

March 17, 2020

Dear Valued Partner,

National Grid is committed to providing our customers with outstanding energy efficiency services. We work diligently to help our state achieve climate and energy goals. While energy reductions achieved by the energy efficiency programs help improve long-term public health, the emerging COVID-19 pandemic concerns facing our communities must take precedence.

The Governor of Rhode Island has declared a state of emergency and governments, schools, businesses and citizens are all taking action to limit interaction and spread of the virus. Due to this serious and quickly evolving situation we must announce significant impacts to multiple elements of the 2020 Energy Efficiency programs.

### **Suspension of In-Home and On-Premise Visits**

National Grid regrets to inform our business partners that – after careful consideration and consultation with the Rhode Island Office of Energy Resources (“OER”) – we plan to temporarily suspend program offerings that require on-premise contact between our contracted vendors and customers.

**All in-home and on-premise visits must be cancelled starting Wednesday, March 18, through at least April 6, 2020. We will communicate a confirmed date to commence on-premise services when we know more.**

**During the temporary suspension of on-premise services, National Grid plans to continue all other energy efficiency services, including online audits, upstream offerings, retail rebates, active demand, and non-direct install C&I incentive projects.**

We also have an informational page at [ngrid.com/covid-19](https://ngrid.com/covid-19) that we will update regularly as there is new company information available.

We realize the toll these changes will have on your business and our customers, but we must put safety first. We are open to your ideas and suggestions as to how we can work collaboratively during this time while still respecting these important safety measures. We will continue to work closely with our state and local partners and promptly update the informational web page as we have additional information.

It is our sincere hope that you, and all of our business partners, can quickly and safely adapt to this temporary suspension. Please reach out to your National Grid energy efficiency contacts if you have questions about specific situations.

Sincerely,

National Grid