoting safe and healthy communities.

Nearly 20 years ago, the energy industry developed RP 1162 for increasing public awareness of the risks associated with pipeline operations and incident response. National Grid has expanded upon these minimum requirements to create a deliberate system of rules, practices and processes that has positioned us to be the industry leader in utility public safety awareness communications and training.

Starting in 2015, the company initiated a transformative strategy for pipeline public awareness. This strategy integrated the company's utility public safety awareness and damage prevention programs into a comprehensive and cohesive messaging platform designed to save lives, reduce injuries, prevent incidents, mitigate risk, and enhance the overall value of National Grid and its services for all stakeholders. By 2018, Public Awareness Program team was partnering closely with the company's Damage Prevention managers to better coordinate messaging, increase awareness, reduce incidents, and impact bottom-line results such as the reduction in third-party damage.

In 2019, National Grid expanded this joint outreach and engagement strategy, enhancing the impact of the company's safety and damage prevention messages, and conducted detailed evaluations that helped inform the company's ongoing initiatives. National Grid distributes pipeline public awareness safety materials primarily by mail, focusing on the following targeted stakeholders: excavators, emergency officials, public officials, and the affected public along National Grid's transmission pipeline rights of way (ROW). The company's ongoing PPAP effectiveness research efforts confirm that these

stakeholders continue to prefer direct mail as a channel to receive the company's public awareness safety messages. Decision-makers at targeted stakeholders for the excavator, emergency officials, public officials and portions of the transmission IMP/ROW mailing were selected by address, name and/or job title. Stakeholders were identified by compiling various list sources and using Standard Industrial Classification (SIC) codes (including proprietary SIC code extensions) to define company types in conjunction with GIS mapping. The SIC codes used to develop these mailing lists are in line with industry best practices for identifying companies most likely to be involved in utility incidents.

Our outreach materials include the key messages required by RP 1162, such as:

- identification and recognition of pipeline markers and pipeline rights of way,
- use of a one-call notification system prior to excavation,
- damage prevention warning information,
- possible hazards associated with unintended releases of natural gas,
- physical indications of a possible release and the steps to be taken for public safety in the event of a natural gas release,
- procedures to report such an event to emergency officials and the utility and
- information about vegetation management best practices and awareness to keep rights of way clear.

Multilingual Outreach

All mailers were distributed in English. However, we include a highlighted message in Spanish, Portuguese, French, Italian, Vietnamese, and Russian where relevant, instructing readers to translate the important safety information for non-English speakers. Our website has a translation button as well.

Baseline Pipeline Public Awareness Activities

In 2021, National Grid delivered public safety awareness information to:

- 115,877 excavator organizations in the distribution service counties
- 4,637 emergency officials in the distribution service counties
- 7,909 public officials in the distribution service counties
- 472,560 affected public located near the company's natural gas transmission pipelines.

Overall Outreach Schedule National Grid's Baseline PPAP outreach in 2021 followed the schedule outlined below:

Mailing Date Outreach Audience Definitions Quantities Mailed:

Stakeholder – Excavators June 3, 2021

Outreach distributed directly to excavators in all counties with National Grid gas distribution.

New York – TOTAL 62,934

Long Island - 26,301

New York City – 18,050

Upstate - 18,583

Excavator organizations were mailed a company-branded poster-mailer that included a detachable visor card. Both contained natural gas safety information.

We identified stakeholders using SIC codes and compiled lists within the counties where the company has natural gas facilities. Specific SIC codes were determined using general categories based on the requirements in RP 1162, as well as SIC codes recognized to be in line with industry best practices for identifying companies most likely to be involved in utility incidents.

We mailed a projectable random sample of mailers via First Class Mail to determine deliverability. Based on the average of annual returns, we project that approximately 94% of National Grid’s excavator mailers were delivered to targeted addresses – which is within national averages.

Stakeholder – Emergency Officials June 29, 2021

Outreach distributed directly to emergency officials in all counties with National Grid gas distribution.

New York – TOTAL - 2,359

Long Island - 647

New York City - 377

Upstate – 1,335

Emergency officials were mailed a branded public awareness informational flyer and letter.

We used SIC codes and compiled lists to identify emergency officials in counties where National Grid has natural gas facilities. Specific SIC codes were determined based on an analysis of the requirements in RP 1162.

We mailed a projectable sample of mailers via First Class Mail to determine deliverability. Based on the average of annual returns, we project that approximately 95% of National Grid’s emergency official mailers were delivered to targeted addresses – which is above national averages.

Stakeholder – Public Officials June 29, 2021

Outreach distributed directly to public officials in all counties with National Grid gas distribution.

New York – TOTAL - 4,052

Long Island - 1,145

New York City - 445

Upstate - 2,462

Public officials were mailed a branded public awareness informational flyer and letter. We used SIC codes and compiled lists to identify public officials in counties where National Grid has natural gas facilities. Specific SIC codes were determined based on an analysis of the requirements in RP1162.

We mailed a projectable sample of mailers via First Class Mail to determine deliverability. Based on the average of annual returns, we project that approximately 95% of National Grid's public official mailers were delivered to targeted addresses – which is above national averages.

Stakeholder – Transmission IMP/ROW August 30, 2021

Outreach distributed directly to all RP 1162 Stakeholders - includes residential and business addresses, places of congregation, excavators within 660 feet of the centerline* of National Grid's gas transmission pipeline as well as emergency officials and public officials in counties with transmission pipelines.

New York- TOTAL – 454,842

Long Island - 86,605

New York City - 321,017

Upstate (*Oswego County only, transmission buffer zone was 1,000 feet from the centerline) - 47,220

National Grid mailed a four-page brochure to transmission IMP/ROW stakeholders.

Stakeholders for this mailing were identified using GIS analysis of National Grid's transmission pipelines.

All residential and business addresses within 660 feet of the pipeline were included, except in Oswego County, New York, where addresses within 1,000 feet of the pipeline were used due to the increased pressurization of the transmission pipeline in that area. In addition, National Grid sent this mailing to residential and business addresses located within 660 feet of our Liquefied Natural Gas (LNG) facilities. Specialized GIS analysis was used to identify the physical location of these assets to ensure stakeholder identification. We used SIC codes for Places of Congregation.

Residences, businesses (including excavators) and Places of Congregation in the identified areas were sent the mailing. Emergency and public officials in counties with National Grid transmission or distribution pipelines were also included in this mailing.

We mailed a projectable random sample of mailers via First Class Mail to determine deliverability. Based on the average of annual returns, we project that approximately 94% of National Grid's transmission IMP/ROW mailers were delivered to targeted addresses – which is above national averages.

In 2021, National Grid accomplished the following:

- **Generated Approximately 1.5 million Proactive Safety Touchpoints Among Stakeholders.** This includes all Baseline and Supplemental outreach efforts, mail as well as digital, during the calendar year.

- **Expanded our Employee Engagement Strategy.** We delivered an employee public safety awareness newsletter six times throughout 2021, noting that each employee's contribution is essential in helping National Grid achieve our goal of safely operating our systems and delivering value at every level. These newsletters highlight items such as: the elements of RP 1173, gas pipeline safety, Safe Digging Month, company news, diversity and inclusion, stakeholder engagement program information, internal continuous improvement efforts, National 811 Day, National Preparedness Month, Fire Prevention Week, and employee recognition spotlights.

- **Continued High-Touch Educational Outreach.** Leveraging effectiveness results and stakeholder marketing research results, we continued to target areas posing the greatest risk. These included:
- **Maintaining Enhanced Frequency of Baseline PPAP Mailings.** Continuing our strategy initiated in 2018, National Grid doubles annually the frequency of the Baseline Public Awareness mailings among excavators, emergency response officials, local public officials and members of the affected public. Our research findings demonstrate that increased frequency improves reach, understandability and recall. In addition, topics were selected based on analysis of the 2021 effectiveness research findings and are as follows:

- **Excavators** received the baseline outreach in June 2021 with follow-up outreach in November 2021 with targeted content including the five simple steps to protect underground utilities, including:
 - contacting 811
 - waiting the required time
 - recognizing that locate marks are not precise and do not indicate depth
 - not using mechanical equipment within the tolerance zone
 - and hand digging to verify location and depth of marked utilities.

The message also directs excavators to call 911 and National Grid in a gas emergency and includes the emergency contact numbers across National Grid’s service area.

- **Emergency Officials** received the baseline outreach in June 2021 with follow-up outreach in November 2021 with targeted content about natural gas valve safety. Emphasis is placed on knowing which valves a first responder may shut off and which must be left to National Grid personnel. An illustration demonstrates the correct “closed” position of a valve lug. Emergency contact phone numbers are also listed.
- **Public Officials** received the baseline outreach in June 2021 with follow-up outreach in November 2021 with targeted content that engages public officials help in promoting natural gas safety and asks whether they have addressed natural gas leaks in their emergency operations plan. It encourages them to learn the location of high-pressure transmission pipelines in their community and to spread the word about 811.
- **Affected Public stakeholders** received the baseline outreach in August 2021 with follow-up outreach in November 2021 that warns of the possible catastrophic consequences of damage to such pipelines. It explains the importance and meaning of pipeline markers and encourages the public to protect themselves, their families and their community by always notifying 811 before any digging projects. It also advises that National Grid must be onsite during any excavation within 20 feet of a high-pressure pipeline.

- **Damage Prevention wallet cards for Upstate and Downstate NY**

- The wallet card is a safety reminder card that excavators can keep with them on the job site. It highlights the five steps for safe excavation and the color codes for locator marks. The card also has a QR code for the National Grid e-SMARTworkers website which provides additional safety information, as well as a QR code for Dig Safely NY ticket status look up (UNY) or New York 811 ticket status look up (DNY).
- **Damage Prevention “Tips of the Trade” email series.** We designed and distributed via email informational “Tips of the Trade” eNewsletters to excavators. These newsletters provided an additional communications and feedback channel focused on public safety awareness and damage prevention messaging.
 - We distributed 97,300 “Tips of the Trade” emails in 2021.
 - Topics included:
 - **Working safely after storms**
 - **Natural gas pipeline markers**
 - **Protecting exposed natural gas pipelines**
 - **Keeping right-of-way safe and clear**
 - **Landscaping and fencing safety**
 - **Always notify 811 before you dig – it’s the law!**
- **811 Pandemic Notifications.** In response to the 2020 COVID-19 pandemic, we prominently posted on our e-SMARTworkers website the reminder to avoid delays by clearly pre-marking excavations sites and requesting locates with as much lead time as allowed by the local jurisdiction.
- **Cross Bore Safety Awareness.** Reaching out to plumbers, drain cleaners, equipment rental companies and local sewer districts, we continued to promote awareness of the potential for cross bores in sewer lateral.
- **Long Island Demolition/Renovation Damage Prevention Awareness.** We distributed focused public safety awareness messaging and outreach in Long Island, where damage demands a greater need to promote hazard awareness among excavators and other stakeholders. In 2021, the program involved additional outreach to Building and Permitting Officials encouraging building and permit office personnel to direct contractors and property owners to arrange for National Grid to properly disconnect service before demolition or major renovation work begins. The program also included an email to Contractors involved in demolition and renovations.

First Responder eLearning Program

Throughout the year, National Grid actively promoted the eLearning program among professional and volunteer agencies as well as to individuals in the firefighting, law enforcement and emergency medical response communities. This included promoting the site through traditional and digital advertising, social media, email and direct mail. We also rebranded and modified the eLearning website to work seamlessly on all digital devices.

In 2021, the site generated more than 39,600 individual page views.

By the end of 2021, 13,660 stakeholders had registered for the first responder natural gas safety eLearning program and 13,780 stakeholders had registered for the first responder electrical safety eLearning program. Of these, 7,097 stakeholders completed the natural gas safety program, and 6,554 stakeholders completed the electrical safety program. Those who completed the programs were issued Certificates of Completion.

New York	total # of registrations in 2021 (gas/electric)	# of gas completions 2021	# of electric completions 2021
Long Island	315	146	145
Metro NY	38	26	20
Upstate NY	418	125	232
Other NY - outside of gas counties	260	256	164
Total	1031	553	561

Our award-winning eLearning site appears here: <https://firstresponder.ngridsafety.com/>.

Utility Public Safety Awareness First Responder eBulletins (4). We distributed via email and posted on the first responder eLearning website. The 2021 eBulletin topics included:

- Aerial equipment safety
- Fires involving solar PV systems and batteries
- Incidents involving LNG transport trailers
- Gas safety during major snow and ice events

First Responder “Tips of the Trade” email series. We designed and distributed via email informational “Tips of the Trade” eNewsletters to first responders. Topics included:

- Be alert for all gas leak warning signs
- Help us protect National Grid rights-of-way
- Effective response to an outdoor natural gas leak/plume
- Responding to natural gas transmission pipeline emergencies
- Natural gas leak behavior and flammability
- Parking and staging for natural gas incidents

Natural Gas Public Safety Education for Long Island Schools

On January 28, 2021, National Grid distributed its Energy Explorer classroom educational program to elementary and middle schools in the Long Island gas service territory by mailing an educational mailer to 13,404 local educators.

On September 29, 2021, National Grid mailed another educational mailer to 13,363 educators. Energy Explorer is a long-standing National Grid program that provides information for use in classrooms that helps teachers, students and families understand:

- how electricity and natural gas services are provided to the community

- the use and value of these services
- how to prevent, recognize and respond to a possible emergency involving electricity or natural gas

The program offers written educational materials that teachers can use in their classrooms, including instructional booklets and activity sheets, lesson plans, and pre- and post-tests that help enhance science, health and language arts curriculums while also promoting gas safety messages, exceeding the requirements of RP 1162. The program also includes a variety of Internet resources for teachers, students and parents at www.ngridenergyworld.com.

The objective involved providing schools on Long Island with additional natural gas pipeline public awareness messaging, including information about pipeline markers used to help locate transmission pipelines, the Call Before You Dig one-call system, possible signs of a natural gas pipeline leak and steps to take in case of a possible natural gas emergency.

2022 Goals

National Grid's utility public safety and damage prevention awareness goals mirror existing company commitments to workplace health and safety.

Our goals include helping to save lives, prevent injuries, maintain compliance with local, state and federal regulations, reduce infrastructure damage and service interruptions, mitigate risk and build trust with our customers and local communities.

We will continue to:

- Promote utility hazard and incident prevention awareness among targeted at-risk stakeholders by proactively distributing to these stakeholders tailored educational resources that encourage the practice of prevention.
- Research changing stakeholder, regulatory, financial and environmental conditions that impact utility public safety awareness and damage prevention and align our outreach efforts with the demands of an evolving marketplace.
- Comply with local, state and federal safety regulations, including the safety communications and program effectiveness-survey requirements of RP 1162, and continue to support our Strategic Pipeline Safety Management System (RP 1173).
- Collaborate with jurisdictional teams to maximize the effectiveness and beneficial impacts of our programs at local as well as state and federal levels.

National Grid's goal includes maintaining our market leadership in utility public safety awareness and stakeholder engagement throughout the industry as well as in our service territory and the northeastern United States. This necessarily includes engaging internal as well as external stakeholders in our vision, values, policies, and procedures associated with promoting a safety awareness culture.

Preventing utility-related incidents is always better and more cost-effective than managing the outcomes of such incidents. By focusing on our goals, we continue to support the company's efforts at demonstrating to employees, regulators, community partners, and investors that National Grid is a safe and well-run company.

Liaisons continued their support of the Pipeline Public Awareness stakeholder engagement per RP1162 outreach by connecting via email and in telephone follow-ups with various stakeholder groups. They provided information regarding the eLearning training for First Responder, provided assistance when needed.

1. **811 Pandemic Notifications.** In response to the 2020 COVID-19 pandemic, we prominently posted on our e-SMARTworkers website as a reminder to avoid delays by clearly pre-marking excavation sites and requesting locates with as much lead time as allowed by the local jurisdiction.
2. We continued to reach out to stakeholders with direct mail, email and advertising campaigns.

National Grid has sent up Regional Damage Prevention Hubs in coordination with Public Awareness to reduce third-party and no call damages.

We continue to partner with First Responder Agencies and Organizations to increase participation in the e-Learning Program. This is done through advertising in trade magazine and sponsorships at events held.

National Grid will be increasing the messaging of calling 911 first throughout the service territory, with various spotted directed mail campaigns, digital and social campaigns throughout the year.

Listed below is what we adhere to for our program for distribution and outreach to our stakeholder groups.

Customers including multi-family and business complex owners.	<ol style="list-style-type: none"> 1) Bill stuffers; and/or 2) Corporate website (Supp.) 3) Customer Newsletters (Supp.) 4) Press releases (Supp.) 5) Social Media <p>*All bill stuffers and printed communications include this statement: "Please share/post this important natural gas</p>	<ol style="list-style-type: none"> Twice annually 3) Periodically 4) Periodically 5) Periodically
Residents along the local distribution system	<ol style="list-style-type: none"> 1) Bill stuffers (for combination electric and gas companies); and/or; 2) Press releases (Supp.); and/or 3) Paid advertising 4) Social Media 	<ol style="list-style-type: none"> 1) Annually/periodically 2) Periodically 3) Periodically 4) Periodically
Transmission Customers	<ol style="list-style-type: none"> 1) Targeted distribution of print material 2) Paid advertising (Supp.) 	<ol style="list-style-type: none"> 1) Annually

Residents adjacent to transmission pipeline ROW and Landowners directly adjacent to the ROW	<ul style="list-style-type: none"> 1) Targeted distribution of print material; and/or 2) Paid advertising (Supp.) 3) Social Media 	<ul style="list-style-type: none"> 1) Annually 2) Periodically 3) Periodically
Places of Congregation adjacent to transmission pipeline ROW	<ul style="list-style-type: none"> 1) Targeted distribution of print material 2) Paid advertising (Supp.) 3) Schools outreach program 	Annually
Emergency Officials	Baseline Delivery Method and/or Media	Baseline Delivery Frequency
For Local Distribution Companies	<ul style="list-style-type: none"> 1) Group meetings; and/or 2) Targeted distribution of print material 3) Paid advertising (Supp.) 	Annually
For Transmission Pipeline Operators	<ul style="list-style-type: none"> 1) Group meetings; and/or 2) Personal contact; and/or 3) Targeted distribution of print material; and/or 4) Paid advertising (Supp.) 	Annually
Public Officials	Baseline Delivery Method and/or Media	Baseline Delivery Frequency
	<ul style="list-style-type: none"> 1) Targeted distribution of print material 2) Paid advertising (Supp.) 3) Group meetings, as required 	Annually
Excavators/Contractors	Baseline Delivery Method and/or Media	Baseline Delivery Frequency
	<ul style="list-style-type: none"> 1) Targeted distribution of print materials 2) Paid advertising (Supp.) 3) One-Call Center outreach 	Annually

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

ELECTRIC SAFETY

New/Continuing Program:

In addition to supporting the public awareness requirements of RP 1162, the 2021 Excavator/Third-Party Contractor/Tree Worker Public Safety Outreach Program included information focused on:

- Saving lives
- Reducing injuries
- Complying with local and federal safety regulations
- Reducing claims arising from incidents involving utility assets, and
- Increasing the value of the utility and its services to the communities served by the utility.

On an annual basis, National Grid distributes public safety information to excavators and third-party contractors via direct mail, email, and the Internet in its service area. The delivery of this information to the targeted audience was not significantly impacted by the COVID-19 pandemic. The outbound messaging includes key communications requirements for RP 1162 Pipeline Public Awareness.

When combined with the utility's other outreach activities, the impact of this outreach creates overlapping and repeated natural gas pipeline and electrical hazard awareness messaging among key stakeholder audiences throughout the year. The frequency and repetition of National Grid's public awareness messaging is key. It increases the likelihood of instilling a culture of prevention and safety among excavators, third-party contractors, and general businesses that may come into contact with the utility's natural gas pipeline and electric power line infrastructure.

1.0 CONTRACTOR OUTREACH METHODOLOGY

National Grid has partnered with the Culver Company to provide outreach materials to third-party contractors and tree workers. The Culver Company utilizes an outreach methodology that was developed with the assistance of numerous electric, natural gas and dual-commodity utilities and feedback from other industry participants, such as regulators and AEGIS. This approach involves developing customized educational materials that contain unique hazard-awareness and incident-prevention content and distributing them to at-risk contractor organizations, including tree workers.

Also, in alignment with the utility's RP 1162 commitments, the materials included natural gas pipeline public safety awareness information. Key messages included 811/Call Before You Dig damage prevention messaging, recognizing the warning signs of a natural gas leak, and responding safely to natural gas emergencies.

Decision-makers at targeted organizations were selected by name and/or job title within National Grid's service area. Culver Company identified the audience by compiling various list sources and using Standard Industrial Classification (SIC) codes to define company types. All SIC codes used to develop the mailing lists are in line with industry best practices and have been reviewed by utility claims and risk department personnel for thoroughness and accuracy.

1.1 Excavator/Contractor Outreach Methodology

The methodology Culver Company used has been tested and employed by utilities throughout the United States. It involves the following activities:

- Mail Public Safety Outreach Materials: Culver Company sends via U.S. mail a printed informational piece designed to promote prevention while also notifying excavators and other third-party contractors of the hazards associated with working around underground and overhead utility assets.

The document includes specific recommendations for working safely around these assets as well as an offer for free utility hazard awareness training material. This outreach is designed specifically for at-risk contractor demographics and tested for usage among the target group.

Distribute Safety Kits: The outreach mailer offers a free, more in-depth safety kit to contractors upon request. The safety kits contain additional worker safety booklets, posters, DVDs, and/or safety visor cards. In 2021, the Safety Kit included the following:

- Contractor Beware dual commodity booklets –in English and Spanish, Worker Beware Visor Cards
- Worker Beware combination gas and electric DVD, in English or Spanish (the customer chooses the language).
- The video is broken into manageable, scenario-specific training modules that contain utility-related safety information:
- Introduction: Electric & Gas Safety Basics (5 min.)
- Digging & Excavating (14 min.)
- Ladders & Long Tools (8 min.)
- Cranes & Heavy Equipment (8 min.)

Presenter's notes and slide show presentation for use during training sessions.

Trainer's guide that provides trainers with information necessary to run an effective natural gas pipeline/electric power line hazard awareness training session.

These kits contain information that is consistent with the messaging requirements of RP 1162.

In 2021 we identified 18,163 at-risk excavator/contractors and 3,459 tree workers in the New York service area. The primary steps involved in list development for at-risk audiences are as follows:

- Leverage utility claims data to identify at-risk audience segments
- Select targeted audience members using 4, 6, and/or 8 digit SIC codes
- Source contact information from multiple data providers, such as D&B, InfoUSA, trade associations, local licensing boards, and the utility's own lists
- Compile and remove duplicate contacts
- Correct mailing addresses using NCOA and CASS
- Verify the list by analyzing subsets of the addresses mailed to using a combination of First-Class mail, telephone verification, and email verification

Culver Company acquired mailing lists from numerous list resources including D&B and InfoUSA, which are among the leading resources for business information. After acquiring these SIC-generated mailing lists, Culver Company identified and removed duplicate addresses, and generated a final list of excavators and third-party contractors who would receive the outreach.

Excavation company/contractor types that received this mailing include the following categories:

- Construction, repair, and dismantling services Single-family Housing Construction
- Residential Construction, Not elsewhere classified Operative Builders
- Industrial Buildings and Warehouses
- Nonresidential Construction, Not elsewhere classified Highway and Street Construction
- Bridge, Tunnel, and Elevated Highway Water, Sewer, and Utility Lines
- Heavy Construction, Not elsewhere classified Plumbing, Heating, Air-conditioning
- Painting and Paper Hanging Electrical Work
- Masonry and Other Stonework Carpentry Work
- Roofing, Siding, and Sheet Metal Work Concrete Work
- Water Well Drilling Structural Steel Erection Glass and Glazing Work Excavation Work
- Wrecking and Demolition Work Installing Building Equipment
- Special Trade Contractors, Not elsewhere classified Signs and Advertising Specialties
- Marine Cargo Handling
- Marinas
- Hardware
- Cranes, construction
- Cranes, industrial
- Hardware stores
- Outdoor Advertising Services
- Heavy Construction Equipment Rental
- Equipment rental and leasing, Not elsewhere classified
- Industrial truck rental
- Garage facility and tool rental

- Lawn and garden equipment rental
- Rental store, general
- Shipping container leasing
- Sign rental
- Stores and yards equipment rental
- Tent and tarpaulin rental
- Tool rental
- Work zone traffic equipment (flags, cones, barrels, etc.)
- Labor contractors (employment agency)
- Lettering and sign painting services
- Crane and aerial lift service
- Tank repair and cleaning services
- Waste cleaning services
- Nautical repair services
- Trade school
- Contractors' association
- Construction management

In addition, Culver included with this mailing the addresses of those third-party contractors who participated in the program in previous years. The addresses of these contractors are integrated into the final mailing list before the outreach is distributed to the U.S. Post Office.

1.2 Excavator/Contractor Messaging

The hazard awareness messages for the Excavator/Third-Party Contractor Public Safety Program were developed with input from utility subject matter experts, professional contractors from the targeted group, and safety trainers.

Three core message types were developed and conveyed:

- Hazard Awareness Messaging
- Messaging to Gain Contractor Involvement in the Program
- A Free Offer for Additional Training Material

Each is described below.

Hazard Awareness Messaging

The training materials involved in this program include the following broad hazard awareness messages:

- How to prevent accidents involving overhead power lines
- How to prevent accidents involving natural gas pipelines
- What to do if equipment comes into contact with a natural gas line Additional safety information for heavy equipment and crane operators

This messaging is consistent with Pipeline Public Awareness messaging needs of RP 1162.

These messages include the following key components:

- Look out for overhead power lines Call Before You Dig/811
- Stay at least 20 feet away from overhead power lines (also, however, be aware of special recently- updated OSHA clearance requirements for derricks and cranes operating near high voltage overhead power lines)
- Use a spotter when operating heavy equipment
- Before excavating, request a locate and learn the American Public Works Association color codes for locating underground utilities (the outreach includes a brief reference guide)
- Emergency procedures if you contact a natural gas pipeline
- Emergency procedures if you contact a power line
- To report an emergency, call 911 and National Grid

Messaging to Gain Contractor Involvement with the Materials

Every contractor identified on the mailing list is encouraged to request additional materials, and the key messages used to encourage requesting this material include the following:

- Prevent injury and death among employees
- Lower insurance premiums
- Prevent OSHA fines
- Reduce worker compensation costs
- Avoid lawsuits and property damage
- Decrease worker days lost
- Improve worker productivity and morale
- Enhance the bottom line

Free Offer for Additional Training Materials

National Grid invites recipients of the material to request additional hazard awareness training materials to share with their employees, free of charge. This offer is stated with a clear call to action: order materials using a pre-paid business reply card, a fax, or an online form.

1.3 Tree Worker Outreach Methodology

The outreach methodology for the tree worker program is similar to the process used for excavators and contractors, drawing upon industry standards for public safety outreach developed and utilized by numerous utilities across the country. These steps involve:

- Mail Public Safety Outreach Materials: National Grid provided tree workers with baseline safety information, along with an offer to provide additional safety training materials to those organizations that need it – free of charge, courtesy of National Grid.

- Distribute Public Safety Kits: National Grid also offered tree workers free safety training materials. Safety Kits included additional utility safety booklets, posters, DVDs, and/or safety visor cards. (As described above).
- Maintain an Informational Contractor Safety Website: National Grid directed tree workers to the contractor safety website, *e-SMARTworkers*, which is described in more detail above.

1.4 Tree Worker Messaging

The hazard awareness messages for at-risk tree workers were developed with input from utility subject matter experts, professional contractors from the targeted group, and safety trainers.

Core message types are described below.

Outreach Messaging: The outreach safety messaging included the following points:

- Maintain a 10-foot clearance from power lines when tree trimming
- Be extra cautious around downed power lines
- Carefully inspect a worksite for power line hazards before starting, and clearly mark power line locations with appropriate signs, safety cones, and the like
- Stay safe by using OSHA-approved tools and work procedures
- Regularly train workers in power line safety
- Know what to do if equipment touches a power line
- Know how to recognize a natural gas pipeline leak
- Know what to do if equipment comes into contact with a natural gas pipeline
- Emergency response information (call 911 and National Grid immediately)

This messaging is consistent with the Pipeline Public Awareness messaging needs of RP 1162 because it includes gas pipeline safety information relevant to tree workers involved with tree planting and tree stump removal.

Messaging to Gain Tree Worker Involvement with the Materials

Tree workers were encouraged to request additional materials, and the key messages used to encourage requesting this material include the following:

- Prevent injury and death among employees
- Lower insurance premiums
- Prevent OSHA fines
- Reduce worker compensation costs to avoid lawsuits and property damage
- Decrease worker days lost
- Improve worker productivity and morale
- Enhance the bottom line



Free Offer of Safety Materials

Without charge, National Grid invites recipients to request additional hazard awareness training materials to share with employees. This offer is stated with a clear call to action: order materials using a pre-paid business reply card, a fax number, or an online form.



Summary of 2021 Results and Lessons Learned:

1.0 AT-RISK THIRD-PARTY CONTRACTOR & TREE WORKER OUTREACH

On March 30, 2021, National Grid distributed the public safety outreach to the following segments in the New York Service Area.

Audience	Outreach Materials	Quantity Mailed
At-Risk Contractors	 <p>Self-mailer with detachable poster (to be hung at the target company) and visor card (to be kept in the vehicle). The poster covers the use of cranes and derricks in construction, call before you dig, and dig safely, and what to do in case of emergency.</p>	18,163
Tree Workers	 <p>Self-mailer with detachable poster (to be hung at the target company) and visor card (to be kept in the vehicle). Information is specific to tree workers who work near power lines—clearance requirements, use of spotters, and what to</p>	3,459

On July 12, 2021, National Grid distributed follow-up postcards to the same organizations in the New York Service Area.

Audience	Outreach Materials	Quantity Mailed
At-Risk Contractors	 <p data-bbox="764 317 1252 604">A supplemental postcard to remind third-party contractors in the electric, natural gas and combination service territories of the risks of coming into contact with overhead and underground utilities, how to avoid power and pipeline contacts and how to safely respond to incidents when they happen.</p>	18,163
Tree Workers	 <p data-bbox="769 701 1252 989">A supplemental postcard to remind tree workers in the electric, natural gas and combination service territories of the risks of coming into contact with overhead and underground utilities, how to avoid power and pipeline contacts and how to safely respond to incidents when they happen.</p>	3,459

- National Grid distributed printed information containing overhead and underground safety educational content to 21,662 at-risk third-party contractors and tree workers in the New York service area. The outreach encouraged contractors to request additional safety materials as needed.
- National Grid has received 472 requests from these contractors for more safety information – a 2.2% response rate, which is above the national average for similar public safety programs. As of this writing, contractors continue to submit requests for National Grid-branded electrical and natural gas safety information.
- To date, National Grid has distributed additional safety information for as many as 19,364 at-risk third-party contractors and tree workers.

The following additional safety materials were distributed to contractors in the service area:

- 7,080 *Contractor Beware*® books, English
- 2,360 *Contractor Beware* books, Spanish
- 9,440 *Worker Beware*® bilingual visor cards
- 92 *Worker Beware* DVDs, English
- 11 *Worker Beware* DVDs, Spanish
- 381 *Worker Beware* USBs, Bilingual

National Grid also maintains a companion safety website, *e-SMARTworkers*, where excavators, crane operators, and other at-risk contractors can review hazard awareness materials and streaming videos. The Internet website's resources include:

National Grid generated 1,480-page views in 2021 on its public safety website for contractors. Visiting contractors have access to the following training resources:

Safety Education Modules

- *Dig Safely!* demonstrates safe digging practices, covers the basics on locator marks and tolerance zones, and who to contact in case of a utility line contact
- *Look Up and Live!* contains vital information for staying safe around power lines
- *Excavation Safety Tips and Tools* offers safety check lists and one-call system wait times by jurisdiction
- *Demolition/Renovation Safety* promotes awareness of the need to properly and safely disconnect natural gas service for demolition and major renovation projects

Worker Beware Video—streaming video content, in English and Spanish, that demonstrates real life applications of electrical and natural gas safety work practices

Damage Prevention Videos—award-winning streaming content that promotes 811/Call Before You Dig and explains hand-digging techniques that protect underground utility lines and prevent property damage, injury or death

Case Studies—true stories about contractor job site mistakes involving electricity and natural gas

Training Quiz—an online test for jobsite safety

- An interactive training quiz that allows workers to test their understanding of the principals of working safely around natural gas pipelines and electric power lines.
 - Case studies with true stories of utility incidents so that workers can learn from the mistakes of others.
 - Additional resources for trainers, available in English and Spanish:

Trainer's guide

Safety slide show for presentation, with presenter's notes

Online order form to request additional training materials, free of charge, for their employees.

2.0 Contractor Feedback

Results from contractor feedback received during the 2021 Outreach efforts are presented below. Stakeholder Satisfaction with National Grid and the Outreach Program - 1,003 responses

Question	Percent of Customers who responded “Strongly Agree” or “Agree”
National Grid is committed to the safety of workers like me.	95%
The worker materials provided by National Grid help me and/or my coworkers perform their jobs more safely.	90%
The information National Grid provides is valuable for keeping workers safe around electricity and natural gas.	95%
I expect National Grid to provide workers the information necessary to get their jobs done safely around National Grid's electric and natural gas infrastructure.	94%
The workers at my company use the National Grid safety information to work more safely around electricity and natural gas.	89%

Stakeholder responses to how material will be used - 1,008 responses

Uses	Percent*
Safety meeting/Training	67%
Tailgate/Job site meeting	12%
New employee orientation/training	64%
Personal knowledge	27%
Customer knowledge	20%
Other	4%
<i>*Respondents may have provided more than one response</i>	

Goals for 2022:

In addition to supporting the public awareness requirements of RP 1162, the goals of National Grid’s 2022 Excavator/Third-Party Contractor Public Safety Outreach Program will include:

- Saving lives
- Reducing injuries
- Complying with local and federal safety regulations
- Reducing claims arising from incidents involving utility assets, and
- Increasing the value of the utility and its services to the communities served by the utility.

The Development and delivery of this 2022 program will not be affected by the COVID-19 pandemic

How Priority Was Set:

Priority was set based on National Grid's internal outreach plan and public awareness requirements of RP 1162. Priority was not significantly impacted by the COVID-19 pandemic.

Description of 2022 Program:

National Grid will continue to distribute public safety information to excavators and third-party contractors via direct mail, email, and the Internet in its service area. The outbound messaging will include key communications requirements for RP 1162 Pipeline Public Awareness.

Outreach materials will include direct mail (March - April 2022) with detachable poster and visor card, and a follow-up (June - July 2022) postcard reminder. The material explains to third-party contractors in the electric, natural gas and combination service territories of the risks of coming into contact with overhead and underground utilities, how to avoid power and pipeline contacts and how to safely respond to incidents when they happen. The information includes specific recommendations for working safely around these assets as well as an offer for free utility hazard awareness training material. This outreach is designed specifically for at-risk contractor demographics and tested for usage among the target group.

The outreach mailer offers a free, more in-depth safety kit to contractors upon request. The safety kits contain additional worker safety booklets, posters, DVDs, and/or safety visor cards. Additional safety materials will be available via the companion safety website, *e-SMARTworkers*. All outreach material is available in English and Spanish language versions.

Customer feedback will be gathered via a business reply card that is attached to the mailers and/or through an online form when orders for additional materials are placed.

When combined with the utility's other outreach activities, the impact of this outreach will create overlapping and repeated natural gas pipeline and electrical hazard awareness messaging among key stakeholder audiences throughout the year. The frequency and repetition of National Grid's public awareness messaging is key. It increases the likelihood of instilling a culture of prevention and safety among excavators, third-party contractors, and general businesses that may come into contact with the utility's natural gas pipeline and electric power line infrastructure.

New/Continuing Program: Classroom Safety Education

National Grid continues to partner with Culver Company, LLC, via the *Energy Explorers* program to deliver free, safety educational materials made available to teachers for classroom use throughout National Grid's territory.

The materials include:

- Written educational materials that can be used in the classroom. These include instructional booklets and lesson plans that teachers use to supplement and enhance their classroom science, health, and language arts curriculums.
- Internet resources, which are freely available to anyone, such as:
 - (a) Educational videos that can be watched online (streaming video)
 - (b) Educational flash games that students can play at home or at school
 - (c) Informational web pages for teachers, students, siblings, parents and guardians
 - (d) Additional online teachers' guides and student worksheets
- Electronic newsletters distributed twice during the school year to help increase awareness of the utility's free classroom curriculum materials as well as to directly promote pipeline public awareness and incident prevention and public safety among educators and their students.

Summary of 2021 Results:

In the 2021 program year, National Grid school outreach initiative produced the following results:

- Provided (energy efficiency/electrical safety/natural gas safety) education to over 75,000 students in grades K-8.
- Realized a targeted teacher penetration rate of approximately 3% — of the 61,000 teachers invited to participate, approximately 1,500 took part in the program.
- Produced a minimum of 400,000 brand impressions throughout the service territory, positively associating National Grid brand with energy efficiency, environmental sustainability, electrical and natural gas safety, and ethical community behavior.
- Attracted 27,000 unique visitors to the Energy Explorer website, generating more than 83,000 page views.

Goals for 2022:

Educators and parents depended on the Energy Explorers online resources during the pandemic years and made use of the videos and at-home printable activities. With students back in their school buildings and classrooms, National Grid will continue to provide educators with the resources needed to supplement curriculum. With the start of the 2022 fall semester, Culver will coordinate with educators to resume the distribution of National Grid-sponsored educational materials and promote the online extracurricular resources. Culver Company will continue to target teachers and principals in grades K-8 schools located in National Grid's New York service area (NIMO Electric, NIMO Gas, NEDNY & KEDLI), as defined by the ZIP Codes provided by National Grid. Teachers are selected by name or job title using national databases that are dedicated to maintaining educator marketing information and services.

In addition, contact information of educators who participated in previous National Grid school programs will be added to this list. Names and addresses are compiled; duplicates removed, and malformed or incomplete mailing addresses are corrected using NCOA and CASS.

Once schools allow visitors back in the buildings, we will resume and once again encourage National Grid employees to advocate for safety by delivering the “Leading with Safety” program as Ambassadors. There are safety presentation kits for classroom use. The kits are available for employees to request via the “Energy Explorer” employee pages, that offer four kits that include two age levels and two booklet options. Each kit includes 25 pre-assembled student bags containing the materials. The scratch-and-sniff mercaptan cards include National Grid’s updated gas emergency phone numbers.

How Priority Was Set:

While National Grid was mandated to provide utility safety to the school audience, our commitment to the communities that we serve led us to develop a robust curriculum that includes gas and electric safety, energy efficiency and sustainability resources. Our priority reflects the continued need to raise gas and electric safety awareness amongst school children with the intention of sharing those best practices with their families and communities.

Description of 2022 Program:

The 2022 educational safety program will deliver a comprehensive natural gas public awareness, electrical safety, sustainability (energy efficiency and renewable energy) and ethics outreach and education program to educators, students and students’ families throughout the energy company’s service territory via its Energy Explorer program.

The educational outreach schedule will include targeted emails, direct mailings, and an electronic newsletter all geared to encourage participation in ordering materials, highlight the benefits of the program, drive educators to the program’s website, and promote utility safety and energy awareness.

The objectives of the Energy Explorer educational outreach program involve demonstrating National Grid’s commitment to its customers, the community, and the environment. During the course of our outreach activities, Culver Company validates the delivery of National Grid’s outreach and collect educators’ opinions about National Grid’s messaging. Culver’s methodology measures the link between utility outreach and customer opinion and satisfaction ratings. Culver’s online survey questions will provide data that benchmarks the perceptions of participating educators against the perceptions of the general customer population.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

NATURAL GAS EXPANSION

New/Continuing Program:

No active programs across New York State. All proactive marketing has ceased.

Summary of 2021 Results and Lessons Learned:

Provide detailed evaluation in Appendix C

N/A

Goals for 2022:

N/A

How Priority Was Set:

N/A

Description of 2022 Program:

(see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

N/A

2022 Outreach & Education Plan with 2021 Results

PRICE VOLATILITY

This section should describe outreach and education efforts to proactively communicate with customers about price volatility including unexpected surges in energy supply prices, the impact on utility bills, and steps the utility will take to mitigate costs and protect customers.

New/Continuing Program:

- This is a continuing program.

Summary of 2021 Results and Lessons Learned:

Continuous Customer Outreach Through Multiple Channels

The Company has conducted ongoing customer outreach and communications on the winter energy supply price forecast and offered solutions including budget billing, payment plans, financial assistance and energy-saving tips and programs.

On October 7, 2021, in advance of the winter heating season, National Grid hosted media conference calls that featured an industry/commodity expert who provided insight on the global/national/northeast winter supply price forecast and its drivers. We then highlighted our hedging strategies that reduce the impact of market volatility on customer bills, as well as customer solutions and options. The outreach resulted in extensive media coverage that included our key messages, including customer solutions and assistance. Subsequently, the Company conducted consistent reporter outreach on the issue, including a late November/early December campaign on holiday/winter energy efficiency solutions.

A joint press event with AARP and PULP was held in December on Long Island to increase awareness about the EAP (Energy Affordability Program) program, HEAP, and other assistance available to help customers in need with winter bills.

In January 2022, we launched a media campaign that focused on winter bill solutions, assistance for struggling customers and the great work of our Consumer Advocates. This resulted in extensive media coverage over six consecutive days. Our January campaign included: Direct media outreach/pitches offering influential reporters and news show hosts the opportunity to speak with our Consumer Advocates; a press release to remind customers that it is not too late to apply for HEAP and other assistance; extensive print and on-camera interviews; social media posts by the National Grid media team and regional reporters; and social media videos featuring our Consumer Advocates offering tips and resources.

Additionally, the United Way of Long Island (UWLI) issued a news release about the National Grid Foundation \$250,000 grant for Project Warmth and Safe at Home for Seniors programs and associated radio interviews, amplified on social media channels including Instagram, Twitter, Facebook, and LinkedIn.

Our omni-channel direct customer communications campaign began in the fall as well. Since October, we have consistently reached customers through emails, bill insert newsletters, stand-alone bill inserts, social media, web banners on home pages that link to dedicated informational pages, web alerts that pop up when customers visit the site, digital signage on the Albany Times Union Center/MVP Arena, paid search, and radio.

On February 22, 2022, the Company hosted two virtual update meetings with local, state, and federal elected officials. The purpose of the call was to provide information regarding energy supply prices and mitigation measures the company undertakes on behalf of customers. The call included subject matter experts from the key business areas including Consumer Advocates, Billing, Regulatory & Pricing, and the Supply teams. Collectively we discussed Improving Affordability, Customer Outreach and Assistance and COVID recovery. The calls were well attended with over 200 customers, legislators, and staff.

Consumer Advocacy to Assist our Most Vulnerable

Our Consumer Advocates are the cornerstone of our customer assistance efforts. The Advocates provided direct counseling and referrals for assistance to nearly 28,000 customers in 2021-22. Throughout the heating season, Advocates have conducted individual outreach and phone calls to vulnerable customers to encourage them to apply for HEAP. When necessary, the Advocates can assist customers in completing the application process.

Consumer Advocates also conduct customer outreach activities and events and serve as the Company's liaisons with state and local social service and community organizations to ensure our customers receive program benefits. The Advocates target senior centers, senior living, community centers, and churches to get information out on available programs and services.

Detailed reporting of our Consumer Advocates' outreach may be found in the Utility Events, Special Needs Customers and Winter Heating Season sections of this plan.

Outreach Results to Date

Since October 2021, the Company has achieved the following results from our comprehensive customer engagement on winter bills and available assistance:

- Of the 5,565,240 emails we sent to customers, **1,592,258** opened the email and **98,368** customers clicked to learn more information about how to manage their bills and for energy efficiency tips.
- Nearly **85,000** customers have clicked on our website's pop-up help offer which directs them to tips and assistance for managing winter bills
- **103,748** customers have received HEAP grants on their National Grid account

- **56,733** customers have received Regular Arrears Supplement (RAS) grants
- **344,873** customers are enrolled in Energy Assistance Program (EAP)
- **40,309** customers have enrolled in budget billing
- **520,336** customers have negotiated deferred payment agreements
- Consumer Advocates assisted **27,743** households and conducted **164** outreach activities and events virtually

Goals for 2022:

- Monitor supply price forecasts closely with our Energy Procurement team and work to understand their efforts to review existing power supply purchasing to mitigate the risk of severe price volatility
- Prepare in advance for known timeframes where price volatility can be expected – specifically winter heating season and the high-demand summertime months
- Provide proactive communications and education to customers when supply prices and/or weather will have a notable impact on total bill amounts, to help eliminate surprise
- Using a wide variety of communications channels and tactics, increase outreach and education efforts to promote consumer payment assistance plans and programs to reduce energy usage. Programs include the Home Energy Assistance Program, Emergency Home Energy Assistance Program, Regular Arrears Supplement, and the Emergency Rental Assistance Program.

How Priority Was Set:

- Communication of seasonal price volatility is part of our annual communications planning. However, due to the economic impact of the pandemic, coupled with the surge in energy prices forecasted for winter this year, we sought to build on the robust bill help communications efforts we had started during the pandemic.

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Importantly, the Company is transforming the winter heating season customer communications efforts into a broader bill assistance campaign, called “***Here to Help.***” The messaging will focus on connecting customers with helpful programs, including grant programs, budget billing plans, monthly bill credit options, payment extensions and energy efficiency services. The campaign is designed to meet customers where they are, using a broad range of tactics, including television commercials, newspaper ads, social media, web page, videos, billboards, and signage in highly visible locations, such as bus shelters, gyms, and malls.

We are expanding our community outreach partnerships to further engage customers in bill assistance, energy efficiency and weatherization by forming alliances with faith-based communities and state and local consumer protection agencies such as the New York City Department of Consumer and Worker Protection.

National Grid, together with the other New York utilities and PULP, is working collaboratively to remove barriers to federal and state energy assistance programs by advancing proposals that would modify thresholds and expand eligibility for HEAP and increasing enrollment in EAP through a file-match system with OTDA (New York State Office of Temporary and Disability Assistance).

And we are continuing our quarterly dialog with federal, state, and local elected officials, community stakeholders and social service agencies to keep them apprised of options available to help customers meet their winter bills.

- Audience – All customers, but especially those most sensitive to price volatility -- low-income customers and high-energy use customers
- Messaging –
 - Summer:
 - During the summer months, you may use additional energy to keep your home cool. This may lead to higher bills.
 - On high energy demand days, it is helpful to limit your energy use during the peak hours of 2-7 p.m.
 - By shifting the time you use energy during the hottest times of the year, you can help manage your energy costs.
 - Energy efficiency tips –
 - Keep doors and windows closed while running your air conditioning system to reduce air loss.
 - Clear areas in front of vents from furniture; blocked vents require up to 25 percent more energy to distribute air.
 - In the summer, vegetation, solar screens, and awnings can be used to prevent the sun from making your home too hot.
 - Use programmable thermostats to adjust cooling when rooms are unoccupied, saving you energy and up to \$180 a year.
 - Upgrade outdated air conditioning equipment to newer, more energy-efficient models. You'll save as much as 30 percent on energy costs in the long term, reduce maintenance, and improve the comfort of your home.
 - Perform regular air conditioning maintenance. Change filters monthly to improve air quality and reduce energy use. Establish a maintenance contract with your vendor for regular tune-ups, which help decrease equipment breakdowns and unnecessary air loss.

- Conserving water is a great way to save energy and money in your home.
 - Stop leaks. Repairing even small leaks saves gallons of water and thus dollars each month.
 - Winter
 - We are determined to do all we can to help reduce the impact of higher natural gas prices for our customers, especially those who may continue to face financial challenges due to the pandemic.
 - This winter, we are focused on empowering our customers and lending a helping hand in these uncertain times.
 - By staying informed, everyone can better prepare for the winter months ahead and manage their energy bill. That means knowing how to use less energy to lower costs and learning about available programs that can help. Our customers may be surprised to learn they may be eligible for assistance, even if they have never qualified before.
 - For families who are struggling during these difficult times, we offer an array of programs and connections to state and federal resources. Customers may be eligible for federal heating assistance and National Grid payment agreements to pay their bill over time.
 - Right now, customers can enroll in the Budget Plan (also known as Balanced Billing), helping to spread payments across predictable monthly payments.
- Delivery vehicles –
 - Contact center talking points
 - Upfront IVR messages
 - Direct emails
 - Direct mailings
 - Bill inserts and/or on-bill messaging
 - Web content
 - Social media campaigns, inclusive of Facebook, Instagram and Twitter
 - Customer webinars
 - Consumer Advocates
 - Videos
 - News releases and media interviews
 - Elected officials
 - Signage in high visible locations, such as gyms, bus shelters and malls
 - When possible – paid advertising, such as billboards, radio, TV commercials
- Schedule –
 - Summer – June – proactive communications begin and continue through August. Communications will increase during heat waves forecasted by the National Weather Service.
 - Fall – Proactive winter pricing communications will begin in November and continue at a steady beat through March 31.

- Year-round – Bill help solutions, such as payment plans, balanced billing, and consumer programs (ex. HEAP)
- Evaluation Plan –
 - Customer sentiment will be measured through ongoing Voice of Customer studies, including JD Power and the Brand Image and Relationship study

Helping customers prepare for and manage winter bills (10/2021 – 3/2022)

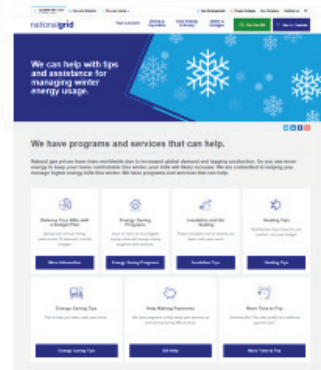
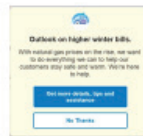
As energy prices rise around the globe, and customers use more energy to keep their homes and businesses comfortable this winter, we launched a **comprehensive, omni-channel communication effort to help customers manage their energy usage and prepare for higher bills.**

Tactics include:

- Emails
- Webpage
- Social media
- Web pop-up
- Info sheets
- Bill messages



National Grid



Winter communications drive engagement & uptick in assistance programs

Since October 2021, customers have **engaged regularly with our ongoing communications around winter bill assistance**—many enrolling in helpful programs or services to manage their bills and energy usage.



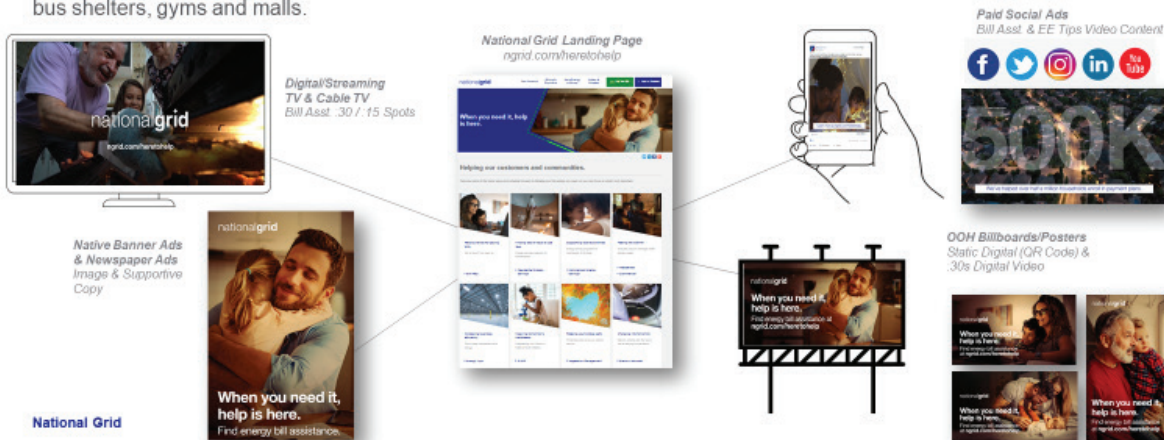
National Grid

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Affordability rises to the top of customer concerns (3/1/2022 – 3/31/2022)

To **address increasing customer concerns** around the price of energy and the impact to their winter bills—especially for those on fixed incomes—we **expanded our reach with a transformed bill assistance campaign**.

Designed to meet customers where they are, the *'Here to Help'* campaign uses a broad range of tactics, including television commercials, connected TV ads, newspaper ads, billboards, social media, and signage in highly visible locations, including bus shelters, gyms and malls.



2022 Outreach & Education Plan with 2021 Results

SERVICE INTERRUPTIONS

New/Continuing Program: Continuing Program: Public Awareness Program

Calendar Year 2021 (January 2021 to December 2021)

Results, Evaluation and Feedback:

The nature of major storms and service interruptions is that National Grid must be ready at all times. National Grid communications teams were prepared year-round and published or updated a vast amount of material that included press releases, safety messaging in bill inserts, IVR messaging, customer emails and text messages, as well as outreach on social media and our websites.

Summary of 2021 Results and Lessons Learned

Provide detailed evaluation in Appendix C

Across upstate New York, materials were deployed during the following events:

- **March 1, 2, 2021 – High winds across central and eastern New York**
- **March 25-26, 2021 – High winds across western New York**
- **July 21, 2021 – Thunderstorms, high winds across central New York**
- **August 2021, - Hurricane Ida (impacts to New York City and Long Island) Dec. 10 to Dec. 13, 2021 – High winds across central and western New York**

Goals for Calendar Year 2022 (January 2022 to December 2022)

As we have in previous years, National Grid will continue to advance our customer and community-centric approach to emergency response communications. This begins with explaining to stakeholders, as early as possible, the company's comprehensive preparations prior to the storm, and continues with consistent updates and associated details throughout the restoration process.

We also will share safety precautions and preparedness tips that our customers/stakeholders should take before during and after the storm. To accomplish this, National Grid uses a variety of owned and earned communication channels to reach customers and communities.

In summary, National Grid will continue to adhere to our Emergency Response Plan and:

- Tell a complete story that begins with preparation work being undertaken up through and including details about restoration activity.
- Continue to deliver proactive important content through a variety of channels.
- Share information across various departments as we focus on coordination, collaboration and consistency.

HOW PRIORITY WAS ESTABLISHED

Priority was established across the company by tapping expertise in various departments including Operations, Emergency Planning, Safety, Marketing & Customer Outreach, Customer Service, Consumer Advocacy, Customer and Community Management, Government Relations and Regulatory Affairs.

In addition, throughout 2022, in accordance with our Emergency Response Plan, National Grid's communications teams are committed to streamlining and improving our communications strategy and tactical outreach as it pertains to storms and emergencies by spending a significant amount of time training, reviewing, and collaborating to ensure that the plan – when needed – is properly executed.

Proper execution relies on adherence to our Emergency Response Plan requirements. In addition, all departments that are involved with emergency response reviewed our Emergency Response Plan and, in recent months, have participated in virtual storm drills that included municipal emergency response leaders. Other information-sharing sessions included internal, virtual meetings with representatives from various departments to share information and discuss details of individual roles, their responsibilities, potential areas of improvement and how we all can work together during a service interruption.

Description of 2022 (January 2022 to December 2022) Program:

The effectiveness of the company's proactive outreach across upstate New York is achieved through a tightly coordinated process that includes the following:

News Releases: In accordance with our Emergency Response Plan, our upstate New York media team writes, circulates for review and approval, and distributes storm-related press releases. Our messages focus on hardest-hit counties, safety messages, field force status, storm damage, restoration progress, priorities and estimated restoration times, and dry ice locations when applicable.

News releases also are distributed widely within National Grid and to key stakeholders, including the New York Public Service Commission. The releases are made available to our social media team for message publishing on various social media platforms, to our customer communications team for use on our web site and in direct customer emails and texts, to the Customer and Community Management team to share with managed accounts and during municipal leader calls, to members of our Customer Contact Center, who use them to create interactive voice response telephone messaging updates and talking points for call center representatives, and to our colleague communications team to share with company employees.

Media Availability: Media representatives are available at all times for in-person/on-camera, web-based and telephone interviews. These live and taped interviews can include crew locations for media to film or photograph restoration progress. The media team also actively shares information with reporters via social media.

Customer Emails and Text Alerts: Depending on the severity of the event, customers will receive personalized emails with information about restoration status, how to report outages and how to stay connected to National Grid. Emails include safety tips that pertain to generator use and downed power lines. When applicable, locations of dry ice and bottled water distribution sites are included. Likewise, text messages include similar messaging, urging storm preparation and sharing safety tips. A link for how to report outages also is included.

Distributing information on websites: During a storm National Grid updates web banners on our website, including our Outage Central site, which include the latest information, safety tips, restoration progress, outage reporting tools and important phone numbers.

Our Outage Central site, <https://outagemap.ny.nationalgridus.com/> displays outage status and, when available, estimated restoration times. On days when National Grid distributes dry ice and bottled water, those locations are highlighted on the map.

Customer interactions: During major service interruptions, National Grid tracks social media and responds to customer conversations beyond normal business hours, as necessary. We also track real-time customer engagement and sentiment about our storm digital outreach efforts. Critical information gathered by the digital media team is immediately escalated to the PIO, as well as to our Customer Contact Center, operations, community liaisons and communications teams for response as necessary.

Stay Connected Campaign: For the ninth consecutive year, we are continuing our “Stay Connected” campaign, which is designed to share safety tips and other information with customers ahead of the winter storm season.

Our outreach is focused on driving customers to a landing page www.ngrid.com/connect, where they can opt into the digital channels that they prefer (social media, email, mobile app, text messages, etc.). In addition, customers will be driven to sponsored Facebook posts that amplify key storm safety and preparedness messages.

Measures to Evaluate the 2022 (January 2022 to December 2022) Program:

Measures being employed to continue tracking program success will include measuring engagement and growth across all digital channels:

- Email – Audience size and open rate
- Text – Text program enrollments
- Social Media – Facebook: engagement rate, sentiment, audience fan size; Twitter: customer thank you rate, sentiment, audience follower size
- Web Site – User satisfaction, page visits and views

Ongoing measurement of our engagement and response will ensure that we apply lessons learned in real-time to ensure the most effective delivery of information to customers.

Downstate New York Service Interruption – Customer Email

Storm-related communications to customers included a targeted customer gas safety email in August 2021 after Hurricane Ida swept through portions of the region, including Queens, N.Y.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

SPECIAL NEEDS CUSTOMERS

This section includes messaging and communication efforts for a variety of special needs customers including Elderly, Blind and Disabled, medical hardship/Life Sustaining Equipment users, and consumers with Limited English Proficiency.

The Company has 2 programs in this section, Consumer Advocacy and Customer Call Center in regard to working with our special needs customers.

New/Continuing Program:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI:

Our Consumer Advocacy team serves income eligible and vulnerable New York households through a comprehensive approach that allows us to meet customers' and communities' individualized needs. We work closely with local community and social service agencies.

Our main goals for 2022 are to continue to identify and assist income eligible (low income) and vulnerable customers who may be experiencing financial hardship and to find unidentified income eligible customers to assist. We will continue to leverage our relationships and knowledge of our agency partners to cooperatively find new and better ways to identify and serve the customers that need us the most. We will ensure that our low income and special needs customers receive all internal and external programs and services they are entitled to received, which will assist them in meeting their financial needs. We will continue to promote the National Grid Energy Affordability Program with the new (NIMO) and updated (KEDLI & KEDNY) other qualifying programs and the self-serve web portal. The effects of COVID-19 (on our customers) is staggering, and it is more important than ever that we assist these customers who have never needed assistance before, finding and educating them are critical.

This engagement will be accomplished by new initiatives which will include:

- Consumer Advocates will be holding meetings with their agency partners to share information about the changes in the Energy AffordAbility Program (in UNY customers can now qualify with programs other than HEAP), we will be discussing how they can apply (self-serve portal, application, etc.). We will also discuss programs and services that are currently available and have open dialogue on what we are seeing mutually and share ideas and best practices.
- We are partnering with other departments and planning a Financial Literacy webinar geared toward income eligible customers as we are seeing many that have received the Residential Arrears Supplement and are now starting to get into debt again. We plan to speak on basic budgeting, programs and services, regular payment behavior and energy efficiencies.

- In August of 2021 – Consumer Advocates began making outbound calls to new Life Support customers to welcome them into the program and make sure they understand how the program works and answer questions.
- Consumer Advocates are committed to assisting our vulnerable households with fixed incomes (elderly, blind, disabled, and those with medical concerns), by targeting senior centers, senior living, community centers, churches to present on programs and services (EAP, HEAP, promoting Energy Efficiencies, etc.), have advocates available to sit one-on-one to assist these customers with specific account issues. Advocates may explore virtual event opportunities as some vulnerable customers and agencies may not feel comfortable in person.
- Boots on the ground to re-establish and strengthen existing relationships with our local agencies such as the Department of Social Service departments, Office of Aging, United Way, Catholic Charities, Veterans organizations to name a few. Now that COVID is winding down, we have discovered that the landscape has changed. Many of the workers have changed, positions are vacant – some agencies have closed, new ones have opened, and we need to become reacquainted and let them know that Advocates are available.
- Look for opportunities to assist with National Grid Project C initiatives and provide an Advocate presence at those company events where we can work one-on-one with customers. Project C is a National Grid program designed to transcend convention and create a more equitable future for every customer, in every community we serve. In collaboration with the people of NYS, Project C will inspire positive change – from neighborhood beautification to workforce development.
- We will also continue to make personal customer calls throughout the HEAP seasons to promote HEAP programs. We work with the Customer Data team, they use purchased income data and the HEAP guidelines and butt that criteria up against our customer systems - both CSS (NMPC & KEDLI) and CRIS (NYC) and flag various criteria – customers that received Regular HEAP, Emergency HEAP (1 or 2 grants – depending on the offerings), if they have arrears, if they are on EAP, if they are on a DPA, etc. Using the purchased income data allows us to find “potential” income eligible customers and allows us to choose specific segments of customers to call.
- As part of the Joint Proposal a Consumer Advocate Checklist (provided) for upstate NY and Downstate was developed and training was provided in October of 2021. Advocates are required to use their checklist when working with a customer – the checklist contains all the eligible programs and services available and is updated regularly.

Our ongoing initiatives which include (Initiatives will resume in person when appropriate):

- The Consumer Advocacy Newsletter – emailed to agencies. We had planned these newsletters quarterly, but due to having a small team, we are planning on sending them twice per year.

- The promotion of the Energy Affordability Program (EAP) which includes: Incorporating the Energy Affordability materials into all outreaches. Identifying new segments of low-income customers and developing unique treatment paths correlated to their needs.
- “Advocates in Action,” our grassroots initiative where National Grid Consumer Advocates continue to maintain their successful grassroots customer outreach and education where they partner with low-income senior housing facilities, human service agencies, and veteran’s organizations in an effort to work one-on-one with customers in their local community agencies and look for new opportunities to partner. (Will continue in person when appropriate).
- Customer Assistance Expos: Expos provide customers an opportunity to work with National Grid Consumer Advocates one-on-one and provide them with a way to learn about other available low-income programs. Expo participants include local departments of social services – SNAP (food stamps) and Temporary Assistance, health-care providers, housing assistance agencies, food banks and pantries, EmPower NY representatives, veteran organizations, Catholic Charities, Salvation Army, senior services organizations, etc. (Will continue in person when appropriate).
- Financial Literacy Workshops where we teach: Basic budgeting, tips for decreasing expenses, the breakdown of the utility bill, share programs and services and discuss customer rights. (Refreshed content and have converted to virtual webinars).
- Presentations and table events: National Grid consumer advocates provide customers with basic energy education and energy saving tips to assist them in reducing their energy consumption; they also educate and provide options such as deferred payment agreements and budget billing – explaining how bill payments are leveled for ease of payment. (Will continue in person when appropriate).
- Internal and external referrals and lists: Customer referrals from our Contact and Collections Centers. Internal customer lists of potential special needs or newly identified low-income customers. Advocates perform outbound calls to prospective HEAP and Emergency HEAP customers to encourage their participation in the program. Advocates assist customers with HEAP program information, qualifications, how to apply and where to apply.
- Community agency customer referrals: Assist customers that are referred by agencies
- To continue working with internal and external partners.
- Consumer Advocates attend monthly in person agency meetings to keep abreast of what is going on in their regions. (Attend virtually if held).
- To leverage the use of demographic information and Consumer Advocacy resources to optimize the management of protected class customers.
- A Day in the Life: Advocates are hosting internal stakeholders at one-on-one customer events to bring awareness. (Will continue in person when appropriate).

Continuously evaluate our programs and modify and expand them ensuring they demonstrate

- Meaningful improvements in the general welfare and performance of protected class

customers.

Summary:

COVID-19 restrictions changed the way we worked, we have found that using targeted calling lists to reach income eligible and vulnerable customers has worked well. No Customer Assistance Expo's were scheduled. January – December 2021, and there were few opportunities for in-person outreach and educational events. Our events are covered in the Utility Outreach Section and a full list of our events are in Appendix A.

We were hearing from agency partners that they felt disconnected as a result we created an emailed Newsletter to keep them up to date on programs and services, etc.

Summary of 2021 Results and Lessons Learned:

- January 2021 – December 2021
- 34,224 – Households Assisted
- 190 – Outreach and Educational Events
- 0 – Expos
- 0 – Financial Literacy Classes

This year, continued to pose challenges with COVID-19, we had to continue to work virtually and find creative ways to connect with our customers and agencies. We continue to strive to find new ways to find unidentified income-eligible and vulnerable customers and assist our identified vulnerable populations.

We are especially proud of our outbound calling campaign in collaboration with other National Grid departments, our team made calls to customers that had arrears over \$5,000 to tell them about HEAP's Regular Arrears Supplement (RAS) – the NY Consumer Advocates were able to call 3,588 customers between October 2021 and March 15, 2022. The customers were extremely excited about this program and thrilled to receive this help. We have heard a lot of positive feedback from our customers about the RAS assistance.

We sent our first Consumer Advocacy Newsletter in August 2021 to our agencies that provided information on Parker Richardson Protections, NYS Find Services Tool, Emergency Rental Assistance Program (ERAP), Home Energy Assistance Program (HEAP), National Grid Fuel Funds, HEAP's Heating Repair & Replacement and Clean & Tune, HEAP's Cooling Benefit, National Grid's Energy Affordability Program (EAP), Weatherization Assistance Program, Empower NY, National Grid's online Marketplace, and how to reach a Consumer Advocate.

- August 2021 – Consumer Advocate's first Newsletter for agency partners. (Sample provided)

Goals for 2022:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI:
Utility : National Grid

Our main goals for 2022 are to continue to identify and assist low income and vulnerable customers who may be experiencing financial hardship – we believe our assistance will more important than ever as we make our way out of COVID-19 and try navigating a new normal. This will be accomplished by a variety of ongoing initiatives.

To ensure that our low income and special needs customers receive all internal and external programs and services they are entitled to which will enable them to meet their financial needs.

- To educate agencies and customers about the Energy Affordability Program (EAP) other qualifying programs and the self-serve web application.
- To continue leverage virtual opportunities as a way to reach larger audiences.
- To continue working with internal and external partners.
- To leverage the use of demographic information and Consumer Advocacy resources to optimize the management of protected class customers.
- To identify new segments of low-income customers and developing unique treatment paths correlated to their needs.

Continuously evaluate our programs and modify and expand them:

- Programs and services are monitored and analyzed to ensure that they remain relevant and effective in meeting the needs of our special needs' customers. Programs that are no longer yielding the expected results are modified and/or eliminated. We are continuously looking to identify new segments of low income/special needs customers and staying abreast of current trends to develop new and progressive ways to assist those in need.

Our Consumer Advocacy program consists of a comprehensive approach that allows us to meet customers' and communities' individualized needs – utilizing the methods below:

Continued Goals/Initiatives

- Households Assisted: Provide one-on-one specialized support to low income and special needs customers via phone counseling - the assistance is tailored to meet the customer's unique needs and to help based on individual circumstances – specialized payment arrangements, referrals to internal and external assistance and low-income programs, educational services, energy reducing tips, and weatherization referrals.
- “Advocates in Action” our grassroots effort that affords the opportunity to work with customers in their local community agencies face-to-face. Additionally, this strengthens and nurtures our partnerships with the agencies we collaborate with – working together to resolve customer issues. (Holding virtually where possible and will continue in person when appropriate).
- Available to participate in outreach and educational events such as table events, community in-service, and group presentations. (Holding virtually where possible and will continue in person when appropriate).
- Continue the promotion of the Energy Affordability Program (EAP) which may include:

Incorporating the Energy Affordability materials into all outreach. Identifying new segments of low-income customers and developing unique treatment paths correlated to their needs.

- Hold Customer Assistance Expos to offer customers one-on-one bill assistance and to provide customers a way to learn about other available low-income programs. Expo participants include local departments of social services – SNAP (food stamps) and Temporary Assistance, health-care providers, housing assistance agencies, food banks and pantries, EmPower NY representatives, veteran organizations, Catholic Charities, Salvation Army, senior services organizations, etc. (Will continue in person when appropriate).
- Benchmarking with other utility Consumer Advocates: The objective of the goal is to measure National Grid's performance in outreach, education, and engagement to income eligible and vulnerable customers to determine if the Company is functioning as effectively and efficiently as others in the industry. (We will be meeting with NYSEG & RG&E's Consumer Advocacy team in March or April of 2021).

How Priority Was Set:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

The priority is set in a way to incorporate many different channels and to seek new channels to reach and work with our vulnerable customers – especially important during these unprecedented times.

Direct referrals by telephone, agency, email, and outbound calling from a list continues to be the most popular and effective way to find, educate and work with at risk customers and agencies to date.

We also have also been engaging our agencies and customers by holding informational webinars during the pandemic.

National Grid's service territory is comprised of areas that differ demographically. Priorities and strategies differ from region to region based upon these differences. The Consumer Advocates are imbedded in their communities (attending regional agency meetings), and because our Advocacy program has been in existence for many years – most local agencies, as well as DSS/ HRA agencies provide direct customer referrals to the Consumer Advocates that are handled over the telephone or by email. The organizations we partner with include but are not limited to food pantries, health care facilities, unemployment job training centers and veterans' groups at the local, state and federal level.

Our Advocates work closely with DSS and HEAP offices across our entire service territory. The relationships we have with our agencies, the on-the-ground approach of the "Advocates in Action" program, the Customer Assistance Expo's, and phone and email referrals from agencies and customers allows us to directly experience the challenges faced by our low income and vulnerable customers and provides an opportunity to tailor solutions based on their individual needs. Equally important, these campaigns and direct phone/email contact provide us the ability to work one-on-one with some of our most challenged and isolated customers many of whom have given up trying

to pay their utility bills or are living in constant fear of losing utility service and having their family's health and safety placed at risk.

Leveraging our partnerships with our agencies creates a depth of knowledge and experience to assist in identifying new segments of vulnerable customers in each region and enables us to continuously improve the development of meaningful solutions and change the priority within different regions throughout the state.

The refresh of our Financial Literacy Program and making it a webinar will offer us the opportunity to bring budget awareness to customers and provide money saving tips as well as explaining the National Grid bill, reviewing and explaining programs and services available and making customers aware of their rights and we are excited to be creating a webinar to replace our in-person class.

Description of 2022 Program: (see guidance document regarding program elements to include)

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

We have a staff of 15 Consumer Advocates dispersed across 42 counties and 3 boroughs in the Company's New York State service territory. The targeted customers may have faced a sudden illness, loss of a job, death of an immediate family member, recent divorce, been a victim of domestic violence or have family members in the military overseas and now the additional customers that will need education and assistance due to being affected by the pandemic. The advocates provide assistance in the form of negotiating deferred payment plans, bill extension programs, balanced billing plans, Medical and Life Support Protections programs, and the Energy Affordability Program. Advocates also help customers with the Home Energy Assistance Program applications. The timeliness of outreach is critical as National Grid's low-income customers compete for HEAP grants as the program works on a first-come, first-served basis.

Our initiatives include:

- The **promotion of the Energy Affordability Program (EAP)** which may include: Incorporating the Energy Affordability materials into all outreach. Identifying new segments of low-income customers and developing unique treatment paths correlated to their needs.
- **"Advocates in Action," our grassroots initiative** where National Grid Consumer Advocates continue to maintain their successful grassroots customer outreach and education where they partner with Departments of Social Service and HRA, low-income senior housing facilities, human service agencies, and veteran's organizations to work one-on-one with customers in their local community agencies and look for new opportunities to partner. (Holding virtually where possible and will continue in person when appropriate).

- **Customer Assistance Expos:** Expos provide customers an opportunity to work with National Grid Consumer Advocates one-on-one and provide them with a way to learn about other available low-income programs. Expo participants include local departments of social services – SNAP (food stamps) and Temporary Assistance, health-care providers, housing assistance agencies, food banks and pantries, EmPower NY representatives, veteran organizations, Catholic Charities, Salvation Army, senior services organizations, etc. (Holding virtually where possible and will continue in person when appropriate).
- **Financial Literacy Workshops** where we teach: Basic budgeting, tips for decreasing expenses, the breakdown of the utility bill, share programs and services and discuss customer rights. (Plan to refresh and hold virtually)
- **Presentations and table events:** National Grid consumer advocates provide customers with basic energy education and energy saving tips to assist them in reducing their energy consumption; they also educate and provide options such as deferred payment agreements and budget billing – explaining how bill payments are leveled for ease of payment. (Will continue in person when appropriate).
- **Internal and external referrals and lists:** Customer referrals from our Contact Centers and Collections in addition to internal customer lists of potential customers in need.
- **Community agency customer referrals:** Assist customers that are referred by agencies
- To continue **working with internal and external partners.**
- Many Consumer Advocates attend monthly agency meetings.
- To **leverage the use of demographic information** and Consumer Advocacy resources to optimize the management of protected class customers.
- **Consumer Advocate Newsletter** – sent twice per year to our agency partners.
- **A Day in the Life:** Advocates are hosting internal stakeholders at one-on-one customer events to bring awareness. (Holding virtually where possible and will continue in person when appropriate).

Continuously evaluate our programs and modify and expand them ensuring they demonstrate Meaningful improvements in the general welfare and performance of protected class customers.

**Call Center – Life Support, and EBD customers:
New/Continuing Program:**

NMPC (NIMO) –Outbound Calling Programs

- To Life Support and Elderly, Blind, & Disabled (EBD) customers – Outbound calls for all outages (blue sky or storm):
- Automated outbound calling to Life Support and Special needs (Elderly, Blind, & Disabled) customers for pre-storm outreach. This type of outreach is done in accordance with our Electric Emergency Response Plan as well as for other significant events such as flooding or unexpected weather-related events.

- Life support customers are contacted when we receive notification that they have lost power.
- Upfront IVR Messaging for updates and information on special circumstances and programs such as:
 - Budget Billing
 - Home Energy Assistance Program (HEAP)
 - Care & Share
 - Home Energy Assistance
 - Outage status updates

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C.

NMPC:

Results continue to be measured by completed and answered Automated Call Reports, Agent Quality Assessments and Customer Satisfaction Surveys. Anecdotal feedback from customers and Customer Satisfaction scores are also considered.

Goals for 2022:

NMPC:

Continue to support initiatives to meet requirements for the PSC in our Emergency Response Procedures and educating customer on programs across entire service territory.

How Priority Was Set:

NMPC:

Priorities were set based on mandated programs, Emergency Response Procedures and Customer Satisfaction studies.

Description of 2021 Program:

NMPC:

Automated outbound calling to Life Support customers is implemented to make certain that those with Life Support Equipment and Elderly, Blind, & Disabled (EBD) customers affected by an electrical emergency are identified by the Company in a timely manner, given notice to make preparations and to ensure that a regular channel of communication is established in order to monitor their well-being until their electrical service is restored.

Upfront IVR messaging is when messages are recorded and placed on the front of announcements to make customers aware of important information. These messages are updated and changed based on current topics that are driving customer questions and concerns or to educate customers on programs they may be eligible for that would improve their service, provide savings or allow them to better manage payments and bills. (for example)

Life Support Customers: Storm / weather update when inclement weather will be in or near by an area of a life support customer.

New this year, starting in August of 2021 – Consumer Advocates are making outbound calls to new Life Support customers to welcome them into the program and make sure they understand how the program works and answer questions.

NY- Life Support Call Blast 12/5/2021 – Due to the expected high winds and possible heavy snow, a call blast was delivered to our Life support customers in the Western, Eastern and Central Divisions. consisting of 3441 customers. As a result, there may be an increase in call volume.

“This is National Grid with an important message.

High winds and possible heavy snow are expected to impact portions of upstate New York starting Sunday evening through the next few days. Our records show that an individual who requires medical care or life sustaining equipment is at this address. I am contacting you to make sure you and your household are prepared in the event of a power outage.

For the health and safety of you and your family we urge you to consult your local media for more detailed weather information, and to determine if you should consider moving to an alternate location during the anticipated event. If you relocate, or your phone number will be out of service if you lose power please contact us immediately to provide us with an updated phone number you can be reached at to avoid the need for field personnel to visit your home during an outage.

Please contact 911 if you require emergency assistance or your local public safety officials.

If you lose power please contact National Grid at 1-800-460-0316, that’s 1-800-460-0316. It is critical that you provide a contact number where you can be reached during the outage.

For additional power outage information, outage reporting, and storm safety information, you can also visit the Outage Central section of our website Ngrid.com.

You can also sign up for personalized text message alerts by texting R-E-G to 6-4-7-4-3 that’s R-E-G to 6-4-7-4-3.

Thank you for being a National Grid customer.”

NY – Inclement weather from 12/13/2021 storm - Elderly, Blind & Disabled Call Blast Storm - Due to the high winds from Saturday’s storm, we have issued a call blast to elderly, blind and disabled customers in the Central and Western Divisions of Upstate NY, consisting of 28,684 customers. There may be an increase in call volume as a result.

This is National Grid calling with an important message. I am contacting you to make sure you and your household are aware of how to report a power outage along with the status of any outages you may be encountering. For the health and safety of you and your family we urge you to consult your local media for more detailed information, and to determine if you should consider moving to an alternate location.

National Grid crews have restored power to 212,000, or 97%, of the nearly 221,000 upstate New York customers impacted by the severe windstorm that caused significant and widespread damage across the region over the weekend. The storm brought gusts of up to 80 mph in some regions and left behind hundreds of broken utility poles, damaged transformers, toppled trees, tree limbs and downed wires. The remaining outages are in regions that experienced the most extensive storm damage, including Erie, Genesee, Monroe, Orleans and Niagara counties in western New York, and Jefferson, Lewis and St. Lawrence counties in northern New York. "Our crews are in these regions continuing cleanup, reconstruction and restoration. We understand the inconvenience of being without power and will continue to restore service hour by hour."

The company is providing the regional estimated times of restoration for customers who remain without service after the weekend storm. Power is being consistently restored to customers in these regions and ETRs are updated on the company's Outage Central site. Additionally, customers can check on the power restoration estimate for their specific address by logging into our Report or Check an Outage page. You can also sign up for personalized text message alerts by texting R E G to 6 4 7 4 3

Customers who remain without power when their neighbors have been restored are encouraged to Report their outage to National Grid.

For the remainder of this event. Please contact 911 if you require emergency assistance or your local public safety officials.

*Please keep safety a priority. **Always** assume downed wires are carrying live electricity and immediately report them to National Grid at 1-800-867-5222 or by calling 911. For any non-emergency routine matters you may consider visiting our website.*

Thank you for being a National Grid Customer.

Example of an on-wait IVR message used to educate customers about the Home Energy Assistance Program (HEAP) during the Heating Season:

UPFRONT Message Audio Group: 1000- CC INFORMATIONAL MESSAGE

=

Announcement

The Home Energy Assistance Program (HEAP) is now open. HEAP helps eligible customers pay their home heating bills. Funds are limited, so apply early. This year, HEAP is offering a one-time payment called a Regular Arrears Supplement (RAS) for those who meet the criteria with a past due balance of up to \$10,000. Other payment assistance programs are available for renters as well. For information on where to apply, please visit ngrid.com/discount or call the New York State HEAP Hotline at 1-800-342-3009.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

SUMMER DEMAND RESPONSE/ LOAD REDUCTION

The December 20, 2000 Order, Case Number 00-E-2054, required utilities to provide Staff with a public awareness plan detailing the company's steps to educate customers regarding the load and capacity situation and actions consumers can take to control their energy usage and bills.

New/Continuing Programs:

NIMO Electric:

National Grid currently operates four Demand Response (DR) programs: the Distributed Load Relief Program ("DLRP"), the Commercial System Relief Program ("CSRP"), the Direct Load Control ("DLC"), and the Term and Auto-DLM Programs. All four programs educate and market to customers in the upstate New York territory, incentivizing them to participate in the Company's Dynamic Load Management ("DLM") Programs.

DLM Programs have been operational since 2015 and were created as a direct response to a 2015 mandate from the Public Service Commission ("PSC"). DLRP is a contingency program that is activated for system-critical and emergency-relief situations in the Company's territory, which include distribution-system emergencies wherein stressed electrical equipment may exceed certain limits. DLRP includes both Reservation and Voluntary participants. Voluntary participants do not receive a reservation payment for their participation in the program. There are currently no customers in DLRP. The Company set all incentives for DLRP to \$0.00 in 2018 to preserve the program if it is required to be re-activated in the future. The Company will not be expanding DLRP in the current territory. This has been approved by the PSC in the March 18, 2019 Order Adopting Program Changes with Modifications and Making Other Findings.

CSRP is a National Grid commercial and industrial focused program that is activated for peak-shaving needs when National Grid's electrical system exceeds 92% of the system-wide 95/5 peak forecast, as defined in the NMPC Tariff. For "Planned Events" the Company provides at least twenty-one hours' notice; this Planned Event may last four hours or more. This program also includes Reservation and Voluntary options for participants. CSRP is a territory-wide program available to customers served from all voltages in Upstate New York.

The Term-DLM Program is a commercial and industrial focused program. Resources are enrolled through a competitive procurement process offered system wide. Resources in this program will be contracted for 3 years or more depending on the RFP specifications. The resources in this program are called to provide Peak shaving benefits.

The Auto-DLM Program is also a commercial and industrial focused program. Resources are enrolled through a competitive procurement process which is offered in locational areas where a load relief need has been identified by National Grid. These resources are contracted for 3 years or more depending on the RFP specifications. This program is called to provide both peak shaving benefits as well as reliability services, and the resources enrolled in this program are offered a premium incentive for responding and participating in events.

National Grid's DLC Program targets primary and secondary-voltage customers. The program is activated for system-critical situations or for peak shaving purposes. Through this program, National Grid can remotely adjust thermostat settings and/or cycle appliances via a smart plug load control device. The territory-wide **ConnectedSolutions** Program connects existing Wi-Fi thermostats to National Grid's Demand Response Management System ("DRMS").

ConnectedSolutions is available to all electric residential and small business customers served at primary and secondary voltage levels in the Company's territory. For all DLC Programs, there is a one-time sign-up incentive payment of \$30 and a \$20 yearly incentive that is payable in the second year of participation for the reduction of load during 80% of called event-hours. Curtailment can be calculated after a DLC event and yearly incentive eligibility is calculated after the season ends with assistance of EnergyHub, the Commercial DRMS vendor. Enrollment for this program is supported by National Grid's Online Marketplace and our partnership with EnergyHub.

EnergyHub works in conjunction with thermostat manufacturers including Nest, Ecobee, Honeywell and others, to push notifications to new thermostat users, inviting them to enroll in National Grid's rewards program **ConnectedSolutions**, also known as Rush Hour Rewards for Nest or Community Energy Savings for Ecobee. The company pays partnership fees through EnergyHub, to the various participating thermostat manufacturers for our customers to receive their thermostat branded emails inviting them to visit the **ConnectedSolutions** enrollment page and other email communications.

National Grid has also implemented a behavioral demand response ("BDR") program which targets residential and small business electricity customers in upstate New York. BDR utilizes educational email alerts ahead of scheduled DR events to engage customers and entice them to voluntarily curtail load. BDR messages offer customers conservation tips to achieve this goal and it also invites them to enroll in **ConnectedSolutions**, National Grid's DLC Program. While BDR efforts have typically occurred in regions with Advanced Metering Infrastructure ("AMI"), National Grid is looking to test this program using substation-level data. Substation data may be integrated in EnergyHub's platform to calculate curtailment, but National Grid is currently exploring alternative methods to calculate curtailment as well.

2021 Capability Period Results, Evaluation, and Feedback:

NIMO Electric:

DLM Programs have progressed steadily and have experienced growth since inception.

DLRP is not being considered for expansion at this time. The DLRP incentive levels were set to \$0 and will remain that way until a Company need arises.

During the 2021 DR season, which spans from May 1 through September 30, there were 279 resources that participated in CSRP totaling 220.554 MW of contracted curtailment. In the 2021 program year, there were six (6) aggregators (one more than in the 2020 DR capability period) and four (4) individual participants (the same as in the 2020 DR capability period) who participated in the CSRP.

ConnectedSolutions is a system-wide program that addresses both primary and secondary voltage customers, mainly residential and small-commercial customers located in Upstate NY.

ConnectedSolutions is a Bring-your-Own-Device (“BYOD”) Program that currently aggregates eight (8) Wi-Fi connected thermostat manufacturers. In total, thermostat enrollment had a 41% enrollment increase for 2021 over 2020 across **ConnectedSolutions** with a total of 16,109 thermostats in the program, as of December 31, 2021. This number is expected to grow in 2022. There were nine (9) events held during the 2021 capability period for the **ConnectedSolutions** Program with a total curtailment of 111.95 MW.

For peak-shaving DLM Programs, which include both CSRP and **ConnectedSolutions**, National Grid’s Transmission Control Center (“TCC”) determines what the system peak will be using an internal day-ahead forecast. Communications go out to direct customers and aggregators that are enrolled in CSRP via the Demand Response Management System (“DRMS”) vendor, EnergyHub, by e-mail and day-ahead notifications. These communications are sent through the DRMS platform to all respective parties.

National Grid issued its first RFP for Term-DLM and Auto-DLM Program participation in 2020, soliciting bids to begin participation for either the 2021 or 2022 Vintage Years. Responses were due in January 2021. As a result of this RFP, the Company received two bids totaling 80 MW of participation from two different aggregators for the Term-DLM Program and did not receive any bids for participation in the Auto-DLM Program. As a result, the Company engaged some new marketing strategies for the open RFP in 2021 (for Capability Period 2023) in order to reach eligible customers for the Auto-DLM program and educate them on the benefits of participation. National Grid will know the results of the 2023 Capability Period enrollments in the first quarter of 2022. There were no program changes to the New York Independent System Operator (NYISO) Day Ahead Demand Response Program (“DADRP”) during the 2021 season. There were no customers enrolled in the DADRP program and there was no bidding by DADRP participants during Program Year 2021. Program review and customer outreach will coincide with education and marketing of all programs. National Grid did not enroll any customers in the NYISO Emergency Demand Response Program (“EDRP”) in 2021.

Emergency Load Curtailment Communications

The National Grid Transmission Control Center (“TCC”) uses an internal day-ahead forecast to call CSRP events for New York DR Programs. The TCC currently utilizes the EnergyHub DRMS system to

notify all respective parties of CSRP events, including all internal and external stakeholders, customers, and aggregators who are enrolled in CSRP. EnergyHub also contacts the participants via email to notify them of the hours of the event and to request projected curtailment amounts. Preliminary curtailment amounts are submitted to EnergyHub when customers sign up for the DLM Programs.

ConnectedSolutions events and the event information is communicated to customers through National Grid's DRMS vendor, EnergyHub. Events are dispatched through this system and through the thermostat manufacturers themselves, for both residential and small business service customers.

Description of 2022:

National Grid filed its plans for 2022 in its November 15, 2021 Annual filing. National Grid's overarching goal is to engage residential, commercial and industrial customers who are willing and able to reduce electric load during contingency and/or peak events. Peak events, such as those called for the CSRP, Term and Auto DLM, and **ConnectedSolutions** Programs are defined as times of day during which National Grid and/or the NYISO needs electric usage curtailed due to distribution and/or transmission congestion and consequent high wholesale pricing. Contingency events, such as those called for the Auto-DLM and DLRP, are defined as reduction dispatches called when identified equipment may exceed limitations. Contingency and, in smaller part, peak-shaving programs can help drive down equipment costs especially in identified areas where specific capital expenditures are expected to be deferred.

National Grid filed that it does not intend to expand the DLRP system-wide, but to keep it as a targeted program that is a valuable tool in the system planner's toolbox. As mentioned, incentives for DLRP continue to be set at \$0.00 for the 2022 capability period.

Overall, for the existing Demand Response programs, the Company did not make any significant changes. There were a few operational changes National Grid left in place for the CSRP in 2021, including added flexibility to the DR market participants in response to COVID-19 impacts. National Grid allowed for flexible enrollment deadlines, and provisional participation of customers who have not established communications services prior to the program start date. National Grid will continue to allow this flexibility in 2022.

Future implementation of the DLRP and CSRP will include increased automation of processes through integration with EnergyHub, the addition of vendors that promote and manage administrative aspects of the program as additional constrained areas are investigated and increased targeted DR offerings through coordination with the Company's Non-Wires Alternative ("NWA") and Distribution Planning and Asset Management ("DPAM") teams. Innovation in cost-effective DLM technology presents exciting opportunities for the Company to collaborate with vendors, aggregators, and end-use DR customers to address future electric system needs. Some of these solutions may involve ESS (Energy Storage Systems), fuel cells, backup generation, solar photovoltaic systems, cogeneration, and other technologies, as appropriate.

The introduction of Term-DLM and Auto-DLM programs bring new ways to engage National Grid customers. These programs are meant to engage customers long term and provide more certainty with

load relief for the Company. National Grid released an RFP for at the end of 2021, with resources expected to be enrolled and contracted for the 2023 Capability Periods. During 2022, National Grid plans to perform more marketing and education around these programs both externally and internally to increase awareness, education and participation since these are relatively new to market programs.

DLC Programs continue to have significant annual growth potential. National Grid will continue to engage residential and small-commercial customers by increasing the number of devices, the number of participants in the programs, and the number of thermostat manufacturers to the program portfolio, particularly through its partnership with EnergyHub. The residential DRMS is integral in increasing customer participation and engagement in DLC programs. Furthermore, other thermostat manufacturers can be integrated through the residential DRMS. The Company continues to investigate the potential for adding additional device types as well to the program portfolio, such as connected pool pumps and/or water heaters in the coming years. There is also a possibility of providing combined incentives with EE collaboration through the addition of these device types. Additions to the DLM Program portfolio have the potential to drive adoption of these technologies and customer engagement in our DLC Programs.

Lastly, National Grid continues to seek more engagement with customers from the existing Small Business Services (“SBS”) Program and the Multifamily Program in upstate New York. Both the Multifamily and SBS Program segments are currently underrepresented, and National Grid views these markets as opportunities to increase customer participation within the DLC Programs.

National Grid is also actively investigating and working to cross promote the DR programs through the Energy Efficiency portfolio. It is National Grid’s goal to drive more enrollments through this method and bring more awareness to customers on the benefits of participation in Demand Response programs.

How Priority Was Set:

The December 20, 2000 Order, Case Number 00-E-2054, required utilities to provide Staff with a detailed public awareness plan detailing the Company’s steps to raise awareness and educate customers regarding the load and capacity situation and the actions consumers can take to control their energy usage and bills.

In addition, in December 2014 Case Number 14-E-0423 required utilities to develop Dynamic Load Management programs focused on their respective electric distribution systems. Further, Case 15-E-0189 required utilities to expand their CSRP programs and create system-wide peak shaving/Bring Your Own Thermostat programs. This order established tariff language that governs the National Grid Commercial Load Relief Program, Distribution Load Relief Program and the Direct Load Control Programs.

Description of 2021 Program: The suite of Demand Response Programs described in the above sections intend to engage all customer segments in energy management under the construct of the DLM and ISO Program tariffs. The DLM programs and detailed descriptions are included above in the “New/Continuing Program” section.

RESIDENTIAL AND SMALL BUSINESS

BEHAVIORAL DEMAND EMAILS 2021

Send Name	Segment	Total Sends	Sent	Delivery Rate	Open Rate	CTOR
(UNYRESBDRSummer_UNY_NY_Residential_08-10-2021_1.00_)	Residential	685,029	8/10/2021	98.54%	33.36%	1.33%
(UNYSMBBDRSummer_UNY_NY_Commercial_08-10-2021_1.00_)	Small Business	25,774	8/10/2021	99.13%	29.04%	1.08%
(UNYRESBDRSummer_UNY_NY_Residential_08-11-2021_1.00_)	Residential	683,671	8/11/2021	97.84%	28.84%	0.99%
(UNYSMBBDRSummer_UNY_NY_Commercial_08-11-2021_1.00_)	Small Business	25,688	8/11/2021	98.76%	24.97%	0.76%
(UNYRESBDRSummer_UNY_NY_Residential_08-12-2021_1.00_)	Residential	683,550	8/12/2021	97.09%	26.74%	0.80%
(UNYSMBBDRSummer_UNY_NY_Commercial_08-12-2021_1.00_)	Small Business	25,686	8/12/2021	96.78%	25.14%	0.91%

Residential and Small Business BDR Emails 2021

nationalgrid



We're expecting high energy demand tomorrow.

These days, you're focused on keeping your customers and employees safe and comfortable, while also keeping an eye on energy usage. We're here to help by letting you know about upcoming high energy demand days.

By voluntarily shifting the time you use energy during the hottest days of the year, you can manage your energy costs and reduce stress on the grid to benefit the community.

On high energy demand days such as tomorrow, try these tips to limit your energy use between the peak hours of 2-7p.m.



Turn up the thermostat setting a few degrees during peak times.



Decrease lighting use to the best of your ability.



Install a qualifying Wi-Fi thermostat to make temperature adjustments anytime, anywhere.



Schedule energy intensive activities before or after the peak hours, or for a non-peak day.

When you join customers across upstate New York in making small changes to your electricity use, you can make a big difference in our communities during the hottest days of the year. Let us know if you can help.

Yes, I can help



We're expecting high energy demand tomorrow.

Whether you are staying home or planning for time away this summer, we're here to help you manage energy usage now, and in the days ahead. That includes letting you know when we expect a high energy demand day.

By voluntarily shifting the time you use energy during the hottest days of the year, you can manage energy costs and reduce stress on the grid to benefit your community.

On high energy demand days like tomorrow, do what you can to limit your energy use between the peak hours of 2-7 p.m.

Here are some easy ideas to help you:



Turn up your thermostat a few degrees



Use fans to help spread cool air around



Use electric appliances before or after peak hours



Don't run your pool pump or dehumidifier during peak hours



Reduce use of window air conditioners by pre-cooling your home



Unplug unused small appliances or electronic devices

We will keep you informed of days when demand will be high, so you can plan and make adjustments to your schedule.

When you join customers across upstate New York in making small changes to your electricity use, you can make a big difference in our communities during the hottest days of the year. Let us know if you can help.

Yes, I can help

IMPORTANT SAFETY REMINDER:

Prolonged temperatures of 90°F or higher can lead to heat-related illnesses, especially for the elderly, young children and those with chronic illnesses. More information on heat stress can be found at

ngrid.com/heatwave

Bill help is available

If you need help paying your energy bill, assistance is available, even if

Auto Dynamic Load Management Program

Helping reduce peak electric use in UNY by promoting exceptionally high incentives to select targets with a tight timeline for expressing interest.

- **Emails to 60 targets (12/15 & 1/5)**
 - 20 unique opens, 2 unique clicks
- **LinkedIn Image Ad (to)**
 - METRICS
- **LinkedIn Mail (to)**
 - METRICS



National Grid

The email banner features the National Grid logo at the top left. The main headline reads: "Help support our electricity infrastructure. And help your business receive new incentives." Below the headline is a photograph of three people (two men and one woman) in a warehouse setting, looking at a tablet together. Underneath the photo, there is a paragraph of text explaining the program's benefits, followed by a bolded incentive: "Receive up to \$300 per KW during peak events*" and a deadline: "Respond by January 7, 2022". At the bottom, there is a blue button labeled "Find a provider" and a small disclaimer: "*Incentives may vary."

This is a LinkedIn image ad. It features a blue header with the text "LinkedIn on One Click!... have the liberty to click relevant and adhere with content they want". The main image shows the same three people from the email banner. Text on the right side of the image says "Help your business receive new incentives". Below the image, there is a short paragraph of text and a blue button labeled "Find a provider".

This is a LinkedIn mail. It features the National Grid logo and a "+ Follow" button. The main text reads: "Act Now. Earn incentives for reducing energy use with our exclusive Auto Dynamic Load Management Program. GET STARTED TODAY:". Below this is the same photograph of the three people. At the bottom, it says "Help your business to receive incentives." and "3 Likes". There are icons for Like, Comment, and Share.

Measures to Evaluate the 2022 Program:

Measures to evaluate, as part of the 2022 Program include:

- Tracking enrollments
- Measurement and evaluation of load reductions during tests and events for all programs
- Measuring program costs against benefits and determining BCA for all programs
- Evaluating demand reductions for new devices and new enrollments
- Measuring participation and opt out rates against weather, frequency of events and other criteria

2022 Outreach & Education Plan with 2021 Results

WINTER HEATING SEASON

The winter program should include information for consumers about managing energy bills and staying safe. Topics can include bill management, disconnection of service, energy conservation tips, weatherization, furnace inspection, zone heating, preventing carbon monoxide emergencies, etc.

New/Continuing Program: Continuing

Note: Please see Section 4/ Price Volatility for a broader discussion of outreach and communications plans and tactics as it relates to winter heating season.

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

The Home Energy Assistance Program (HEAP) outreach program will continue and includes a series of call blasts, bill inserts, and IVR messages. The Collections and Consumer Advocacy teams made and continue to make outbound calls to HEAP eligible and potential HEAP eligible customers to educate them on HEAP and Emergency HEAP and how to apply.

Credit & Collections continues to follow the special procedures during cold weather periods set forth in HEFPA; and does not terminate residential customers when the temperature is below 32 degrees. National Grid also reinstates a deferred payment agreement or offers a new minimum payment agreement once all HEAP has been exhausted. During the COVID-19 pandemic we had discontinued service termination for non-payment, we were sending a disconnect notice awareness letter and not a traditional disconnect notice and were offering more lenient repayment options as well as following Parker Mosley guidelines.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

Goals for 2022:

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

Consumer Advocates will continue to support various HEAP offices across the state to assist customers with bill payment options including budget billing, referrals to low-income programs (internal and external), payment agreements and energy saving tips. (These in-person activities are on hold due to COVID and will resume when it is permissible).

Credit & Collections continues to ensure that specific guidelines are followed before residential accounts and commercial accounts serving residential living quarters are disconnected for non-payment which includes attempts to contact the customer at least 72 hours before any intended termination. These attempts are in the form of outbound calls and field visits (will resume when permissible). The purpose of providing this additional notice is to determine if the customer will suffer impairment as a result of their heating service being interrupted. We do not terminate residential customers when the temperature is below 32 degrees.

In addition, once National Grid receives notification of a HEAP benefit, we either reinstate a deferred payment agreement or offer a new minimum payment agreement once all HEAP benefits have been exhausted. During the COVID-19 pandemic we had discontinued service termination for non-payment, we were sending a disconnect notice awareness letter and not a traditional disconnect notice and were offering more lenient repayment options as well as following Parker Mosley guidelines that were in effect.

How Priority Was Set:

Description of 2022 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

NMPC ELECTRIC:

NMPC GAS:

KEDNY:

KEDLI

National Grid will continue to leverage events and sponsorships, social media, and billing messaging to distribute information and educate customers on winter-related themes such as health and safety, storm preparedness, energy and money saving tips, billing, and payment options, etc. (Events have been on pause during the pandemic).

Unusual market conditions require close monitoring to determine the appropriate channel for the type of customer impacted on a case by case basis.

Since the beginning of 2014, National Grid has engaged in Outreach & Education efforts to address customers concerns regarding high winter bills. These efforts include press releases, customer emails, bill messaging, web and social media messaging among others.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2022 Outreach & Education Plan with 2021 Results

COVID-19 (Coronavirus)

The section should be included if the utility is continuing outreach specifically discussing COVID related messaging such as efforts to make residential customers aware of available assistance for arrears/payment. Please describe measures to ensure the safety of employees and customers when conducting outreach activities such as participating in events.

New/Continuing Program:

This is a continuing outreach program that started for FY 2021 (April 2020 through March 2021), and continued through FY 2022 (April 2021 through March 2022) necessitated by the COVID-19 pandemic.

Summary of 2021 Results and Lessons Learned:

The following are key results from our outreach efforts:

- At the beginning of 2021, customer sentiment scores were stable with 2020. As the year progressed, and we began communicating about the resumption of disconnection and collections, sentiment began to soften. We worked to ensure that we provided customers with advance notice of the phasing out of Parker Richardson protections, as well as any change in business activities with frequent cadence and across multiple touch points.
- JD Power Gas Residential study (2021) shows NY customers gave National Grid an above average rating on response to COVID-19.
- HEAP email promotions exceeded click through benchmarks (1.19%) of up to 4.1% as well as open rates up to 50% (benchmark is 27%).
- Disconnection awareness emails also exceeded click through benchmark of up to 3.4%, as well as open rates of up to 45%.
- Payment agreement promotions have had a direct impact on increased enrollment, with more than 67,679 customers participating in payment agreements from April 2021 to March 2022.
- As a continuation of our 2020 efforts, we continued to deploy a robust, omni channel, communications campaign which has been effective in reaching customers across all of our New York jurisdictions. We communicated to customers across our own channel platforms including emails, on-bill messages, direct mail, outbound calls, and webinars. Communications were deployed in English and Spanish across multiple channels.
- Additionally, similar to in 2020, we supplemented this campaign with a bill help and income-eligible paid media campaign in both English and Spanish. With the income-eligible COVID Campaign across our New York state jurisdictions, we generated 15,625,739 impressions and 385,659 visits to the National Grid website. With the Bill Help campaign, we generated 17,151,258 impressions and 15,816 visits to the National Grid website.

Goals for 2022:

The biggest challenge surrounding coronavirus is the continued uncertainty with fluctuations in transmission rates, potential virus variants that may arise and the continued financial impacts on our customers. With this uncertainty in mind, and the need to be agile with customer communications to fit the situation at hand, we are continuing to adhere to the following customer communications goals established in March/April 2021 to ground us:

- Stay connected with our customers through a proactive and segmented communications strategy focusing on their needs.
- Help our customers maintain their bill health with bill assistance programs and energy savings.
- Reinforce our commitment to deliver safe and reliable energy. In 2022, we will remain committed to these primary goals, and will adjust as the severity of pandemic evolves, and the resulting impact on customers.

How Priority Was Set:

Initially, our COVID-19 communications program was developed in-house based on customer feedback, in accordance with guidance provided by the Commission.

At the beginning of the pandemic, we established a Lifecycle Communications Strategy with stages that allow flexibility in the response, as well as the health and safety of our employees and customers. In 2021, we moved into the following stages:







- Jan to March 2021 – Continued to deploy arrears awareness letters and outbound calls during moratorium and communications regarding financial assistance, including HEAP, and continued to monitor the COVID situation.
- End of March to May 2021 – Funding from the additional stimulus package signed into law in March 2021 included additional federal grant dollars added to the Home Energy Assistance Program (HEAP). We continued to raise awareness of that additional help for customer bills.
- June to December 2021 – Deployed disconnect awareness communications to inform customers when regular disconnection activity resumed in their area. Began promotion of new HEAP supplement Regular Arrears Supplement (RAS) to HEAP eligible customers. Updated disconnect doorhangers for customers also promoting HEAP and bill help programs. Developed Parker Richardson expiration email and letter as the program closed.
- Ran paid marketing throughout 2021 to align with the communications goals.

Description of 2022 Program:

We continued to follow our comprehensive and targeted communications campaign to ensure our customers are well informed, as their needs, concerns and expectations evolve in the face of the pandemic.

Target audience

In order to improve communications effectiveness and provide as much helpful information as helpful, we segmented our customer outreach as follows:

Customer Subsegments/ Persona	
Residential (Resi and Income Eligible)	Commercial (SMB and Large C&I)
 First time in arrears A customer that, for the first time, misses one or two monthly payments.	 First time in arrears A commercial customer that, for the first time, misses one or two monthly payments for one or some of its account payments due to the ongoing crisis.
 Regular in arrears A residential customer that misses its monthly payments regularly, independently of the current ongoing crisis.	 Regular in arrears A commercial customer that misses its monthly payments for one or many of its accounts regularly, independently of the current ongoing crisis.
 On-time A customer that has been able to continue paying his/her bill throughout the crisis.	 On-time A commercial customer that has been able to continue paying its bill throughout the crisis.

We will continue to adhere to our goals and communicate to our customers as we return to business as usual in the following ways:

- Continue to provide awareness to customers of the restart of collections activities, including reconnect fees, late payment charges, etc.
- Continue to promote HEAP and additional financial resource programs
- Promote our Consumer Advocates to our income-eligible customer population through a social media campaign
- In 2022, we are continuing to resume regular disconnection and collection activity.
- Continuing to promote HEAP, with external, digital billboard promotion at the Times Union Center, Albany, NY through March 15, 2022.

Key messages

- We recognize that this unprecedented situation may continue to result in financial difficulty and that customers may still be worried about paying their National Grid bill. We are here to help with a variety of programs:
 - COVID-19 payment agreements - (through December 2021)
 - Parker Richardson protection – (through December 2021)
 - Budget billing - ongoing
 - Income-eligible programs - ongoing
 - Energy efficiency programs - ongoing
 - Protections for special needs customers – ongoing
- As disconnection awareness noticing resumed, we evolved messaging to communicate a greater sense of urgency to act now in case of financial hardship and provided a list of resources (ERAP, HEAP, etc.) for renters and homeowners.
- Continued to evolve COVID-19 safety messaging on all customer communications.
- Continued to communicate our commitment to providing reliable, safe service. General safety topics were also communicated to customers regarding storm safety and scam awareness, due to rise in scams during the pandemic.
- We also communicated to customers about how we're supporting our communities through donations and business economic development initiatives.

Outreach Materials & Delivery Vehicles

We used a comprehensive blend of outreach materials and delivery vehicles to communicate with customers, including the following:

- Web – We continued to use our dedicated web campaign page, ngrid.com/covid-19, to house a variety of critical customer information including announcements related to health and safety, service restrictions, collections pause/activities, business resources, and energy efficiency. The web page was promoted on the home page through a web alert, also on a large banner on the web home page and on various other methods of outreach.
 - We also promoted ngrid.com/billhelp through various tactics promoting bill help programs as a central page for assistance information.
- Email – We had a steady cadence of customer emails throughout the year to customers in arrears and on-time paying customers.
- Social Media – Throughout the pandemic, National Grid continued to promote videos we created in 2020-2021 by leveraging them for Twitter, Facebook and Instagram. Videos. We continued to utilize our educational videos on our YouTube channel and promoted them on social media. Topics included bill help and assistance, field safety, energy efficiency tips, consumer advocacy and reliability.
- Direct Mail – Letters and/or postcards were sent to those with no email address on file for the following topics: disconnection awareness, HEAP promotions and Parker Richardson expiration.
- Outbound Calling Campaigns – Outbound calls were used as one of the vehicles to inform customers on HEAP promotions. Calls were also made to remind customers about missed payments and available bill help.
- IVR – Our upfront message educated customers on the HEAP and bill help options, and promoted our COVID-19 web site.
- Online Advertising – Digital ads ran on HEAP awareness as well as on bill help, covering budget billing and payment options.
- Radio – Radio ads focused on We're Here to Help and Budget Billing, HEAP and Payment Options.
- Webinars – Our Consumer Advocates hosted a series of webinars with low- to moderate-income customers across the New York service territory to provide information on financial assistance options in both English and Spanish.
- Out of Home – Piloted laundromat posters promoting bill help in English, Spanish and Russian.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

**National Grid
OUTREACH AND EDUCATION PLAN
2022**

Section 5

Employee Outreach and Education

2022 Outreach & Education Plan with 2021 Results

CUSTOMER SERVICE EMPLOYEE TRAINING

New/Continuing Program:

NEW PROGRAM:

New Employee Training is designed to upskill new National Grid Contact Center employees. The training consists of modules presented through various mediums, including lecture, demonstration, hands-on, extensive role play, practice, and computer-based training. In addition to the instructor, numerous departments provide subject matter experts to assist with the presentation of the curriculum. Every new National Grid Contact Center Agent completes soft skills training which includes 12 hours of classroom learning involving self-directed, self-paced call simulations with the goal of making every customer interaction easy and convenient.

When employees graduate to the Contact Center floor, they are provided extensive floor support to ensure a successful transition. The goal of the program is to provide the employee with a thorough base knowledge that enables them to effectively answer customer inquiries and provide customer options that will assist in satisfying their concerns. Since COVID-19 most new hire training is done in a virtual classroom setting.

NIMO ELECTRIC & GAS:

The Customer Service Agent Training Program includes modules related to: Computer systems training -account access methods and screen navigation, viewing customer and account information (including letters, bills, usage, and collection history). Also covered in depth are adding/maintaining/deleting account and customer information, meter reading, billing, and collection processes. Programs and services: Budget/Balanced Billing, Extended Due Date, Income Eligible Basic Service Credit, Third Party Notification, HEAP, Care & Share, Weatherization, Medical Emergencies, Life Support, Language Line, Consumer Advocacy Referral, etc. This includes an emphasis on customers with special needs. Service orders and emergencies: Start and stop service for customers, investigate irregular conditions with a significant emphasis on handling emergency calls (I.e., gas odors, carbon monoxide, electric outages, and electric shock, etc.)

KEDNY GAS:

The Customer Service Agent Training program includes modules related to: Computer systems training - account access methods and screen navigation, viewing customer and account information (including letters, bills, usage, and collection history). Also covered in depth are adding/maintaining/deleting account and customer information, meter reading, billing, and collection processes. Programs and services: Budget/Balanced Billing, Extended Due Date, Income Eligible Basic Service Credit, On Track, Reduced Residential Rates, Third Party Notification, HEAP, Neighborhood Heating Fund, Weatherization, Medical Emergencies, Life Support, Consumer Advocacy Referral, etc. This includes an emphasis on customers with special needs. Service orders and emergencies: Start and stop service for customers, investigate irregular conditions are covered with a significant emphasis on handling emergency calls (IE. gas odors, carbon monoxide, etc.)

KEDLI GAS:

The Customer Service Agent Training program includes modules related to: Computer systems training - account access methods and screen navigation, viewing customer and account information (including letters, bills, usage, and collection history). Also covered in depth are adding/changing/deleting account and customer information, meter reading, billing and collection processes. Programs and services - Budget/Balanced Billing, Extended Due Date, Income Eligible Basic Service Credit, the Residential Reduced Rate, Third Party Notification, HEAP, Care & Share, Weatherization, Medical Emergencies, Life Support, Language Line, Consumer Advocacy Referral, etc. This includes an emphasis on customers with special needs. Service orders and emergencies - Start and stop service for customers, investigate irregular conditions are covered with a significant emphasis on handling emergency calls (IE. gas odors, carbon monoxide, etc.)

CONTINUING PROGRAM:

Continuing employee training for existing employees is designed to provide the employee with reminders about policies, procedures, programs, and services, new, updated or seasonally related to address trends brought on by customer questioning, with the goal of satisfying the caller on the first contact. To adhere to COVID-19 safety protocols all continuing employee training transitioned from in-person to virtual classroom in March of 2020 and remain virtual at this time.

NIMO ELECTRIC & GAS: Typically, reminders and updates are presented annually on HEAP, Low Income program changes, cold Weather procedures, collection procedural updates, high bill calls, listening skills, and handling both electric and gas emergency order calls, etc.

KEDNY: Typically, reminders and updates are presented annually on HEAP, Low Income program changes, cold weather procedures, collection procedural updates, high bill calls, listening skills, and handling both electric and gas emergency order calls, etc.

KEDLI: Typically, reminders and updates are presented annually on HEAP, Low Income program changes, Cold Weather procedures, Collection procedural updates, high bill calls, listening skills, and handling both electric and gas emergency order calls, etc.

Summary of 2021 Results and Lessons Learned:

NIMO ELECTRIC & GAS:

In support of PSC Chosen Name and Pronoun Mandate, all new and existing Contact Center agents attended a 90-minute training session to ensure our customers are provided with a convenient way to inform us of their chosen name and/or pronouns, the process to document this information, and the requirements to address the customer by their chosen name and/or pronouns in all written and verbal communications.

The Training team continues to champion the Quality initiative with a 60-minute training for the updated Quality Form that is driven by metrics aligned with business requirements, prioritizes procedural adherence and correct execution of business processes, minimizing scoring based on subjective behaviors, removes (non-regulated) scripting seeking to empower agent decision making, and embraces a call framework that allows for flexibility for the agent to get the call right the first time.

To improve ease of use of the National Grid website for our customers, two new products were deployed and trained:

1. The **My Account (Unified Web Portal)** product allows customers to have a single email sign-in to the National Grid Website. Customers can access all their accounts with enhanced self-service transactions anywhere, anytime, and on any device. My Account allows for a streamlined process, improved technology, and identical experience for our customers.

2. The **My Business Account (Nucleus)** product is a digital portal for our large Commercial and Industrial customers. It provides a seamless, engaging experience along the billing journey, from anticipating their bill through managing usage.

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KEDLI:

Salesforce, part of the GBE (Gas Business Enablement) initiative, was deployed to new and existing contact center employees in 2021. This tool is designed to be employee-driven while keeping the customers at the center of our decisions. More specifically, GBE enables agents to better serve our customers, enhances end-to-end processes to improve the customer experience, replaces our aging systems so we can operate with improved performance and reduces risks and provides all employees more visibility to the data and information they need to do their jobs safely and successfully. Training consisted of 16 hours of virtual classroom training that includes step by step system training, standard operating procedure reviews, demos both live and prerecorded, and hands-on time in the tool.

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2. The **My Business Account (Nucleus)** product is a digital portal for our large Commercial and Industrial customers. It provides a seamless, engaging experience along the billing journey, from anticipating their bill through managing usage.

Goals for 2022:

NIMO ELECTRIC & GAS:

Embed all content and learnings from the 2021 training initiatives into new hire curriculum. As improvements and updates are made to the Salesforce tool, we will continue to update new hire curriculum and upskill agents on the new content and procedures.

To keep up with the evolving ideas, learning styles and technological needs of our agents, we will expand our methods of sharing content to include the use of eLearning tools.

KEDNY:

Embed all content and learnings from the 2021 training initiatives into new hire curriculum. To keep up with the evolving ideas, learning styles and technological needs of our agents, we will expand our methods of sharing content to include the use of eLearning tools.

KEDLI:

Embed all content and learnings from the 2021 training initiatives into new hire curriculum. Continue to upskill and embed Salesforce updates and improvements into training curriculum.

As improvements and updates are made to the Salesforce tool, we will continue to update new hire curriculum and upskill agents on the new content and procedures.

To keep up with the evolving ideas, learning styles and technological needs of our Agents, we will expand our methods of sharing content to include the use of eLearning tools.

Description of 2022 Program:

NIMO ELECTRIC & GAS:

Target Audience: Contact Center Agents

Key Messages & Schedule:

As champions of the Chosen Name and Pronoun Initiative, the Effortless Experience program, and the Unified Web Portal we will continue to partner with our Quality and Product teams to integrate, reinforce and drive improvements for both the agent and customer experience throughout 2022.

The Training team continues to collaborate with the GBE (Gas Business Enablement) team to enable agents to better serve our customers and enhance end-to-end processes. As enhancements are deployed, we continue to educate the Agents on these changes to streamline the overall customer and agent experience.

To ensure we are addressing the learning styles of our Agents, we are working to add eLearning as a new method of sharing content. This method shifts to the use of web technological tools encouraging Agent independence while addressing the self-service needs of the Contact Center teams. As we expand our knowledge of eLearning tools we will create and embed these types of learnings into our new hire training, product and project trainings and refreshers.

Measures to Evaluate/Obtain Feedback: CSAT, After Call Survey results

KEDNY:

Target Audience: Contact Center Agents

Key Messages & Schedule:

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Measures to Evaluate/Obtain Feedback: CSAT, After Call Survey results

KEDLI:

Target Audience: Contact Center Agents

Key Messages & Schedule:

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