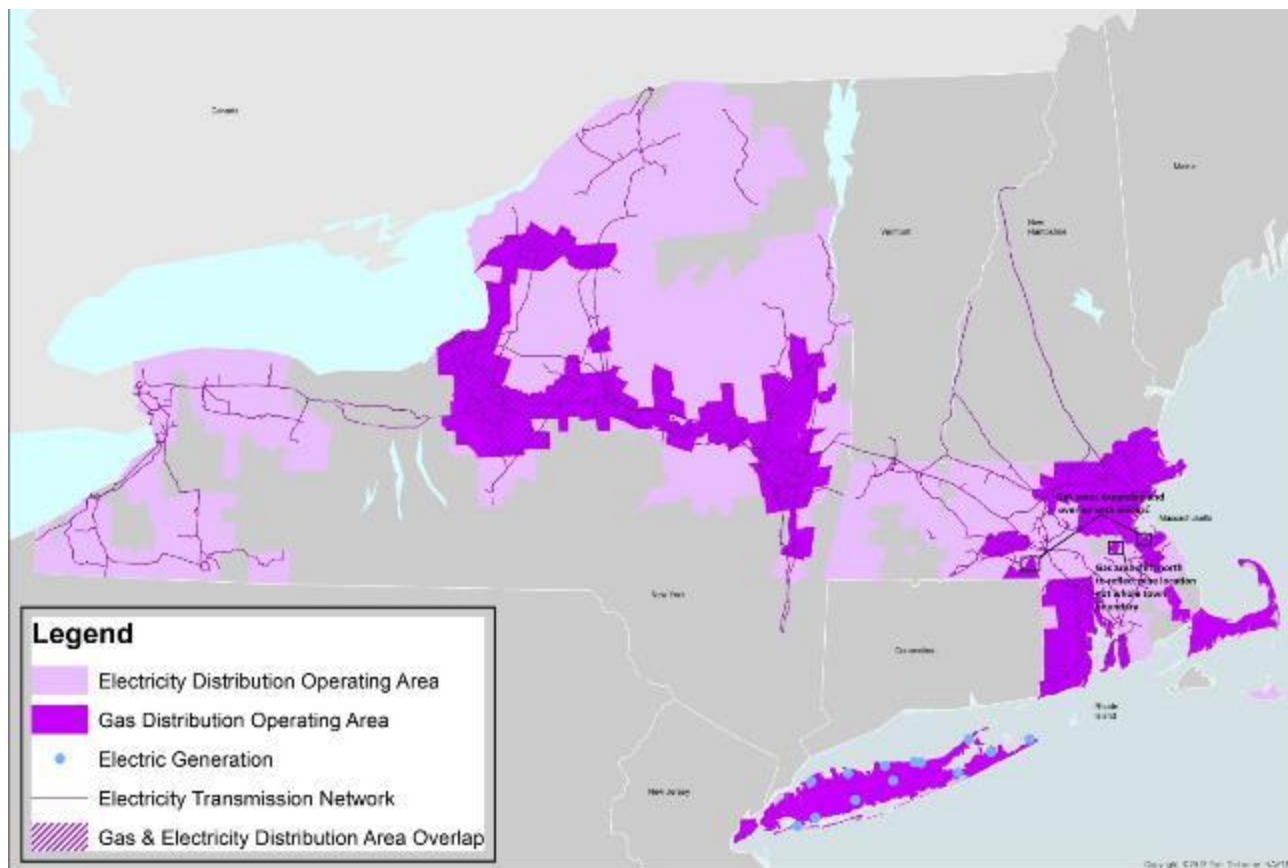


Worcester Smart Energy Solutions



Edward White | National Grid | March 2016



US Business

Electric

- MA: 1.13M Customers
- NY: 1.45M Customers
- RI: 426k Customers
- Total: 3.01M Customers

Gas

- MA: 780k Customers
- NY: 2.18M Customers
- RI: 230k Customers
- Total: 3.19M Customers

- 2-year pilot program (1/1/15 – 12/31/16)
- ~15,000 smart meters across Worcester, MA
- **Opt-out design** with time-of-use and peak-time rebate pricing plans
- Customer in-home technology packages
- Up to 30 “Conservation Days”
- **Choice, control, and convenience**
- **“Listen, Test, Learn”**



Smart Energy Solutions Results - 2015



98%

Customers who joined Smart Energy Solutions & remain in the program.

Total Bill Savings \$1.25 million

Cost of attending 11,000 Patriots football games.



Total Energy Savings 2,300 MWh

A month's worth of power for 5,100 homes.

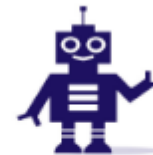


Conservation Days saved more than just energy in 2015!

Conservation Day Rebate Plan
Average total credits earned.



Smart Rewards Pricing Plan
Average customer bill savings.



20%

Additional savings for homes with in-home technology.



Sustainability Hub



2,320
visitors in 2015



Avoiding appliances until off-peak hours is the most popular way to save.

4%



Average drop in customer energy usage during Peak Event hours.

Average additional savings for customers who visited WorcesterSmart.com

10%



\$60

Energy reduction during Peak Event hours.

Total bill savings for customers.

- Develop Energy Signatures
- Better Customer Data = Better Customer Programs
- Better Grid Data = More Efficient Planning/Investments
- Excited to “**Listen, Test, Learn**” in year 2 and beyond

