

NATIONAL ACCOUNTS DIRECTORY OF UTILITY CONTACTS

National Grid USA
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 Westborough, MA
 The National Grid Group

CONTACTS:

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PROGRAMS AVAILABLE TO NATIONAL ACCOUNTS CUSTOMERS:

Load Response Program:

Business customers able to interrupt a minimum of 100 kW of electric load can participate in the ISO New England (ISO-NE) sponsored Load Response Programs.

Demand Response Program:

- Customers must be available to interrupt by a committed amount within 30 minutes of being notified by ISO-NE on all non-holiday weekdays between 7 am and 11 pm.
- Will only be called upon after a contingency loss or following the OP4 action for voltage reductions as 10-minute reserve.
- If called, interruptions will normally not exceed two hours.
- Customer will receive a credit each month based on the Thirty Minute Operating Reserve clearing price (for the hours 0700 through 2300) and their committed kW reduction amount.
- When an interruption is called and the customer performs, they will receive an additional payment based on the actual Energy Clearing Price and the actual load reduction for the hours of the interruption.

Price Response Program:

- Voluntary load reduction based on customer's response to real-time market prices.
- Customers will receive payments based on the actual Energy Clearing Price for any committed and performed interruptions between 7 am and 11 pm on any non-holiday weekday during which the ISO-NE forecasts an Energy Clearing Price of \$100/MWh or greater in a given day and sends notification via the internet based communications system.

Energy Efficiency Programs:

National Grid offers programs that have assisted many of our customers to save 30 percent or more on overall energy consumption and costs and will help you find the right solutions:

- Design 2000plus promotes energy efficient design in the construction and renovation of buildings.
- Energy Initiative provides energy efficient alternatives for existing buildings.

Small Commercial and Industrial Program in Massachusetts is tailored to the needs of smaller businesses using less than 100kW of energy and features energy efficient lighting and low-cost refrigeration measures.

PRODUCTS AND SERVICES:

Billing Service	Consultant	Cooking	Curtailment	EM Assistance
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EMS	Energy Services	Envelope	Financing	Generation
HVAC & Controls	Lighting	Metering	New Construction	Peak Shaving
Refrigeration	Software	Thermal Storage	VSD	Water Heating
Other:				

SERVICE TERRITORY:

STATES SERVED:

MA, NH, RI

GENERAL INFORMATION:

National Grid's subsidiaries provide electricity delivery and customer service to approximately 3.2 million residential, commercial, industrial, and municipal customers in upstate New York, Massachusetts, Rhode Island, and New Hampshire. Their subsidiaries own and operate approximately 84,000 miles of transmission and distribution lines in New England and New York.

The National Grid family of companies includes five electricity distribution companies: Niagara Mohawk, Massachusetts Electric, Narragansett Electric, Granite State Electric, and Nantucket Electric. The distribution companies operate and maintain distribution power lines and substations; provide metering, billing, and customer services; design and build distribution-related facilities; and provide related products and services including energy efficiency programs for customers. In addition, Niagara Mohawk provides natural gas delivery to roughly 540,000 customers in upstate New York.