

National Grid USA and The Narragansett Electric Company
Division 1-28

Request:

Please provide the status of efforts to “identify[] and negotiat[e] the nature and duration of the specific services to be provided by Service Company that will be set forth in an exhibit to the TSA.” Petition ¶ 19. If the referenced exhibit to the TSA has been completed, please provide a copy of that exhibit.

Response:

Between March 2021 and May 2021, teams from National Grid USA's management team and PPL Corporation (“PPL”) participated in joint workshop sessions to identify and agree on the scope and duration of the services that may be provided by the National Grid USA to PPL under the Transition Services Agreement (“TSA”). During this phase of work, National Grid USA and PPL have developed an inventory of 146 services that the National Grid USA Service Company, Inc. (the “Service Company”) currently provides to The Narragansett Electric Company (“Narragansett”), as well as detailed indicative draft TSA schedules for each function potentially to be added into Exhibit A to the TSA.

Also, National Grid USA and PPL are currently running through a process referred to as Day 1 planning to identify functional areas that can be safely and efficiently transferred on Day 1 and areas that will require a more gradual transition supported by the TSA. As part of the Day 1 planning process, National Grid USA and PPL are still determining which transition services the Service Company will continue to provide for a period following the transaction closing, if required; however, it is anticipated that the number of services provided under the TSA will be substantially less than 146. Such services could range from systems access, training, providing consultation on historical context to providing operational support to Narragansett post-closing to ensure continuity of services. The durations of these services are not yet finalized; however, the expected range is from six to 24 months. As part of the Day 1 planning process, National Grid USA and PPL will determine which transition services will actually be required to be provided by the Service Company to Narragansett post-closing and will reflect those services in the final schedules to be included in Exhibit A to the final TSA to be executed at closing.

Please see Attachment NG-DIV 1-28-1 for a list of the 146 services by functional areas. Please also see the following attachments, which consist of the indicative draft schedules by function as of June 25, 2021:

- Billing & Collections – Attachment NG-DIV 1-28-2-1
- Customer Services – Attachment NG-DIV 1-28-2-2

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

- Energy Procurement – Attachment NG-DIV 1-28-2-3
- Gas Operations & Engineering – Attachment NG-DIV 1-28-2-4
- Electric Operations & Engineering – Attachment NG-DIV 1-28-2-5
- Business Services: Balance Sheet Account Reconciliations – Attachment NG-DIV 1-28-2-6
- Business Services: Supply Chain Master Data Management – Attachment NG-DIV 1-28-2-7
- Business Services: Employee Services – Attachment NG-DIV 1-28-2-8
- Facilities – Attachment NG-DIV 1-28-2-9
- Finance & Accounting – Attachment NG-DIV 1-28-2-10
- Human Resources – Attachment NG-DIV 1-28-2-11
- Health & Safety, Monitoring & Compliance – Attachment NG-DIV 1-28-2-12
- Regulatory – Attachment NG-DIV 1-28-2-13
- Supply Chain Management – Attachment NG-DIV 1-28-2-14

As discussed above, the work associated with the scope of the transition services to be provided by the Service Company to Narragansett post-closing under the TSA is ongoing and currently is undergoing further review, refinement, and finalization. Therefore, the above lists and specific schedules are subject to change. National Grid USA and Narragansett will supplement this response periodically throughout the pendency of this proceeding.

Exhibit A

Transition Services

This Exhibit A to the draft Transition-Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”), National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

This Exhibit A to the draft Transition Services Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Exhibit A to the draft Transition Services Agreement does not purport to be all-inclusive or to contain all the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

Exhibit A

Transition Services

DRAFT LEGAL TSAs-Billing & Collection

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Exhibit A

Transition Services

001-BS: Customer Billing Operations

TSA ID:	001-BS
Service:	Customer Billing Operations
Detail:	<p><u>Provide the following services for customer billing:</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Billing<ul style="list-style-type: none">◦ Manage manual and automated updates to the billing systems to ensure accurate billing and tariff compliance◦ Manage, including manual efforts, complex contracts and unique billing scenarios that bill outside the billing systems▪ Tariff Rate Modelling<ul style="list-style-type: none">◦ Maintain, which include manual efforts, billing system tables/structures related to tariff rate modelling and coordinate with IT on codes changes required for billing▪ Tax Rate Modelling<ul style="list-style-type: none">◦ Maintain, which includes manual efforts, billing system tables/structures related to tax rate modelling and coordinate with IT on codes changes required for billing▪ Bill and Letter Composition<ul style="list-style-type: none">◦ Modify bill and letter formats, test, and implement changes including coordination with print and mail service provider. This is work done in the composition toolset and coordination with the print and mail service supplier.▪ Bill Messaging<ul style="list-style-type: none">◦ Develop planning, scheduling, and testing messages that will appear on customer bill statements. These include system-driven event messages and “marketing” type messages targeted at a specific population and for a given time period.

Exhibit A

Transition Services

	<ul style="list-style-type: none">▪ Automated (System-Driven) Bill Messaging and Letter Triggering<ul style="list-style-type: none">◦ With coordination from IT department staff, manage internal system-driven bill messages and letters to customers. An example would be budget billing review and settlement messages that automatically appear on bill statements for those customers enrolled in the program.◦▪ Billing Analytics<ul style="list-style-type: none">◦ Produce billing analytics that are necessary through the course of a month including scheduled and recurring queries, ad-hoc requests for information, and responding to data requests in rate cases and other regulatory requests. This analysis requires use of the production CIS databases, information warehouses, and temporary storage / staging areas. This analysis should be in the same manner and to the same degree of frequency and volume as before Closing.◦▪ Financial Reporting<ul style="list-style-type: none">◦ Maintain the G/L transaction translation tables in billing systems◦ Provide reporting for accounts that bill outside the billing system◦ Manage all exceptions to the reporting process▪ Paper & Electronic Bill, Imaging, Archival, and Delivery<ul style="list-style-type: none">◦ Provide paper and electronic bills to all customers of Narragansett utility services▪ Customer System Change, Application and Data Security Management<ul style="list-style-type: none">◦ Perform CSS billing system corrections, changes, and coordinates system access▪ Retail Choice Billing, Supplier Transactions, & Pay as you get paid (PAYGP) Management<ul style="list-style-type: none">◦ Perform all Retail Choice Customer Billing, Supplier transactions, and manage PAYGP agreement
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Exhibit A

Transition Services

	<p><u><i>Service Exclusions:</i></u></p> <ul style="list-style-type: none">▪ N/A <p><u><i>Bundling</i></u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u><i>Hours of Operation:</i></u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. - 6:00 p.m. Eastern Standard Time▪ Off hours support as needed to assist with projects and emergencies
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

002-BS: SAP (Non-Utility) Billing Operations

TSA ID:	002-BS
Service:	SAP (Non-Utility) Billing Operations
Detail:	<p><u><i>Service Description:</i></u></p> <ul style="list-style-type: none">▪ Produce bills in SAP, provide guidance and support to internal billing requestors who bill through the SAP portal and governance around billing accuracy and timeliness<ul style="list-style-type: none">○ Produce bills for various bill types○ Complete true-up calculation and invoicing for reconcilable construction including Contribution in Aid of Construction (CIAC) jobs by comparing upfront estimated payment to actual charges allowed in state tariffs○ Monitor the SAP portal and provides oversight to bills that route through the portal for approval○ Research and update customer master data for billings through SAP and delete any duplicate customer data that exists○ Reconcile and submit journal entries for labor billable accounts and CIAC true up○ Establish reference field and work with rental billing originators to monitor contracts by providing reporting from SAP that is used to certify contracts○ Provide reporting to billing originators to measure billing timeliness and accuracy <p><u><i>Service Exclusions:</i></u></p> <ul style="list-style-type: none">▪ Document Management – <i>Records Management and IT (SAP ECC) is Responsible for this.</i>▪ Contract Administration – <i>Procurement is Responsible for this</i>▪ Work Order Management - <i>IT (STORMS, Maximo, SalesForce) are responsible for this, in addition to the Work Order Management Teams found in the EBU and GBU.</i>▪ Tax - <i>Tax and Indirect Tax Departments are responsible for Tax Calculations in SAP ECC Environment</i>

Exhibit A

Transition Services

	<u><i>Bundling</i></u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway <u><i>Hours of Operation:</i></u> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. - 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

003-BS: Payment Processing

TSA ID:	003-BS
Service:	Payment Processing
Detail:	<p><u>Provide services necessary for timely and appropriate customer payment processing:</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Lockbox management – mail-in customer payments – retail and wholesale▪ Manage Electronic Lockbox▪ Manage authorized third-party payment processors▪ Process and balance daily vendor payment files to CSS▪ Monitor/reconcile bank accounts for Narragansett entities that receive customer payments (utility and non-utility)▪ Process customer returned payments (NSF)▪ Process non-utility payments to invoice(s) on customer accounts in SAP▪ Resolve payment exceptions/investigation▪ Process customer payment reversals to vendors / refunds to non-utility customers▪ Provide customer support for utility/non-utility payments▪ Electronic payment management - ACH (DirectPay, Web, IVR)▪ Manage government payment websites▪ Provide General Ledger activity/payment support <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>

Exhibit A

Transition Services

	<u>Hours of Operation:</u> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

004 BS: Credit & Collections

TSA ID:	004-BS
Service:	Credit & Collections
Detail:	<p><u>Provide services for customer credit & collections activities.</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Credit and Collections Management<ul style="list-style-type: none">○ Collection strategy execution using a risk-based portfolio management program including:<ul style="list-style-type: none">▪ Customer notifications▪ Outbound call management▪ Live agent commercial outbound collections▪ Field collection coordination▪ Management assistance programs▪ Payment plan offerings▪ Customer account write-off▪ Collection agencies and legal management▪ Account protection management▪ Liens and judgements▪ Bankruptcy cases▪ Deceased / executor cases○ Customer and account management<ul style="list-style-type: none">▪ Manage all account initiation (positive ID, data hygiene)▪ Account finalization following shut-off for non-payment▪ Large commercial account management▪ Security deposit requirements▪ Compliance, Analytics, and System Support<ul style="list-style-type: none">○ Financial controls and audit compliance○ Assure compliance with regulatory rules regarding collection activities and customer protections

Exhibit A

Transition Services

	<ul style="list-style-type: none">○ Manage credit and collections analytics engine - SQL server management, data capture, collection, analysis and visualization using predictive and prescriptive analytics○ Customer system support – provide business support for customer system changes and enhancements <p>▪ Financial Analysis and Rate Case Support</p> <ul style="list-style-type: none">○ Financial performance reporting including monthly bad debt and write off○ Analysis required to support regulatory reporting obligations (e.g. incentive mechanisms, cost recovery) <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">○ Analysis and preparation of filings, information requests with the RI PUC, Division, or other parties. PPL will be the interface with RI PUC on Day 1. <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of operation:</u></p> <p>▪ Support is available from Monday – Friday, 7:00 a.m. - 6:00 p.m. Eastern Standard Time</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

005-BS: Revenue Assurance

TSA ID:	005-BS
Service:	Revenue Assurance
Detail:	<p><u>Provide services for Revenue Assurance activities.</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Develop and implement strategy to act on identified theft of services / diversion or other revenue losses by:<ul style="list-style-type: none">○ Initiating, assisting and participating in investigations, corrections and recovery of energy and revenue losses○ Performing loss analysis associated with defective equipment, billing errors, damaged equipment and energy theft○ Filing civil complaints to recover losses and filing criminal complaints○ Managing and coordinating regulatory and legal support for all revenue loss related incidents○ Managing and coordinating customer contact regarding identified issues○ Managing the Diversion Incentive program which awards employees who report a suspected condition on a meter or service that proves to be a diversion and may result in loss of revenue.▪ Perform case management: Intuit is currently used as Revenue Assurance's Case Management System (Tool) in all Regions, including RI▪ Leverage data / insights to identify deviations and potential revenue loss. Utilize advanced analytic tools to identify end to end process issues. Work with customers to assess, develop and implement policies and procedures to mitigate revenue loss <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Works with Account Maintenance & Operations (AMO) for back billing of customer accounts - <i>Completed by AMO Team</i>

Exhibit A

Transition Services

	<ul style="list-style-type: none">▪ Does not prosecute nor lead investigations - <i>Completed by Company Legal and External Law Enforcement & Judicial Entities</i>▪ Is not responsible for correction or billing of theft between tenants▪ Detectant - Revenue Assurance does not use the Detectant toolset in RI. <p><u>Bundling</u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Times
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

006-BS: Financial Transactions

TSA ID:	006-BS
Service:	Financial Transactions
Detail:	<p><u>Provide services for Financial Transaction activities.</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Bankruptcy (BK) Protections<ul style="list-style-type: none">○ Separates the customer's billing covered under bankruptcy from billing that the customer remains responsible, when National Grid is notified of a bankruptcy filing▪ Receiverships<ul style="list-style-type: none">○ Provide support related to receiverships which are a court appointed person to act as the custodian of a company's assets or business operation, with the goal of returning them to a profitable state and thereby avoiding bankruptcy. Support may include receiving and reviewing court papers advising of the court appointed person. Once approved, the account is updated with the new responsible party.▪ Tax Exempt<ul style="list-style-type: none">○ National Grid to provide necessary in relation tax certifications for all customer accounts that are coded tax exempt:<ul style="list-style-type: none">• Upon receipt, update accounts and code to exclude tax• Where applicable, correct bills and rebill to reflect the tax exception• Outreach to customers when no certification has been received▪ Revenue Assurance Back-billing<ul style="list-style-type: none">○ Identify loss of revenue through theft of service and/or assets not accounted for (active meter set in field with no record on file and not set up for billing). <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A

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Transition Services

	<u><i>Bundling</i></u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway <u><i>Hours of Operation:</i></u> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

008-BS: High Volume Residential billing

TSA ID:	008-BS
Service:	High Volume Residential Billing
Detail:	<p><u>Provide services for High Volume Residential Billing</u></p> <p><u>Service Description:</u></p> <p>The high-volume Workflow Manager (WFM) team completes prevalent exceptions pertaining to residential accounts to provide the customer with services or corrected billing. Exceptions with some of the more common examples listed below are manually reviewed to determine the appropriate action. Actions may require corrections to the account or premise to allow a bill to generate, service order issuance to collection additional information in order to correct the account or premise, or acceptance of the information so the system knows it is accurate.</p> <ul style="list-style-type: none">▪ Meter Reading and Billing Exceptions<ul style="list-style-type: none">◦ Complete a variety of exceptions that prevent a bill from generating, this can include discrepancies with rates, meter reads, and invalid data.▪ Change Meter Orders<ul style="list-style-type: none">◦ Issues and completes change meter orders when a meter is not reading correctly (i.e. forced estimates). The residential billing team is responsible for this.▪ Multiple Edit<ul style="list-style-type: none">◦ A multiple edit exception will trigger when a regular reading comes in lower than the service activation. It typically effects multiple accounts and is corrected by maintaining service activation and realigning usage.▪ High / Lows<ul style="list-style-type: none">◦ A high/low energy WFM is generated when a reading does not fall in line with previous usage. The reading can be higher than normal or lower than normal. Usage is reviewed to determine if it is in line with history and either accept the read or a service order is issued to confirm the information.

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Transition Services

	<ul style="list-style-type: none">▪ Connects / Disconnects<ul style="list-style-type: none">○ Resolve errors that are preventing the completion of a start or stop service order. This can include corrections to meter reads, field order data and activation data. The team will review, and root cause the reason for the error, make the correction and complete the service order to start or stop billing.▪ Stop Meter<ul style="list-style-type: none">○ A stop meter is one that stops registering usage despite the customer still using the service. This typically impacts gas meters. Team reviews the premise information to determine if the stopped meter is acceptable (i.e. seasonal property), if not, outreach is made to the customer to investigation the meter conditions. Actions may include a service order issuance and follow up, or correction to the account. If the meter is changed, the team corrects the billing leveraging previous years' history.▪ Final Bill Disputes<ul style="list-style-type: none">○ The customer disputes a final account typically due to fraud. After investigating and the customer providing supporting documentation, the charges are removed through a one-sided credit. Team will review the information provided by the customer and determine if it meets the requirements to remove the charges. They will notify the customer of the decision and if applicable, they will remove the billed charges.▪ Miscellaneous Accounts Receivable<ul style="list-style-type: none">○ Many miscellaneous A/R WFM's are issuing credits or refunds for the customer. These include but are not limited to cut-ins credits, net metering credits, escheatment and aged excess credits. The team will receive and review the request for adjustment and process it on the customer's account as applicable.▪ Miscellaneous Customer Service<ul style="list-style-type: none">○ Various requests including but not limited to enrolment or stop of budget billing, cancel/rebilling, connect in error, completion of change meters, connects, disconnects, sets, removes, investigating usage and enrolling in EFT. The team will receive and review the request and take the appropriate steps to resolve the request.
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Exhibit A

Transition Services

	<p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. - 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

009-BS: Complex Billing Account Management

TSA ID:	009-BS
Service:	Complex Billing Account Management
Detail:	<p><u>Provide services for complex billing activities.</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Perform meter / account investigations▪ Provide accurate and timely billing▪ Provide accurate billing adjustments▪ Gas Transportation/Special Handling Accounts- perform special services for long term, large volume customers based on therms (Gas Units) transported and consumed (e.g. Interval metering)▪ Process connects, disconnects, meter changes, obtain off-cycle readings, do not bill estimates, apply additional charges<ul style="list-style-type: none">▪ This requires the team to review errors or exceptions and take the appropriate action would could include data corrections on an account or premise, request and follow up on a service order which is needed to collect additional information needed to correct an issue, rebilling accounts to correct charges, correcting usage, applying charges.▪ Distributed Generation (DG) / Net Metering- customers that have solar panels and generate their own energy. RI Renewable Energy Growth Program coding. Team receives information and codes the accounts accordingly, as well as rebilling as needed.▪ Demand Billing- Customers that use more than 2,000 kWh per month for four consecutive months are placed on demand billing. Demand billing is focused around the customer's maximum load to ensure the electrical system can handle at peak usage times. The team manage these accounts to ensure accurate billing, and as needed, additional field orders are issued to collect additional information and billing is corrected.▪ No Bill- A customer that does not receive a bill for a period greater than 60 days is considered a No Bill<ul style="list-style-type: none">○ Processing/assigning customer accounts to the proper department to fix accounts to produce a bill

Exhibit A

Transition Services

	<ul style="list-style-type: none">▪ Rate Changes- A customer's rate changes are based off the amount of gas or electric the customer is consuming, as well as the revenue class<ul style="list-style-type: none">◦ Review and process rate change exceptions to ensure customer is billing on the correct rate▪ Time of Use- Process billing that uses different cost of service based on the season and time of day. This is mainly used by customers that have farms or have purchased an electric vehicle. The team manages these accounts to ensure accurate billing, and as needed, additional field orders are issued to collect additional information and billing is corrected.▪ Non-Regulated Power Producers (NPP's) Customers can choose an NPP to supply their needs should they not want to use Narragansett Electric supply services. As needed, the team resolves errors preventing the issuance of a bill, manually adds or drops NPP's. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

010-BS: Protections

TSA ID:	010-BS
Service:	Protections
Detail:	<p><u>Provide services for protections activities:</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Manage documentation provided by customer for financial hardship, proof of payment, handicapped, elderly, infant, serious illness, LIHEAP protection▪ Receive LIHEAP assistance pledges and managing accounts▪ Manage documentation provided by doctors for handicapped or serious illness protection▪ Manage court and death certificates to code accounts deceased▪ Generate usage reports, statements to fulfil usage, and statement requests▪ Process miscellaneous collections to add budget billing, transfer balances, activate payment agreements▪ Assess reconnect fees▪ Create financial statements for financial hardship▪ Transfer past dues balances from final accounts to active accounts <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. - 6:00 p.m. Saturday 8:00 a.m.- 4:00 p.m. Eastern Standard Time
Transition Period:	24 months

Exhibit A

Transition Services

Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

011-BS: Service Applications Manager (SAM)

TSA ID:	011-BS
Service:	Service Applications Manager (SAM)
Detail:	<p><u>Provide services for new service initiation:</u></p> <p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Verify leases and deeds▪ Connect correct customer with corresponding premise▪ Verify IDs▪ Verify a minor is not listed as the customer▪ Check with Experian if customer is fraudulent▪ Manage adjustments to customers assuming past balances <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Saturday 8:00 a.m. – 4:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

012-BS: Account Data Maintenance (ADM)

TSA ID:	012-BS
Service:	Account Data Maintenance (ADM)
Detail:	<p><u>Provide services for Account Data Maintenance:</u></p> <p><u>Service Description:</u></p> <p>The ADM team maintains both customer and service information to ensure that the accounts and services are upheld for accurate billing and customer satisfaction purposes.</p> <ul style="list-style-type: none">▪ Stopped Meter- Stopped Meter WFMs are generated when a meter has zero usage but continues billing for at least two months. This process determines if a meter has stopped registering usage either due to a defective meter or stopped use of the meter by the customer (i.e. seasonal)▪ UTC WFM- Connect orders issued to field can be put in an unable to complete (UTC) status due to various reasons. The goal is to act to remove the UTC▪ Undeliverable eBills- Customers set up on paperless billing, request their monthly bills be sent to them via email. These accounts are reviewed and updated if the customer has not successfully received their e-bill▪ Returned Mail- Returned paper mail is sorted to be delivered to the corresponding team to handle▪ Scanning- Documents that need to be scanned to customer accounts are run through a program called Kofax▪ Order Completion- field orders that could not systematically close and need additional manual intervention▪ Statement Request▪ Escalations and audit activities▪ Mixed Metering- meters that are switched in the system and billing the incorrect customer▪ Fast/Slow review▪ Demand meter report review

Exhibit A

Transition Services

	<p>Processing and maintenance of discount rates and renewals <u>Service</u></p> <p><u>Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

013-BS: Advanced Consumption, Long-Term Estimates, Leave on for Landlord

TSA ID:	013-BS
Service:	Advanced Consumption, Long-Term Estimates, Leave on for Landlord
Detail:	<p><u>Provide services as outlined below</u></p> <p><u>Service Description:</u></p> <p>Advanced Consumption team manage the process of connecting a customer in the office to an active meter in the field to ensure accurate billing.</p> <ul style="list-style-type: none">▪ Advanced Consumption<ul style="list-style-type: none">○ Research accounts attempting to resolve the lost consumption with the possible outcomes- connect Is completed, shut off and seal the meter, pole cut or cut at the curb▪ Long Term Estimates (LTE's)<ul style="list-style-type: none">○ Research accounts to find an individual able to provide access to process a change meter so regular company reads can be obtained and bills can be provided to the customer correctly for consumption▪ Leave on for Landlord (LOFL)<ul style="list-style-type: none">○ Process application and deletion forms for landlords interested in enrolling/de-enrolling in the LOFL program <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ N/A <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>

Exhibit A

Transition Services

	<u><i>Hours of Operation:</i></u> <ul style="list-style-type: none">▪ Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

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Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

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For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

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Exhibit A

Transition Services

DRAFT LEGAL TSAs-Customer Services

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Exhibit A

Transition Services

038-CS: Customer Sales and Solutions

TSA ID:	038-CS
Service:	Customer Sales and Solutions
Detail:	<p>National Grid will support the Company's Sales and solutions with respect to residential, commercial, industrial and municipal customers to the extent National Grid and its Affiliates support such programs prior to Completion, in particular:</p> <p>National Grid shall provide connections' services that continue to maintain the service needs of customers as outlined below</p> <p>Electric Connections - All electric meter and/or complex service requests</p> <ul style="list-style-type: none">• Utility Services and Analysis Support (USAS) - responsible for providing the business with Contribution In Aid of Construction (CIAC) management, training coordination, process improvement, load estimation and financial analysis while supporting CIAC recovery, and compliance with rules, regulations and policies <p>Gas Connections - All gas meter and/or complex service requests including service relocations, added load, generators</p> <ul style="list-style-type: none">• Utility Services and Analysis Support (USAS) - responsible for providing the business with Contribution In Aid of Construction (CIAC) management, training coordination, process improvement, IRR modelling, load estimation and financial analysis while supporting CIAC recovery, and compliance with rules, regulations and policies <p>Payment Processing – Process Customer CIAC payments centrally from UNY.</p> <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• CEI (Customer Energy Integration, Distributed Generation) All customer interconnections, solar, combined Heat & power, gas turbines, fuel cells, future renewable natural gas interconnect)

Exhibit A

Transition Services

	<ul style="list-style-type: none">• Electric Connections - All electric meter and/or complex service requests<ul style="list-style-type: none">▪ New/upgrade residential services 400 amps or greater▪ New/upgrade residential services less than 400 amps but requires construction (pole sets, transformers installed)▪ New/upgrade commercial services 400 amps 1 phase or greater and all 3 phase services▪ New/upgrade commercial services less than 400 amps but requires construction (pole sets, transformers installed)▪ Calculate load diversification▪ Set/verify customer account rates▪ Apply tariff rules and policies• Job ownership and primary point of accountability for customer-driven electric residential and commercial non-standard service-related requests for from order initiation to first bill• Determine Contribution in Aid of Construction (CIAC), create and issue invoice.• Reconcile CIACs from amount billed to actual charges which could results in issuing additional invoice or refund• Outage Coordination - Function: Manage and coordinate customer requested outages for maintenance of their equipment that will affect other customers' power as well as Company driven outages for installation or maintenance of company-owned equipment that will result in customer power outages• Miscellaneous Calls - Function: Resolve miscellaneous customer inquiries such as but not limited to Radio Frequency Interference (RFI), voltage flicker/complaints, property damage, relocations, etc.• Gas Connections<ul style="list-style-type: none">• Includes serving all gas meters, standard and non-standard including service relocations, added load, generators.<ul style="list-style-type: none">▪ Standard connections include single residential services and associated meters (including structures with up to 6 residential units) and residential main extensions (excluding new subdivisions), also includes residential service relocations.
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Exhibit A

Transition Services

	<ul style="list-style-type: none">▪ Non-standard includes all commercial/industrial work, residential subdivisions and multifamily (structures with more than 6 residential dwellings/units). Non-standard also includes main and service relocations for those properties respectively. <p>Services served to Gas Connections by various departments as specified below:</p> <ul style="list-style-type: none">• Gas Lead Intake: NY Call Ctr - All RI new residential Gas Connections requests (covered in Contact Centers)• Gas Asset Engineering – Serves RI Complex designs from Waltham central design (covered by Engineering Review contact: Steve Caliri)• Gas Long-Term Planning – Serves RI capacity requests centrally from Waltham (Materials & Design, Package Creation Services) contact: Michelle Roache)• Environmental Compliance – Serves RI centrally from Waltham (covered in the New England SHE team)• Maps & Records – Mapping new Gas infrastructure, operates centrally from Waltham but has some dedicated FTE's in RI (covered in Gas Business Controls contact: John Carlson)• Gas Corrosion Compliance – Team operates centrally from Waltham (covered in Gas Corrosion Compliance Engineering contact: Michael Harmon) <ul style="list-style-type: none">• Sales and Solutions - Field and Program Sales serving all Commercial and Industrial (C&I) and Residential gas and electric customers in all market segments delivering demand side management (energy efficiency, demand response, electric vehicle (EV) charging infrastructure, EV fleet, EV off-peak charging products and services along with new products to help their transition to a clean energy future in Rhode Island (RI). Strategic Account Partnerships (Community / Municipal based Solutions), Account Management and Back Office Support Services
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Exhibit A

Transition Services

	<ul style="list-style-type: none">• Escalated Complaints (e.g. Office of the President) Respond and bring all customer complaints to resolution including testifying in PUC hearings <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

Exhibit A

Transition Services

039-CS: Call Center Operations

TSA ID:	039-CS
Service:	Call Center Operations
Detail:	<p>National Grid's call center shall continue to provide services for the Company in a manner consistent with the practices of the Company during the twelve month period prior to Completion, subject to any changes requested by the Company that are reasonable or required by applicable Requirement of Law. These services shall include:</p> <ul style="list-style-type: none">• All call Center Operations (manage customer service problems, requests, inquiries and customer transactions)<ul style="list-style-type: none">○ Establish new customers○ Customer Move-In, Move-Out○ Gas Lead Intake for new customers○ Managed Account Services (MAS)○ Customer & Account Maintenance (maintain customer / account attributes, enroll/drop products & services)○ Outage / emergency /storm management○ All residential and commercial customer transactions in all customer channels○ All offline (non-call) clerical and transaction work○ Manage vendor agent staffing levels as necessary due to call volume (storm and non-storm)• Customer Advocacy<ul style="list-style-type: none">Direct customer assistance and community engagement and hold required office hours at community action locations. Manage relationships and interactions with community action agencies and customer base• Arrearage Management Program (AMP) plan enrollment, monitoring and reporting.• Low Income Home Energy Assistance Program (LIHEAP) bill crediting process and related discount rate data match with Community Action Program Agencies (CAPs).

Exhibit A

Transition Services

	<ul style="list-style-type: none">• Workforce Management<ul style="list-style-type: none">○ Forecasting of calls volume, staffing needs, and service levels on a rolling 12 month basis and as requested and needed; reporting of all regulatory, operational, and agent based performance metrics, and associated data on monthly basis (at a minimum), perform ad hoc reporting as requested, and interfacing with IT related vendors (system monitoring, call recording, call routing)○ Agent management (scheduling of agents, performance management)• Communications team to manage Cite knowledge base and agent resources to assure accuracy and timeliness.• Vendor Management (call quality monitoring, agent coaching, translation services)• Manage all vendor relationships to ensure service and performance expectations are met and performance is sustained per contracts.• Deliver Training to all agents, both internal and vendor• Develop new training, revise current training and maintain training plan to meet.• Supervisors continue monitoring and coaching internal agents.• Storm Recovery• Manage staffing levels internal and with vendors during storms and outages.• Manage all storm related technology, including and not limited to 21st Century, outbound dialer messages, and IVR messages.• Serve in assigned ICS storm roles during storm events and communicate outage updated to CS organization
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Exhibit A

Transition Services

	<p>National Grid will maintain current hours of operation. Staffing levels will be monitored and adjusted to meet demand, which includes the recruitment of agents to cope with peak periods of call activity</p> <p>National Grid will provide the Company with monthly data related to regulatory and operational metrics. Seller will provide the Company with ad-hoc reporting and data as requested and reasonable.</p> <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p> <p>Call center business hours are Monday – Friday, 7 am – 7 pm. Coverage is provided 24 x 7 for gas emergencies and outages</p> <p>Collections call hours are Monday – Friday, 7am – 9pm, and on Saturdays 7am – 5pm.</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

Exhibit A

Transition Services

040-CS: Customer Metering Services

TSA ID:	040-CS
Service:	Customer Metering Services
Detail:	<p>Customer Metering Services</p> <p>National Grid will provide management consulting services and additional knowledge transfer to achieve transition of field operations.</p> <p>Service Exclusions:</p> <ul style="list-style-type: none"> • Customer Metering Reading and Field Services, including: <ul style="list-style-type: none"> ○ Meter Reading – AMR ○ Meter Reading – Manual ○ Short-Cycle Meter Orders ○ Instrument-rated metering (primary / secondary VDL) ○ “Woodson” company-owned meter transformer testing (coordinated with PTO – Protections, Telecomm Operations) ○ Fixed-factor gas pressure testing ○ Meter multiplier verification (billing vs. inventory) ○ Field Collections ○ Affidavits, Warrants, Postings ○ Meter Inspections (coordinated with Meter Engineering) ○ Meter Periodic Test (coordinated with Meter Test Shop) ○ Meter Retirements (coordinated with Meter Test Shop) ○ Meter Remote Read Commissioning (coordinated with Meter Data Services) ○ Meter Read Routing (coordinated with Billing Operations) ○ Field meter equipment inventory (coordinated with Gas and Electric Meter Shops) ○ Field meter equipment return (coordinated with Meter Test Shop) • Meter Procurement and Distribution (performed by central Procurement and Gas and Electric Meter Shops) • Electric Load Settlement (performed in Meter Data Services) • Electric Load Forecasting (performed in Energy Procurement) • Gas Supply Management – Transportation Customers served by Competitive Marketers (performed in Customer Choice team using TSA/EBB) • Gas Supply Management – Sales Customers served by the Company (performed in Gas Portfolio Management) • Meter Data Collection and Storage Systems (managed by Meter Data Services and IT) • Meter Data Distribution (managed by Meter Data Services)

Exhibit A

Transition Services

	<ul style="list-style-type: none">• Meter Data CAVEE (Collection, Associating, Validating, Editing, Estimating) (managed by Meter Data Services)• Scheduling and Dispatch (managed by a central team in the Gas Operations area)
Transition Period:	3-6 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

Exhibit A

Transition Services

XXX-CS: Customer Transformation

TSA ID:	0XX-CS
Service:	Customer Transformation
	<p>National Grid will continue to provide services for the Company in the same manner as prior to Completion . These services shall include:</p> <ul style="list-style-type: none">• Customer Plan and Performance: Manages performance and progress towards customer experience ambition for Customer Transformation portfolio<ul style="list-style-type: none">○ Develop and maintain Customer Strategic Business Plan with Customer VPs, Chief Customer Office○ Manage detailed integrated Transformational Roadmap to evolve our capabilities, solution set and processes to meet customer needs○ Coordinate funding strategy across Transformation Portfolio○ Governance of Transformation Portfolio performance○ Manages and report on operational performance, risk and assurance• E2E Process: Defines and delivers the future state of our core Customer E2E processes<ul style="list-style-type: none">○ Sets the future state for customer processes including L1 My Bill, My Energy Needs/Solutions○ Work with subject matter experts (SMEs) across the business and process teams to map “as-is” and “to-be” processes for customers○ Prioritizes opportunities for continuous improvement of CX and efficiency○ Develop, manage and cascade process health KPIs○ Work cross functionally to align customer processes with E2E teams• Digital Transformation: Delivers customer transformation digital programs

Exhibit A

Transition Services

	<ul style="list-style-type: none">○ Developing and implementing new digital solutions and enhancements to improve the customer and employee experience and reduce Cost to Serve<ul style="list-style-type: none">▪ Enhancing and managing development needs for existing US self-service transaction portals▪ Delivery of Unified Web Portal for single US self-service transaction portal across all regions▪ Enhancements to existing AIMS IVR platform▪ On-boarding Third Party Vendor call centers to AIMS IVR platform.▪ Enhancements and further expansion for dedicated Large Commercial and Industrial self-service portal (My Business Account)● Change: Provides change management, training and communications expertise<ul style="list-style-type: none">○ Maintain center for customer business readiness capabilities○ Prepare employees for upcoming changes that will impact our customers and business○ Create, execute and measure change strategies that include communications, engagement and training plans○ Build and maintain strong relationships with communication partners and utilize various channels of engagement○ Manage the customer change network○ Deploys business readiness resources to transformation programs● Customer Data: Develops and manages customer domain data standards, management and architecture<ul style="list-style-type: none">○ Lead customer data strategy and maturity level data capabilities roadmap○ Implement data governance and data quality framework for the customer operations, including data KPIs
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Exhibit A

Transition Services

	<ul style="list-style-type: none">○ Works cross-functionally to ensure data management standards regarding security, accessibility, quality, standardization, and single-source are in alignment with National Grids Business Management Standards (BMS)○ Establish leadership data governance council and working council○ Support key program and project initiatives to achieve recommended architecture data design (MDM, Data Catalog, Data Quality, EDP, SFDC)○ Analyze business requirements and capabilities to assess and influence on data innovations such as advanced analytics, AI, ML capabilities○ Partner with IT to deliver new data management capabilities (e.g. Customer Data Management Platform) <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

Exhibit A

Transition Services

XXX-CS: Marketing and Growth

TSA ID:	XXX-CS
Service:	Marketing and Growth
Detail:	<p>National Grid will provide management consulting services and additional knowledge transfer to achieve the transition of Marketing and Growth activities. In addition, the Company will provide more comprehensive assistance with the following activities:</p> <ul style="list-style-type: none">▪ Evaluation, Measurement, and Verification (EM&V)<ul style="list-style-type: none">• 15-20 energy efficiency studies per year and at least one EV evaluation per year, are required by regulatory commitments. Seller will track and prepare the studies and evaluations ongoing at the time of the sale. Company will track, approve and file these studies and evaluations as necessary. All studies and evaluations started after the sale will be scoped, procured, and carried out by the Company.<ul style="list-style-type: none">○ Execute and report on evaluation studies of EE/DR programs○ Coordinate with oversight consultants regarding evaluation studies of EE/DR programs○ Maintain accurate energy savings and benefits calculations for EE/DR programs and Forward Capacity Market reporting○ Provide EM&V inputs to the annual EE/DR Plan, including savings and benefits factors, study results, and future studies○ Update Technical Reference Manual for EE/DR programs based on EM&V findings○ Execute and report on evaluation studies of EV programs <p><u>Service Exclusions: National Grid will largely transition these services on day 1.</u></p> <ul style="list-style-type: none">▪ Strategic Marketing<ul style="list-style-type: none">• Brand (e.g. events and sponsorships)

Exhibit A

Transition Services

	<ul style="list-style-type: none">• Digital (e.g. web, social medial, Next Door Pilot)• Product-specific (e.g. EE/DR, EVs, DER and Income Eligible)▪ Energy Innovation Hub▪ Commercial Portfolio Performance<ul style="list-style-type: none">• Internal Product Reporting<ul style="list-style-type: none">○ Detailed cost/savings tracking for energy efficiency “EE Scorecard”▪ Market Intelligence<ul style="list-style-type: none">• Electric Regulatory CSAT survey▪ Energy Efficiency/Demand Response (EE/DR)<ul style="list-style-type: none">• Strategy<ul style="list-style-type: none">○ Strategic decision-making and planning of energy efficiency portfolio for 20+ residential, low income and commercial programs.• Policy<ul style="list-style-type: none">○ Regulatory submission of all formal testimony, representation at technical sessions, and written documentation through discovery processes.○ External stakeholder management of energy efficiency business and policy with regulatory, state government, and other stakeholders, including, but not limited to, representing Company on the Energy Efficiency Resource Management Council (EERMC) and hosting the Company’s Technical Working Group (TWG) and Equity Working Group (EWG).• Planning & Reporting<ul style="list-style-type: none">○ External development of annual and 3 -year plans, including commitments around sales, goals, budgets, other strategic priorities, and the performance incentive mechanism.○ Reporting on all aspects committed to during the planning process.• Growth and Innovation<ul style="list-style-type: none">○ Product optimization, research and development of new cost-effective measures and services.
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Exhibit A

Transition Services

	<ul style="list-style-type: none">○ Execution of approved/committed to demonstrations, pilots and assessments.▪ Electric Vehicles (EVs)<ul style="list-style-type: none">○ Cross-functional coordination of in-market products: Make Ready, SmartCharge, Fleet Advisory▪ Distributed Energy Resources (DER)<ul style="list-style-type: none">○ Monitoring of Tesla EV storage/battery pilot○ Aquidneck Island Capacity Plan (non-infrastructure components)▪ Low and Moderate Income (LMI) Strategy<ul style="list-style-type: none">○ Discount rate data match with RI Department of Human Service (DHS) <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	6-12Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

SCHEDULE A

TRANSITION SERVICES

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SCHEDULE A
TRANSITION SERVICES

DRAFT LEGAL TSA – Energy Procurement

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105-EP: CLEAN ENERGY SUPPLY	14
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SCHEDULE A

TRANSITION SERVICES

101-EP: Gas and Electric Loading Forecasting

ID	101-EP
Service: Energy Procurement	Gas and Electric Load Forecasting
Detail:	<p>National Grid will make available its employees to provide Load Forecasting on behalf of the Company in a manner consistent with the provision of such services prior to Completion, including:</p> <ul style="list-style-type: none">● Determine daily and long-term electric requirements:<ul style="list-style-type: none">• Retail Sales Forecasting includes the following forecasts by company, revenue class, and rate code:<ul style="list-style-type: none">▪ 15-year ahead monthly forecasts▪ Pre- and Post-Distributed Energy Resources (DERs)• Supply Forecasting includes:<ul style="list-style-type: none">▪ For retail (customer) level:<ul style="list-style-type: none">● By zone and rate code● By revenue month and by calendar month● By retail (customer) level▪ For wholesale level:<ul style="list-style-type: none">● By zone and revenue class● By calendar month• Peak Forecasting includes:<ul style="list-style-type: none">▪ 15-years ahead for summer and winter▪ Hourly load profiles<ul style="list-style-type: none">● Peak day: summer and winter● Typical day: weekday and weekend by season● By scenarios:<ul style="list-style-type: none">○ Weather (normal, extreme, climate change)○ DERs, Base, High & Low● By: ISO Zone, Power Supply Areas (PSAs) and towns / counties as needed• Day Ahead Forecasting in the interval of one hour using weather forecast● Determine daily and long-term natural gas requirements:

SCHEDULE A

TRANSITION SERVICES

	<ul style="list-style-type: none">• Retail demand forecast – monthly forecast of customer load requirements for residential, commercial & industrial, and sales service and transportation services<ul style="list-style-type: none">▪ 10-years ahead at both company- and zip code-levels• Wholesale requirements forecast – daily forecast of customer load requirements at the city-gate. This forecast aligns the monthly retail demand forecast to the most recent 12 months. Forecasted under normal, design, and cold snap conditions<ul style="list-style-type: none">▪ 10-years ahead at both company- and zip code-levels• Compliance and Regulatory Support<ul style="list-style-type: none">• Develop, prepare and submit gas and electric demand forecasts, customer requirements forecasts, and contribute to gas supply plans that support cost of gas rate recovery filings.• Effectively manage state regulatory agencies by representing the Company in regulatory proceedings (e.g. annual Gas Cost Reconciliation (“GCR”), annual Long-Range Resource and Requirements Plan (“LRP”) dockets) through written filings, data request responses, and live testimony, and by representing the Company in day-to-day interaction with RIPUC and RI division; and by responding to directives from the regulators to modify the company's methodologies and approach to forecasting.• Prepare and file in a timely manner all periodic submissions as per PUC Rules.• Internal Budgeting and Planning Support. Provide a dedicated group of analysts to model and forecast electric and gas demand and customer requirements and assist in preparation of gas supply plans that satisfy those requirements in support of the company's revenue forecasting and budgeting function and the distribution system planning functions. Modeling and forecasting include the following activities:<ul style="list-style-type: none">• Database Management - Obtain all internal and external data, and maintain the appropriate data bases used in the analysis and effort to build the forecast models
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SCHEDULE A
TRANSITION SERVICES

	<ul style="list-style-type: none">• Model Development - Build the statistical models that are used to forecast demand by customer class and rate class and customer requirements for the system as a whole• Data Analysis - Analyze the results of the demand forecasts and customer requirements forecasts against actual performance to test the accuracy of the models and the forecast methodologies• Internal Interface – Provide timely peak day customer requirements forecasts to distribution system planning (electric – Distribution Planning and Asset Management, gas – Gas Asset Management) so they can prepare system plans and capital budgets that meet current demand and projected growth. Provide timely customer requirements forecast and gas supply plans to gas procurement and contracting so they can contract for needed upstream pipeline and storage capacity, and gas supplies• Internal Interface – Respond to internal inquiries for data and ad hoc analysis on historical data and forecasts in support of various departments <p>Service Exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

SCHEDULE A
TRANSITION SERVICES

102-EP: Gas Procurement Services - General

ID	102-EP
Service: Energy Procurement	Gas Procurement Services - General
Detail:	<p>National Grid will provide the following gas procurement services in a manner consistent with the provision of such services prior to Completion: These services shall include:</p> <ul style="list-style-type: none">• Gas supply planning according to long-term and short-term, peak hour, and other gas supply planning criteria including design weather;• Pipeline and upstream capacity (transportation and storage requirements)• LNG delivery and transportation requirements, commodity procurement (including determination of base load purchases by pipeline, swing purchases by pipeline, storage injections/withdrawals, purchases for LNG liquefaction);• Strategy development;• RFP solicitation and evaluation;• Internal plan development and documentation/transaction approval;• Gas contracting (e.g. NAESBs and interstate pipelines):<ul style="list-style-type: none">○ Acquisition of long-term supply and pipeline capacity○ Assist in federal regulatory proceedings○ Managing asset management agreements○ LNG:<ul style="list-style-type: none">▪ Vetting and approving potential LNG suppliers▪ Development of bids and bid evaluation criteria▪ Contracting for product and transportation (portable and non-portable) storage and portable storage equipment, and liquefaction and vaporization• Procurement and capacity modelling and other analyses;• Internal and external reporting;• Support state and federal regulatory filings compliance;• Support middle- and back-offices relating to accounting; credit support and analysis

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	<ul style="list-style-type: none">• Provide informal training to employees of the Company with respect to any of the gas procurement services described in this section, to the extent reasonably requested <p>Service exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

SCHEDULE A

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103A-EP: Energy Transactions (Physical Transactions)

ID	103A-EP
Service: Energy Procurement	Energy Transactions (Physical Transactions)
Detail:	<p>National Grid will make available its employees to support the Company's Energy Transactions (Physical) programs in a manner consistent with the provision of such services prior to Closing, including:</p> <ul style="list-style-type: none">• Physical transactions include<ul style="list-style-type: none">• Execute supply plan (daily and short-term) based on demand outlook.• Purchase monthly base load and daily spot natural gas supply to meet gas customer requirements.• Exercise supply calls pursuant to Asset Management Arrangements and long-term supply options.• Carry out scheduling of physical transactions so that Gas is scheduled for delivery from point of purchase and nominated/delivered to the Company's city-gate, gas storage facility and/or to the point of sale (off-system).• Record physical transactions, interstate pipeline capacity release activities required for system supply optimization.• Capture all commodity transactions in National Grid's gas trading system (currently Horizons) each day prior to close of business.• Support retail access program including execution of capacity releases and storage inventory transfers• Optimization Services include<ul style="list-style-type: none">• Determination of base load purchases by pipeline and swing purchases by pipeline, storage injections/withdrawals, and any off-system sales of gas either for optimization or load balancing; dispatch; analysis• lop monthly plan to include establishing a proxy (index) to optimize against and breakeven points to trade• Trade physical gas daily to capture cost savings vs index

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	<ul style="list-style-type: none">• Identify and execute arbitrage opportunities based on locational (basis) spreads and time (e.g., summer vs. winter), including physical and financial (hedging) transactions• Release temporarily un-needed transportation capacity via pipeline Electronic Bulletin Boards during non-peak periods.• Design and execute Asset Management Arrangements with third party managers to solicit competitively priced management fees.• Internal and external reporting <ul style="list-style-type: none">• Support middle- and back-offices relating to accounting; credit support and analysis <p>Service Exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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103B-EP: Energy Transactions (Financial)

ID	103B-EP
Service: Energy Procurement	Energy Transactions (Financial)
Detail:	<p>National Grid will make available its employees to support the Company's Energy Transactions (Financial) programs in a manner consistent with the provision of such services prior to Completion, including:</p> <ul style="list-style-type: none">• Financial Transactions include.<ul style="list-style-type: none">• Financial hedging planning (volatility mitigation hedge plan) and transaction activities for natural gas supply (includes optimization and storage activities other than volatility hedge planning);• Determination and calculation of incentives under any regulatory program;• Support management of regulatory agencies and support the Company in regulatory proceedings through written filings, data request responses, and live testimony; analysis; internal and external reporting• Execute Gas Price Volatility Management Program pursuant to Plan approved by Approved Gas Volatility Program.• Financial hedges conducted pursuant to ISDA agreements between Narragansett Electric Company's existing counterparties.• Capture all transactions in National Grid's gas trading system (currently Horizon) each day prior to close of business.• Through knowledge transfer, National Grid will provide informal training to employees of the Company with respect to any of the gas procurement services described in this section, to the extent reasonably requested <p>Service exclusions:</p>

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	<ul style="list-style-type: none">Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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104-EP: Retail Choice Programs

ID	104-EP
Service: Energy Procurement	Retail Choice Programs
	<p>National Grid shall make available to the Company its personnel for providing support in relation to the retail choice programs, in particular the following:</p> <ul style="list-style-type: none">• Managing and administering large and small volume retail choice programs;• Tracking, confirming, and monitoring gas deliveries by marketers, including:<ul style="list-style-type: none">○ Calculation and transmittal of delivery requirements○ Monitoring of third-party deliveries to maintain tariff compliance○ Balancing and billing of third-party gas deliveries○ Balancing service for daily metered customers• Billing for daily metered customer imbalances Approving marketers• Regulatory, compliance, and legal support;• Billing marketers for penalties (i.e., storage and peak);• Determination of pipeline capacity requirement and release of capacity for retail choice customers including calculation of storage and peaking requirements for third party suppliers• Interaction with customers and marketers to the extent not provided by other TSAs, such as “Call Center Operations”; analysis; internal and external reporting. <p>Service exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months

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Fee:	
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Company Service Representative:	

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105-EP: Clean Energy Supply

ID	105-EP
Service: Energy Procurement	Long Term Clean Energy Supply
	<p>National Grid shall make available to the Company its personnel for providing support in relation to clean energy supply, in particular the following:</p> <p>Long-term contracts</p> <ul style="list-style-type: none">• Development and filing of long-term clean energy Request for Proposals (RFPs) (annual to meet Long Term Contracting Standard requirement, or voluntarily as agreed to by company)• Evaluation and selection of winning bidder(s) in RFP process• Contract negotiation and contract filing• Pre-COD contract administration, track existing contract project progress• General contract administration (estoppels, assignments, change in control) <p>Market Base Rate</p> <ul style="list-style-type: none">• Triannual Filing• FERC Monthly Filing <p>Renewable Energy (RE) Growth Program</p> <ul style="list-style-type: none">• Open Enrollment - assist in generating the tri-annual regrowth solicitations. Assist in generating new rules and tariff changes and incorporating them into solicitations. Update websites for bidding process. Evaluation.• Administration - filing RE Growth projects with the PUC. Issue certificate of eligibility to developer when PUC approves solicitation to start developing. <p>Service exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p>

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	<ul style="list-style-type: none">● Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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106-EP: Electric Procurement

ID	106-EP
Service: Energy Procurement	Electric Procurement
	<p>National Grid shall make available to the Company its personnel for providing support in relation to electric procurement energy supply, in particular the following:</p> <p>Last Resort Service (LRS)</p> <ul style="list-style-type: none">• LRS Procurement Plan submission to Rhode Island PUC• Request for Proposals (RFPs) posted through National Grid's website<ul style="list-style-type: none">○ Quarterly RFP filings○ Rate hearings and discovery (data requests by PUC and Division)• Daily load bidding utilizing forecasts provided by the Advance Data Analytics Team• Load bidding spot market analysis for quarterly NE pricing informational filing• Generate Master Power Agreement contracts and amendments• Model the Capacity Risk Premium (CRP) estimate for PUC requirement quarterly• Annual Retail Rate Filing (ARRF) to include CRP results, analysis on under/over recovery of LRS costs, rate hearings, and discovery• Municipal Aggregations to be included in LRS plans• Annual ICAP Tag and Load Forecast analysis and review <p>Renewable Energy Certificates (RECs)</p> <ul style="list-style-type: none">• Annual compliance filing (July) to demonstrate RECs meet Renewable Energy Standard (RES): existing and new RECs• Annual Procurement Plan submission to PUC• Purchase existing RECs in at least 2 RFPs; execute Certificate Purchase Agreement (CPA) for transactions• Sell Rhode Island New RECs quarterly through Request for Bids (RFBs) and brokers; execute Master Certificate Sales Agreements

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	<ul style="list-style-type: none">• Receive and deliver RECs through NEPOOL-GIS; coordinate with Back Office for invoice for payment or receipt• GreenUp Program – allowing LRS customers to choose renewable energy supplier; GreenUp supplier delivers RECs to NECO.<ul style="list-style-type: none">○ Manage GreenUp REC inventory○ Determine REC quantity requirements per supplier based on customer load○ Accept RECs into appropriate NEPOOL subaccount○ Provide quarterly REC data report to GreenUp suppliers○ RI SOS/LRS GreenUp state filings quarterly• Disclosure Labels<ul style="list-style-type: none">○ Quarterly filings of LRS customers' supply characteristics, which are calculated from RECs in the NEPOOL GIS account○ Work with Creative Market to generate labels• RES Charge – Submit annual (Feb) filing in coordination with NE Pricing to determine the cost to comply with RES next year• Generate quarterly internal accounting reports <p>Power Purchase Agreements (PPAs)</p> <ul style="list-style-type: none">• Internal Bilateral Transactions (IBTs) to deliver hourly energy revenue to NECO's ISO account. Confirm every 6-months and more frequently during resettlement• Semi-annual Long-Term Contract Renewable Energy Recovery Factor filings to recover the above market costs of PPAs. Requires coordination with NE Pricing and typically discovery questions from PUC• Forward Certificate Transfers (FCTs) and other REC deliveries in NEPOOL-GIS. For NECO's accounts, RECs are automatically deposited. For other accounts, RECs are delivered manually or through FCTs• Establish quarterly REC transfer prices for RECs used by LRS. REC transfer prices are the REC sales price paid by LRS customers• Orbit PPA – NECO uploads emissions data to NEPOOL-GIS to mint RECs
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	<p>Renewable Energy (RE) Growth Program</p> <ul style="list-style-type: none">• Register RE Growth assets to NEPOOL-GIS account as Rhode Island New REC, once approved by PUC• Quarterly estimate of aggregation RECs based on nameplate capacity• Provide inputs to NE Pricing’s annual RE Growth filings• Support various projects regarding ISO energy settlements, etc.• Establish quarterly REC transfer prices for RECs used by LRS. REC transfer prices are the REC sales price paid by LRS customers <p>Qualifying Facilities</p> <ul style="list-style-type: none">• Maintain existing qualifying facilities, update Adapt 2 for quarterly LRS price changes• Manage Capacity Supply Obligations if necessary <p>Irregular requirements</p> <ul style="list-style-type: none">• Provide support that is required on an irregular basis for:<ul style="list-style-type: none">○ regulatory purposes,○ one-off projects regarding Virtual Net Metering energy settlement,○ internal reporting, and○ risk committee strategies• Security Administrators for NECO with the ISO. Approve digital certificates used by employees to access ISO applications. Work with auditors annually to show there are controls in place, etc. <p>Service exclusions:</p> <ul style="list-style-type: none">• Exclusions will be shared as they are identified as part of the service definition and refinement process underway <p>Bundled services:</p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	

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Seller Service Representative:	
Company Service Representative:	

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This Transitional Service Agreement ('TSA') has been prepared by National Grid USA (the "Company") for the exclusive use of the party to whom the Company delivers this document (the "Recipient"). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and the Company, the Company does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of the Company.

Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. The Company expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and the Company has no obligation to update such information, including in the event that such information becomes inaccurate.

This Transitional Service Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Transitional Service Agreement does not purport to be all-inclusive or to contain all of the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to 'bundle' services where required for operational purposes e.g. where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Transitional Service Agreement contains material, non-public information concerning the Company and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among the Company, National Grid plc and PPL Corporation. The Recipient acknowledges that the Company considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

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085-GO: Gas Engineering

TSA ID	085-GO
Service: Gas Operations	Gas Engineering
Detail:	<p>1) Maintenance Engineering and Technical Services</p> <p>National Grid will provide unplanned repair, emergency maintenance, inspections and technical support services at the request and direction of the Company, in particular:</p> <ul style="list-style-type: none">● Assessment of equipment performance issues● Identification and evaluation of repair options● Development of repair replacement work scope● Recommendations of materials supplies and third-party services to effectively complete repairs or maintenance● Provide personnel, tools and equipment to perform the requested unplanned repair and emergency maintenance services● Provide supervision of respective staff performing the activities● Provide technical advice to address issues identified during the execution of the work requested● Provide technical and procurement advice with regard to sparing of station equipment● Develop and submit mandated regulatory reports as needed throughout the year <p>2) Gas Engineering and Design</p> <p>The Seller will make available its employees to provide the following gas engineering and design functions in a manner consistent with the provision of such services prior to Completion:</p>

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	<ul style="list-style-type: none">• Engineering and design large-scale complex (e.g., non-standard) projects (e.g. new and refurbished regulator stations, new and refurbished take/gate stations, LNG,, and new and modifications to transmission pipelines (operating over 125 psig))• Engineering and design for gas main replacement growth and non-complex (standard) projects (i.e., main and service replacement, reliability, and reinforcement)• Coordinate gas infrastructure replacements associated with state and municipal agency work plans (i.e., public works)• Professional Engineering review of designs and stamping• Implement QA/QC of all engineering designs and specifications prior to field execution• Provide oversight to engineering consulting firms• Provide Traceable Verifiable Complete (“TVC”) assurance and documentation for pressure regulating and transmission assets• Create job package, estimate, material ordering, confirmation, work order creation, invoice and closing• Perform administrative duties such as requesting permits, coordination between internal and external stakeholders, etc.• Training of new and existing employees for Instrumentation and Regulation. <p>3) Maps and Records</p> <p>National Grid will provide GIS/mapping (ESRI) and records services in a manner consistent with the support provided prior to Completion, in particular:</p> <ul style="list-style-type: none">• Main location verification and plotting• Enter service record data into SPIPE database.
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	<ul style="list-style-type: none">● Scan all field records for retrieval through a document management system● Track and process data corrections● Track and process external requests● File and archive all records● Data validation through data governance team (e.g., Synergi Gas)● Field work (e.g. confirm land base for plotting main)● Maintain and provide Ortho photos through online services● Maintain and provide Link to Leak Management System (LMS) to display geocoded leaks● Ensure availability of all associated updated records <p>4. Right of Way (ROW) Engineering Evaluation</p> <p>National Grid will provide engineering support to evaluate and perform analysis on pipeline assets that run in parallel along a shared Right of Way with high voltage electric transmission line, in particular:</p> <ul style="list-style-type: none">● Evaluate and confirm physical aspects of ROW such as “as-built” drawings, pipe mark outs and test holes (when necessary), length of parallel corridor, soil structure.● Pipeline information such as buried depth, wall thickness, coating, diameter, blow off locations, cathodic protection system, etc.● Powerline information such as estimated peak loads and fault current, structure grounding systems, conductor height etc. <p>Conduct engineering analysis to assess, for example, appropriate separation distances, power arcing, physical loading impacts on existing pipelines.</p> <p><u>Exclusions</u></p>
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	Exclusions will be shared as they are identified as part of the service definition and refinement process underway <u>Bundling</u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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086-GO: Gas Asset Management Services

ID	086-GO
Service: Gas Operations	Gas Asset Management Services
Detail:	<p>1) Gas System Strategic Planning: National Grid will make available its employees to provide the following Gas System Strategic Planning functions in a manner consistent with the provision of such services prior to Completion:</p> <ul style="list-style-type: none">● System modeling of Rhode Island Gas System and development of reinforcement and reliability strategy● Review and analyze customer prospects that meet the hourly load threshold (1 dth for low pressure and 2 dth for elevated pressure) ensure gas system infrastructure can support increased load● Identify and manage system programs (i.e. primary valves, critical mains, model build, etc.) and provide main sizing.● Provide recommended isolation points, pressure monitoring points, shutdown procedures and customer list in the event of an outage.● Create annual winter operations report and provide Winter Performance/Model Verification Report. Identify reinforcement and reliability projects.● Conduct SOP analysis and respond to operational issues● Support of gas system supply needs● Support of the Non-Pipe Alternative (NPA) analysis process <p>2) Distribution Asset Management and Engineering: National Grid will make available its employees to provide the following System Integrity, Engineering Design & Asset Replacement functions in a manner consistent with the provision of such services prior to Completion:</p>

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	<ul style="list-style-type: none">● Evaluate, identify and prioritize gas main replacement program; develop fiscal year plan (list of replacement candidates)● Manage system integrity programs – Manage (including initiation) necessary inspections, maintenance, and replacement work to remain within integrity management requirements of Distribution Integrity Management Program (DIMP)● Manage connection equipment asset strategy● Manage and maintain asset data including leak data to enable risk-based asset investment strategy● Develop annual DIMP report and PHMSA DOT report for distribution assets● Maintain gas distribution asset risk register● Develop overall distribution pipeline proactive replacement workplan <p>3) Gas Transmission / Pressure Regulation / LNG / Asset Management & Engineering: National Grid will make available its employees to provide the following Gas Transmission / Pressure Regulation / LNG / functions in a manner consistent with the provision of such services prior to completion Transmission programs – Manage (including initiation) necessary inspections, maintenance, and replacement work to remain within integrity management requirements of Transmission Integrity Management Program (TIMP)</p> <ul style="list-style-type: none">● Pressure Regulation Facilities programs – Manage (including initiation) necessary inspections, maintenance, and replacement work to remain within integrity management plan and code requirements● LNG program – Manage the asset health of the LNG facilities and initiate projects to maintain compliance and modernize the facilities
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	<ul style="list-style-type: none">● Manage and maintain Instrumentation & Regulation data to enable risk-based asset investment strategy● Risk ranking and evaluation of assets inclusive of pressure regulation facilities, transmission, LNG assets <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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087-GO: Resource Management, Investment Planning and Dispatching

ID	087-GO
Service: Gas Operations	Resource Management, Investment Planning and Dispatching
Detail:	<p>1) Resource Management – Work Support / Schedule & Coordination</p> <p>National Grid will provide the following gas support services in a manner consistent with the provision of such services prior to Completion:</p> <ul style="list-style-type: none">• Manage DigSafe permits• Work completion (casbuilt)• Prepare permit applications• Town contact (administrative)• Assembly and verification of work packages provided by engineering.• Initiate work• Update / downgrade leaks• Create work orders• Support Re-Dig Program• Schedule Gas Operations, Contractors, and CMS resources and work• Manage resource availability for electric CMS, gas CMS, and Gas Operations by work segmented within a yard (e.g. customer appointment availability, mandated work, capacity)• Work Support – payroll for union employees, invoices, and general clerical tasks

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	<p>2) Resource Planning</p> <ul style="list-style-type: none">● Provide annual workplan for all construction, maintenance, and customer meter services work● Track performance of plan against the annual workplan, including units of work, financial analysis● Provide local resource planning at the yard level (i.e. yard planning activities) to match workplan requirements against resource capacity● Perform in-year capital portfolio management through ZVM, PCM and Capital deep dives● Provide transparency to progress against plan through weekly/monthly reporting cadence● Management of OpEx portfolio <p>3) Investment Planning</p> <p>National Grid will provide the Company with network strategy support, including engineering, planning and management for major maintenance projects, in particular:</p> <ul style="list-style-type: none">● Leads development of five-year capex and asset management plan; assist with asset strategy and planning recommendations. Requires close coordination with Asset Management, COO and Finance.● Provide annual capital investment plan to support regulatory, growth, public works, mandated and reliability work requirements● Oversee preparation, including coordination with project sponsors, of project sanction papers, closure papers and monitoring project delegation of authority.● Provide portfolio analytics support including refreshing five-year capex plan based on current monthly forecasts that impact
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	<p>current and future years, long term resource planning, support gas business with rate case analytic support, development of Opex investment plan, etc.</p> <ul style="list-style-type: none">● Regulatory project management lead for developing the annual gas Infrastructure Safety and Reliability (ISR) plan filing, annual ISR reconciliation filing and quarterly ISR reporting to the Rhode Island (“RI”) PUC. Includes consultation with the Division, and litigation of final plan before the PUC. Cross functional coordination with Regulatory, Gas Operations, Asset Management, and Finance for all ISR plan matters. Lead process for gas business responses to ISR/capital plan record requests and facilitate and arrange meeting with Division staff and company personnel as needed.● Gas Operations controls support of work order closeout life cycle. Includes reviews of inactive work orders, timely in-service reviews, research and remediation of unitization errors. Support requires coordination with Engineering, Asset Management, Gas Operations, Resource Management and Plant Accounting.● Regulatory project management lead for the annual gas Service Quality filing, and quarterly gas Service Quality reporting to the RI PUC. Includes cross functional coordination with Regulatory, Gas Operations, Asset Management <p>4) Dispatching</p> <p>National Grid will provide dispatch and scheduling functions for the Company’s field crews in a manner consistent with the support provided prior to Completion, in particular:</p> <ul style="list-style-type: none">● Dispatching of all emergency (gas) and non-emergency (Gas and Electric) customer meter services work orders and gas field operations emergencies● Creation of gas field operations (GFO) emergency leak repair work orders
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	<ul style="list-style-type: none">● Scheduling and assignment of Gas and Electric non-emergency customer meter services work orders● Monitoring and optimization of customer meter services daily workload and resource needs (e.g. appointments, leak calls)● Receive and dispatch emergency DigSafe requests● Compliance with PUC Emergency Response requirements● Gas Emergency notifications to local fire, police and municipal officials.● Dispatching and scheduling of Account Maintenance Operations (AMO) work I.e. advanced consumption, Long Term Estimate (LTE), non-registering meters etc and collections work● Load building of work. Final work assignment to resources prior to commencement of day. Call out of personnel as required for emergency gas response● Regulatory and compliance reporting to the Division● Manage intraday absenteeism and associated resources● Oversee and report encroachments during off-hours● Operational Reporting (emergency response, appts kept etc)● Dispatch training● Cross functional training of gas/electric roles <p>5) Performance Reporting</p> <ul style="list-style-type: none">● Development and support on operational performance reporting (supporting field operations leadership)
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	<ul style="list-style-type: none">● Liaison between Finance and Operations to ensure accuracy of Opex vs. Capex reporting and charging● Performance analytics and support resolution of root cause issues <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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088-GO: Gas Complex Capital Construction Services

ID	088-GO
Service: Gas Operations	Gas Complex Capital Construction Services
Detail:	<p>National Grid will make available its employees to provide the following Gas Complex Capital Construction Services in a manner consistent with the provision of such services prior to Completion</p> <p>1) Complex Construction Oversight activities, including:</p> <ul style="list-style-type: none">• Field Supervision of complex projects to ensure safety, quality & compliance with Company procedures• Documentation of all field work activities• Change Order Review with Project Management and Contract Management• Contractor onboarding activities to ensure that the workers are trained, qualified and licensed to perform work in accordance with the design, specifications and work procedures <p>2) Project Management activities, including:</p> <ul style="list-style-type: none">• Hold overall accountability for project delivery, including managing scope, schedule and budget.• Coordinate weekly project update meetings with internal stakeholders and contractors to drive performance• Manage KPI and project reporting• Conduct project administration, forecasting and accounting coordination

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	<ul style="list-style-type: none">• Cost management and reporting• Project filing, recordkeeping and document management• Project close out <p>3) Contract Management activities, including:</p> <ul style="list-style-type: none">• Support to Complex, Non-Complex, and Engineering Master Service Agreement (MSA) contracts• Manage post award relationship with the contractors. Create single voice of the customer with our contractors.• Contract interpretation and enforcement• Second Line Assurance to Gas Programs Invoicing on Framework Contracts; metrics analysis for error identification, value leakage, efficient use of contracts.• Perform Framework contract Unit Library maintenance• Negotiate and changes on existing contracts.• Dispute, Claims, Change Order resolution and escalation.• Review and negotiate change orders.• Provide analysis and determine culpability on claims and disputes.• Liaise with the Company's internal legal.• Manage escalated noncompliance and performance issues.• Conduct monthly performance reviews with Non-Complex contractors
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	<ul style="list-style-type: none">• Contractor Performance Monitoring• KPIs and Performance Dashboards• Hold contractors accountable to their commitments to Gas Program work for fiscal year planning and in-year levels• Performance Improvement Plans (PiPs) <p>4) Major Permits and Stakeholder activities, including:</p> <ul style="list-style-type: none">• Plan, manage and execute project outreach• Develop and deploy proactive stakeholder engagement tactics to mitigate risks• Host public meetings and “open houses” conducted as part of public/regulatory engagement• Coordinate the development of applications for state siting approvals (e.g. Energy Facility Siting Board)• Provide counsel on siting jurisdiction, schedule, and strategy• Assist with responses to regulatory requests for information, including- “discovery” (i.e. data requests)• Identifying issues that may be of concern to regulators/permitting bodies and developing strategies to address them• Maintain compliance with regulatory requirements in relation to siting and outreach <p>5) Project Controls and Compliance Execution activities, including:</p> <p>Project Controls key activities:</p>
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SCHEDULE A
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	<ul style="list-style-type: none">• Complex Gas Project Scheduling, monthly update of milestones and activities• Complex Gas Project Forecasting, Project Management and Project Development; monthly updates of actuals and forecast• Update annual fiscal year Budget• Assist with rectifying mischarges• Data Analytics and Reporting for both scheduling and forecasting to measure/manage risk and data quality• Performance Metrics and KPI's for Compliance Execution <p>Compliance Execution key activities:</p> <ul style="list-style-type: none">• Compliance, safety and performance reporting – KPIs/KRIs• Continuous improvement initiatives – efficiency and effectiveness management• Data analytics; maintain risk registers, training plans, business continuity plans, safety plans and audit actions• Coordinate performance hubs to align with objectives <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
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SCHEDULE A
TRANSITION SERVICES

	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

SCHEDULE A
TRANSITION SERVICES

089-GO: Pipeline Safety and Compliance

ID	089-GO
Service: Gas Operations	Pipeline Safety and Compliance
Detail:	<p>1) Quality / Compliance Assurance & Continuous Improvement</p> <p>National Grid will provide resources and program management for the following Quality Assurance programs in a manner consistent with the provision of such services prior to Completion:</p> <ul style="list-style-type: none">• Quality inspections/assessments for Company and contractor field work• Assurance activities for select compliance records.• Incident Investigation Oversight for Pipeline Safety incidents• Manage engagement with state regulators, coordinate and facilitate audits, respond to regulatory inquiries and compliance reporting.• Management of Annual Re-dig Program <p>2) Work Methods and Standards</p> <p>National Grid will make available its employees to support the Company's Codes and Standards functions in a manner consistent with the provision of such services prior to Completion:</p> <ul style="list-style-type: none">• Develop, manage, maintain and issue Operating and Maintenance (O&M) and Emergency manuals and work method procedures• Monitor applicable regulations to ensure timely updates of manuals and procedures• Maintain standards and policies to ensure that all activities comply with state and federal regulations

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	<ul style="list-style-type: none">• Equipment and Pipe Quality Control services (MEQIP – Material and Equipment Quality Inspection Program) <p>)3) Pipeline Safety Management Programs (PSMS)</p> <ul style="list-style-type: none">• The Seller will drive maturity of PSMS, deliver pipeline safety risk and assurance and stakeholder engagement activities.• Operator Qualification Testing Program Management – includes managing relationships with regulators, keeping records of operator qualifications, and managing OQ testing with the Learning Management System (LMS) and ITSAPI 1173 Management and Implementation including performance reporting.• Stakeholder Engagement / Public Awareness Program including first responder training.• Pipeline Safety Risk Register Management and Control Testing• Implement and execute gas risk and assurance plans and improvement actions. <p>4) Pipeline Safety Compliance Performance Oversight</p> <ul style="list-style-type: none">• National Grid will provide end to end oversight of compliance program performance, performance reporting, regulatory requirements MOC process delivery• Compliance category oversight and end to end performance tracking• Pipeline safety and compliance program performance reporting• Regulatory requirement MOC process delivery• Execution of Compliance Operating Model Framework strategy• Coordinate with federal and state regulators to manage all federal and state mandated programs and other interactions between the Company and regulators
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	<ul style="list-style-type: none">• Assist the Company to respond to inquiries from regulators• Manage and track all regulatory reporting requirements to ensure full compliance <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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090-GO: Mandated Programs including Leak Survey Support

ID	090-GO
Service: Gas Operations	Mandated Programs including leak survey support
Detail:	<p>National Grid will provide management and oversight for mandated programs of the Company, including overseeing compliance of the Leak Survey Process. National Grid shall also manage both internal and external (contractors)/ resources to perform the following services:</p> <ul style="list-style-type: none">• Meter Change Programs Associated Survey of atmospheric corrosion• Inside Service inspection program• Meter Protection Program• Inactive service program and primary valve inspection oversight• Leak Survey Program• Cast Iron encroachment program.• Leak surveillance / Recheck of existing leaks• Mobile Survey• Walking Survey• Business district / building survey• Winter patrol – (handled locally) <p>Corrosion Control and Engineering</p> <p>The Seller will manage the Corrosion Control program for the Company, monitoring and regularly inspecting systems with cathodic protection; and issuing and tracking associated work orders:</p>

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	<ul style="list-style-type: none">● Provide Corrosion Control resources, materials, program support and management, in particular,<ul style="list-style-type: none">○ Pipeline Testing (Mains, Services, Rectifiers)○ Manage and maintain corrosion data to enable risk-based asset management strategy.○ Work orders generation and management○ Corrosion Control for main attributes○ Corrosion Control for service attributes○ Corrosion Control system design and installation <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway.</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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091-GO: Gas Control Center Operations

ID	091-GO
Service: Gas Operations	Gas Control Center Operations
Detail:	<p>National Grid will provide gas system control, monitoring and management services in a manner consistent with the support provided to the Company prior to Completion. This will include use of any gas control dispatch systems used by the Company prior to Completion. Specifically, National Grid agrees to assist the Company with the following activities:</p> <ul style="list-style-type: none">● Monitor Gas System Operation; operate and manage the gas system to meet supply contracts, respond to abnormal operating conditions and manage alarms● Prepare gas day with supply, close out gas day● Confirm gas nominations to the city gate● Manage system operating procedures (SOP) program● Dispatch LNG to meet system supply needs● Manage LNG trucking to maintain inventory at plants● Daily and monthly balancing of transportation● Training, compliance and control room management● Support Control Room Management (CRM) audit from PHMSA and state regulators.● Maintain all non-SCADA gas control programs. <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p>

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	<u><i>Bundling</i></u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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092A-GO: LNG Operations

ID	092A-GO
Service: Gas Operations	LNG Operations
Detail:	<p>National Grid will provide operations, engineering, compliance and technical support for LNG Operations, in particular:</p> <ul style="list-style-type: none">• LNG Portable Pipeline operations including mobilization of equipment and physical connections to gas systems to support peak shaving and offseason needs during pipeline maintenance.• LNG Plant Operations and Maintenance operations such as boil off management, tank filling, calibrations, inspections, maintenance and vaporization,• Backoffice support including record keeping for plant preventive maintenance, operator training, plant drills, scheduling fire school training and regulatory inspection support including periodic and pre-inspection record keeping audits. LNG Engineering• LNG Compliance and Training<ul style="list-style-type: none">• Personnel training to meet compliance requirements (training towards “Fully Qualified Operator” status allowing employees to operate and perform maintenance functions in the plants)• Develop and maintain operating procedures and plans that comply with code requirements.• <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway.</p>

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	<u><i>Bundling</i></u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway. Support new compliance programs, code changes, plant inspections, and unplanned minor engineering functions.
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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093-GO: Gas Meter Operations/Meter Shop

ID	093-GO
Service: Gas Operations	Gas Meter Operations/Meter Shop
Detail:	<p>National Grid's personnel/meter shop will continue to provide the Company in a manner consistent with the provision of services prior to Completion, including:</p> <ul style="list-style-type: none">• Administration of Division mandated meter programs• Delivery and pick up of meters, ERTs and metering instrumentation components for the Company's three gas operating locations• In-shop meter testing• Meter refurbishment and ERT replacement• Procurement of meters, ERTs and metering instrumentation• Receipt of meters and ERTs• New product evaluation• Installation, annual calibration and repair of correctors and pulsars• Large C/I Meter ERT replacement• Installation and repair of telemetering devices• In-field fixed factor meter inspections (Annual)• In-field billing investigations and inquiries• In-field spin testing• Turbine meter maintenance in shop <p><u>Exclusions</u></p>

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	Exclusions will be shared as they are identified as part of the service definition and refinement process underway <u>Bundling</u> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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094-GO: Customer Meter Support

ID	094-GO
Service: Gas Operations	Customer Meter Support
Detail:	<p>The Seller will make available its employees to provide customer meter support in a manner consistent with the provision of such services prior to Completion:</p> <p>Collections</p> <ul style="list-style-type: none">● Create and track collection work orders● Cross meter work orders● Long term estimates● Creates quarterly and year end reports to be delivered to PUC● Follows up with/ PUC requests for additional info● Local clerical support<ul style="list-style-type: none">• Reconcile field collections receipts• Time entry• Local work dispatching• Provide information to field workers• Local productivity/meter reading reports• Coordinate customer letters, phone calls and appointments• Maintain complex metering files• Maintain in service meter inventory● Local Work Orders

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	<ul style="list-style-type: none">• Create Daily Customer Work Orders• Down/Up Load Work (work order system)• Provide productivity Reports <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	
Seller Service Representative:	
Company Service Representative:	

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095-GO: Technical Training

ID	095-GO
Service: Gas Operations	Technical Training
Detail:	<p>The Seller, through its Learning & Development organization, will provide technical training services for the Company's field personnel, in support of the Company consistent with the support provided prior to the Transition Period, including:</p> <ul style="list-style-type: none">• Customer Meter Services (CMS Gas) and Gas Field Operations (GFO) progression schools for new hires and existing hires.• Equipment training such as backhoe, hoisting and rigging, CDL, and forklifts• Operator Qualifications Annual Expert Training (AET) per 192 CFR DOT requirements. Manage vendor relationships for delivery of content and training <p>The Seller will also support the Company training programs to maintain compliance within the Seller's safety handbook</p> <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 Months
Fee:	

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Seller Service Representative:	
Company Service Representative:	

096-GO: Emergency Planning

TSA ID:	096-GO: Emergency Planning
Service Security	Emergency Planning

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Detail:	<p>While the operation is supported by the Seller's personnel, the Seller will continue to provide activities related to emergency planning and response for gas events. The events may be caused by storms, natural or human-made disasters, infrastructure damage or failure, or other events that cause disruption to the delivery of energy service to customers.</p> <p>Emergency Planning services shall include the provision of the following activities:</p> <ul style="list-style-type: none">• Gas Emergency Response Plan annual review, edits, and filing with local regulatory agencies• Assigning, training, and exercising Seller's employee Emergency Assignment Roles• Support of operation in Planning, Response, and Restoration Activities, in conjunction with Seller's operations personnel, during incident response, including:<ul style="list-style-type: none">o Establishing Incident Command Structureso Establishing Incident Action Planso Coordination of emergency operationso Mutual Assistance activities during incident response <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period	12 months
Fee:	[TBD]
Seller Service Representative	VP, Emergency Planning and Business Resiliency

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Company Service Representative	[Buyer to nominate]
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TRANSITION SERVICES

This Exhibit A to the draft Transition Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”),¹ National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

This Exhibit A to the draft Transition~~al~~ Services Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Exhibit A to the draft Transition Services Agreement does not purport to be all-inclusive or to contain all of the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle”² services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition~~al~~ Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

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DRAFT LEGAL TSA – Electric Operations and Engineering

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070-EO: Asset Management and Planning Transmission, Distribution and Substation

ID	070-EO
Service:	Asset Management and Planning Transmission, Distribution and Substation
Detail:	<p>National Grid will make available its employees to support and perform services related to the Company's electric distribution feeder, sub-transmission, substation, and transmission asset planning programs in a manner consistent with the provision of such services prior to Closing, in particular:</p> <ul style="list-style-type: none">• Execute all transmission planning activities (under State, FERC and NERC) including identification of work scope into Asset Management process, adherence and support of compliance requirements and analysis of new transmission interconnection requests• Execute all distribution planning responsibilities to support National Grid's planning process and procedures, regulatory requirement• Capacity planning review for feeders, transformers, and sub-transmission lines. Annual reviews and tactical studies will also be provided by National Grid, as requested• Address customer concerns for power quality, reliability reviews and other customer issues for feeders, transformers, sub-transmission lines, and transmission lines• Support the creation and management of area-based asset health, maintenance and vegetation strategies for targeted feeder, substation and transmission equipment• Provide asset, reliability and outage data to support the creation of Asset Management projects and programs• Support non-wires alternatives assessment and bid process• Review new load interconnection requests and recommend infrastructure reinforcement as needed. Support negotiations and management of agreements governing interconnections necessary for load customer to connect to transmission or distribution system• Conduct interconnection studies for new generation installed on distribution, sub-transmission, and

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	<p>transmission system and follow all established tariff processes to execute agreements and perform engineering and construction to accommodate the interconnection requests</p> <ul style="list-style-type: none">• Prepare proposed remediation solutions and investment grade estimates for planning initiatives and reliability reviews• Develop device control settings for line reclosers, line regulators and line capacitors• Support compliance audit activity and retain all applicable evidence for future audits• For processes identified above that result in any investment decisions or regulatory commitments, identification and recommendations should be consistent with Company's strategy and communicated to Company for approval per agreed upon governance structure• Provide support and continue to pursue state regulatory filings for Siting of lines and any required reporting.• Support permitting and licensing activities as needed to ensure compliance with all regulations.• Support existing as well as new Right of Way (ROW) requests, maintain and update ROW and Real Estate records, perform property outreach, due diligence investigations, maintain rental payments, and resolve landowner complaints. <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	

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Seller Service Representative	
Company Service Representative	

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071-EO: Maintenance Strategy Engineering and Technical Services

ID	071-EO
Service:	Maintenance Strategy Engineering and Technical Services
Detail:	<p>National Grid National Grid will make available its employees to support and perform services related to the Company's technical support services for emergency work on major substation electrical equipment, work methods, maintenance strategy and engineering related to transmission, distribution, and substation systems. Specifically, National Grid National Grid agrees to perform the following activities:</p> <p><u>Work Methods</u></p> <ul style="list-style-type: none">• Provide work methods of maintenance for Transmission, Substation, Distribution, Relay, and Telecom assets <p><u>Emergency Response & Repair</u></p> <ul style="list-style-type: none">• Provide technical support services for emergency work on Transmission, Substation, Distribution, and Telecom assets• Underground cable testing and fault finding• Provide Company option to purchase materials to repair vintage equipment if the material is not available in the marketplace <p><u>Maintenance Strategy and Engineering</u></p> <ul style="list-style-type: none">• Administration, management, and initiation of maintenance programs including but not limited to planned maintenance, inspections and corrective maintenance.• Provide assessment and interpretation of test results.• Create and manage equipment data repository and equipment risk criteria,• Develop and maintain data analytics capabilities and assess equipment performance issues• Identify and evaluate repair or replacement options and develop repair or replacement work scopes

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	<ul style="list-style-type: none">• Recommend materials, supplies and third-party services to effectively complete repairs or maintenance to the Company.• Provide recommendations on personnel, tools and equipment to perform the repair to the Company• Provide assistance with the oversight of Company's staff and third-party responders performing the activities• Provide technical advice to address issues identified during the execution of the work requested• Provide technical and procurement advice to the Company with regard to adequate sparing of OH, UG and Substation Equipment.• Perform asset field surveying activities and associated support required for asset maintenance and installations• Update/maintain as required Spill Prevention Control and Countermeasure (SPCC) Plans <p><u>Services</u></p> <ul style="list-style-type: none">• Perform Joint Ownership Pole and third party attachment billing.• Manage all aspects of Distribution & Transmission Third-Party Attachments (ILEC, CATV, CLEC, Wireless, 5G, Public/Private, etc.) - License Agreements, OH & UG Specifications/NESC requirements, Application process, Make-Ready Survey/Engineering/Construction/Permitting to meet FCC/PUC timelines, One-Touch Make-Ready/Self-Help, Cost-Causer Billing, Attachment Rate Calculations/Rental Billing process, Delinquent Invoices, etc.• Provide management and oversight of streetlight maintenance and engineering services, facilitate street municipal sales and inquiries, and respond to regulatory tracking and filings. <p><u>Exclusions</u></p>
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	<ul style="list-style-type: none">• The Company will be responsible for procuring the materials and executing the repairs and maintenance• Additional exclusions will be shared as they are identified as part of the service definition and refinement process underway <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	
Seller Service Representative	
Company Service Representative	

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072-EO: Electric Engineering and Design

ID	072-EO
Service:	Electric Engineering and Design
Detail:	<p>National Grid National Grid will make available its employees to support and perform for the Company the following engineering and design services in a manner consistent with the provision of such services prior Completion:</p> <p><u>Non-Complex</u></p> <ul style="list-style-type: none">• Project Engineering and Design (Field Work)• Project Engineering and Design (Central Design)• Distribution Control and Instrumentation Services• Telecom Engineering and Design Services to include private telecom networks (i.e., private fiber and point-to-point microwave, RF mesh, land-mobile radio), leased circuits/services, and telecom network interconnections with ISO NE, neighboring utilities• Power Quality Monitoring (in addition to simple voltage/current monitoring performed by Design)• General Engineering Supervision• Assist with property rights issues (non-legal)• Prepare permit applications (e.g. pole petition with town/city)• Assist with joint-use pole work and transfer requests <p><u>Complex</u></p> <ul style="list-style-type: none">• Transmission and Substation engineering and design• Distribution and Sub-transmission engineering and design• Protection and control systems engineering and design• Telecom engineering and design services• Material specification and ordering• Assist project management team in development of construction and outage timeline• Assist project management team with permitting support (e.g. explanation of need, explanation of scope, addressing

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	<p>questions that surface from external parties that are engineering related)</p> <ul style="list-style-type: none">• Assist project management team with municipal and agency support for construction• Develop device control settings for Transmission and Substation Distribution circuit breakers• Acceptance of facilities and commissioning <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	
Seller Service Representative	
Company Service Representative	

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073A-EO: Codes & Standards

ID	073A-EO
Service:	Codes & Standards
Detail:	<p>National Grid will make available its employees to support the Company's Codes and Standards functions in a manner consistent with the provision of such services prior to Closing :</p> <ul style="list-style-type: none">• To provide consultation for prior and current Seller Codes and Standards• To provide information on any in-progress or proposed Codes and Standards changes• To provide consultation as the Company updates or modifies codes and standards• To provide Standards support for in-flight and ongoing projects• Provide design philosophies, Storm hardening and best practices• Execute recurring tasks supporting industry standards compliance (NERC, TPL, PRC, CIP, etc) <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	
Seller Service Representative	
Company Service Representative	

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073B-EO: Electric Lab & Field Testing

ID	073B-EO
Service:	Electric Lab & Field Testing
Detail:	<p>National Grid will make available its employees to support and provide Electric Lab and testing services related to Rhode Island Transmission and Distribution system to the Company's functions in a manner consistent with the provision of such services prior to Completion for operational and regulatory requirements:</p> <p>Electric Lab and Field Testing</p> <ul style="list-style-type: none">• Meter Standards and Woodson Test Services• EMF Testing Services• Power Quality Testing Services• UG Cable Testing (Lab) root cause analysis testing for failed sections sent from field.• Infrared (IR) Testing• Rubber Goods Testing and Maintenance• Bucket Dielectric Testing• Instrument Calibration <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	

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Company Service Representative	
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074B-EO: Electric Meter Shop

ID	074B-EO
Service:	Electric Meter Shop
Detail:	<p>National Grid will provide the following services to the Company in a manner consistent with the provision of services prior to completion, in particular</p> <ul style="list-style-type: none">• Manage inventory• Perform bench meter tests for:<ul style="list-style-type: none">○ Customer and regulator inquiries/complaints○ Regulator-mandated testing programs○ Pre-test reinstallation meters○ Test certain percentage of new meters• Program electronic meters• Provide general tech support to the Company regarding meter application• Process meters for reuse in field after remove or exchange• Provide resources and services related to wholesale transmission and substation meters• Meter programs required by applicable regulatory authorities (does not apply to wholesale transmission)<ul style="list-style-type: none">○ Coordinate with vendor to create a random list of installed meters by model to be exchanged○ Feeds list provided into Statistical Analysis program○ Monitor test results by ANSI (American National Standards Institute) standards (remove outliers and creates separate reports as required by regulatory authorities○ Create year end reports to be delivered to regulatory authorities . The reports will be submitted to the regulatory authorities by the Company• Follow up for additional information requests by regulatory authorities <p><u>Exclusions</u></p>

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	Exclusions will be shared as they are identified as part of the service definition and refinement process underway <i><u>Bundling</u></i> Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

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075A-EO: Investment Management and Workplan Development

ID	075A-EO
Service:	Investment Management, Workplan Development
Detail:	<p>National Grid will make available its employees to support the Company's resource and workload planning programs in a manner consistent with the provision of such services prior to Closing , in particular:</p> <p>Investment Management and Workplan Development</p> <ul style="list-style-type: none">• Develop and track five-year Transmission and Distribution capex and asset management plan; assist with asset strategy and planning recommendations• Liaison with Asset Management and Finance to develop work plan based on approved and resourced budget• Provide necessary capex inputs into the PPL budgeting and financial processes in support of PPL timing and business planning <p>Handle customer interactions prompted by program executions regarding schedule and complaints</p> <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	
Seller Service Representative	

SCHEDULE A
TRANSITION SERVICES

Company Service Representative	
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SCHEDULE A
TRANSITION SERVICES

075B-EO: Resource Planning & Resource Coordination (across T&D)

ID	075B-EO
Service:	Resource Planning and Resource Coordination
Detail:	<p>National Grid will make available its employees to provide and support the Company's resource planning and resource coordination programs in a manner consistent with the provision of such services prior to Completion, in particular:</p> <p>Resource Planning</p> <ul style="list-style-type: none">• Support company's local Transmission and Distribution management and contract delivery management for job resource allocation• Provide resource planning services to the Company related to Transmission, Sub-transmission, Substation and Distribution related to overhead, underground, protection and telecommunication (PTO organization) along with substation work management and support contract delivery management for job resource allocation.• Support the Company in coordination, and prioritize, the fiscal year plan based on operational requirements, workload needs, and investment management network strategy recommendations <p>Resource Coordination</p> <ul style="list-style-type: none">• Manage Digsafe/Re-Dig permits• Prepare permit applications• Assembly of work packages• Initiate work• Create work orders <p>Non-Complex Project/ Program Management (Distribution)</p> <ul style="list-style-type: none">• Assist construction and project management for the execution of the work• Assist project administration and accounting coordination• Assist cost management and reporting

SCHEDULE A
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	<ul style="list-style-type: none">• Handle customer interactions including prompted by program executions regarding schedule and complaints, including DOT driven projects and communications• Assist production of relevant specifications and requests for proposals to be issued to contractors and suppliers• Assist project close-out activities <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A
TRANSITION SERVICES

076-EO: Planned Major Maintenance & Capital Construction

ID	076-EO
Service:	Planned Major Maintenance & Capital Construction
Detail:	<p>National Grid will make available its employees to provide the Company with the planning and management of significant maintenance work on major substation electrical equipment. Specifically, National Grid agrees to provide the Company with the following support:</p> <p>Project Development</p> <ul style="list-style-type: none">• Develop scope of work• Production of detail work plans, schedules and budgets• Define material and service requirements• Assist the supply chain team with negotiations and award contracts for materials and services• Prepare and provide necessary support in alignment with current gated process or requested PPL gated process to advance work into execution with project management <p>Project Management</p> <ul style="list-style-type: none">• Provide the execution of the maintenance work• Project close-out including cost settlement, reporting and documentation• Design engineering• Material procurement, requisitions and expediting• Regulatory applications, permits (federal, state and local)• Environmental management coordination• Construction management and safety coordination• Project filing and records and document management• Provide support for work requiring project management functions as identified by NG internal process or at the direction of PPL• Ensure the coordination of PPL resources or NG TSA-related resources across projects <p>Estimating</p>

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TRANSITION SERVICES

	<ul style="list-style-type: none"> • Provide sanction level estimates for Transmission Line, Substation, and Distribution Line complex Capital projects • Provide conceptual level estimates for Transmission Line and Substation complex Capital projects • Provide estimates to support distributed generation interconnect studies/applications/agreements • Provide estimating related support for rate case filings, regulatory inquiries, and/or legal disputes as requested • Support FERC Order 1,000 projects <p>Operational Controls</p> <ul style="list-style-type: none"> • Project Controls <ul style="list-style-type: none"> ○ Provide monthly schedule updates, on behalf of project owners through closeout ○ Provide cost and schedule analysis to project owners. • Portfolio & WO Controls <ul style="list-style-type: none"> ○ Model and Monitor 5-year Capex and Cost of Removal (COR) constrained workplan ○ Monitor and prioritize milestones to ensure maturity and execution of workplans ○ Analyze portfolio of all in-flight work for progress against cost (forecast/budget) and schedule (milestones). ○ Oversee end-to-end WO operational and financial lifecycles <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	

SCHEDULE A
TRANSITION SERVICES

Seller Service Representative	
Company Service Representative	

SCHEDULE A

TRANSITION SERVICES

077-EO: Electric Operations (Transmission and Distribution)) [If T&D Line and Substation Operators are a Day 1 Transfer, this service is excluded]

ID	077-EO
Service:	Electric Operations (Transmission and Distribution) [If T&D Line and Substation Operators are a Day 1 Transfer, this service is excluded]
Detail:	<p>National Grid will make available employees to support and perform the following Transmission and Distribution services and programs, including training required to deliver, to the Company, in each case in a manner consistent with the provision of such services prior to Completion:</p> <p>Transmission Line Operations</p> <ul style="list-style-type: none">• Provide operational support for emergency and planned Transmission equipment operation testing, maintenance, repair, installation, heavy equipment movement, local tool maintenance and equipment replacement, including material staging• Provide all necessary tools, equipment, and vehicles required to crews to support transmission work to include maintenance and service of tools and equipment.• Provide FR type clothing support services as needed for all Field Operations <p>Protection and Telecom Operations (PTO)</p> <ul style="list-style-type: none">• Provide resources and services to perform planned and emergent protection and telecom maintenance to regulatory and commitment testing intervals.• Provide protection and telecom services required in support of Capital infrastructure expansion• Provide emergency response to protection operations• Emergency troubleshooting field response• Protection and Telecom, setting changes on breakers/reclosers• Compliant testing for wholesale meters

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	<p>Field Crew Support (T&D)</p> <ul style="list-style-type: none">• Admin/Clerk – Field Office support; daily scheduling of short cycle and long cycle work; field work support request and services (police request etc.)• Provide needed and required field training consistent with past practices <p>Vegetation Management Operations</p> <ul style="list-style-type: none">• General supervision and management of the vegetation management program execution• Assistance with the preparation of related regulatory filings• Assistance with vendor management, including oversight, contracting and invoicing• Response to emergency storm events <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A

TRANSITION SERVICES

078-EO: Electric Network Control [If T&D Line and Substation Operators are a Day 1 Transfer, this service is excluded]

ID	078-EO
Service:	Electric Network Control [If T&D Line and Substation Operators are a Day 1 Transfer, this service is excluded]
Detail:	<p>National Grid will make available employees to the Company to support and perform the following Electric Network Control required to operate the Transmission and Distribution in a manner consistent with the provision of such services prior to Completion:</p> <ul style="list-style-type: none">• Transmission and Distribution Electric System Operations including system operating procedure management; compliance and auditing; switching; storm dispatch; storm switching restoration and repair; off-hour crew call out respond to abnormal operating conditions; and manage system alarm• Maintain system operator training & qualifications• Regulatory notifications responsible by the operations center• Perform Transmission, Sub-Transmission, Substation and Distribution Switching (Planned and Emergency)• Provide backup network operations in the event of a loss of the Company primary control center <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	

SCHEDULE A
TRANSITION SERVICES

Seller Service Representative	
Company Service Representative	

SCHEDULE A

TRANSITION SERVICES

079-EO: Mapping & Records

ID	079-EO
Service:	Mapping & Records
Detail:	<p>National Grid will provide GIS/mapping, records, and records services in support of the Company's operations in a manner consistent with the support provided prior to Completion, in particular:</p> <p>GIS Map updates (non-design jobs)</p> <ul style="list-style-type: none">• IS400 updates and changes• RCC CAD Print update/create for Distribution Feeders• PowerOn (Outage Management System) updates/changes• Large Project Map creation <p>Non-GIS records</p> <ul style="list-style-type: none">• Municipal/Regulatory Map Requests (petitions, etc.)• Easement drawings• Work completion (as-built and administration)• Right of way records• Protection device setting files• Voltage support device (i.e., capacitor banks, voltage regulators) settings files• Electrical drawings• Equipment drawings• Clerical and General Administration <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months

SCHEDULE A
TRANSITION SERVICES

Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A
TRANSITION SERVICES

080-EO: Meter Data Services

ID	080-EO
Service:	Meter Data Services
Detail:	<p>National Grid will provide data meter services for electric and gas in a manner consistent with the services provided prior to Completion, in particular:</p> <ul style="list-style-type: none">• Meter data collection• Validation of meter data• Meter data storage• Distribute meter data to downstream functions• Load research• Estimate and troubleshoot services for no meter reads• Wholesale settlement for ISO New England <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A
TRANSITION SERVICES

081-EO: NERC/NPCC-Reliability Compliance

ID	081-EO
Service:	North American Electric Reliability Corporation (NERC) and Northeast Power Coordinating Council (NPCC) - Reliability Compliance
Detail:	<p>National Grid will make its personnel available to the Company to support and perform compliance related tasks to maintain compliance with NERC Reliability Standards, including the NPCC and Critical Infrastructure Protection</p> <p>In addition, National Grid will provide assistance in reliability compliance self-Assessment, external reliability compliance reporting (in each case to the extent reasonably required). For future regulatory audits (e.g., FERC, NPCC, and ISO-NE), National Grid will provide records retained from the audit period to demonstrate compliance.</p> <p>National Grid will provide its process documentation (e.g. procedures, policies and job-aids), and a list of compliance due dates and make available its subject matter experts for consultation on reliability compliance and issues related to the Company, including consultation related to the development of the Company's own compliance program.</p> <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	6 months
Fee:	
Seller Service Representative	

SCHEDULE A
TRANSITION SERVICES

Company Service Representative	
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SCHEDULE A

TRANSITION SERVICES

082A-EO: Emergency Planning and Operations

ID	082A-EO
Service:	Emergency Planning and Operations
Detail:	<p>National Grid will provide emergency planning and operations to the Company in a manner consistent with the support provided prior to Closing, in particular:</p> <p>Manage outages caused by storms and other factors such as natural disasters, cyber-attack, major equipment failure.</p> <p>Develop and maintain risk mitigation plans to; prepare for, respond to, and recover from, and inform its constituents regarding business interruption incidents that may occur.</p> <p>Provide plans for the five major functional areas per the recommended Incident Command Structure protocol: Command staff, Operations, Planning, Logistics, and Finance.</p> <p>Provide storm and outage preparation, execution, response, and ongoing operations to include:</p> <ul style="list-style-type: none">• Storm / outage preparation operations include:<ul style="list-style-type: none">o Emergency classification and response plan activation. Model and forecast weather to help estimate resource requirements to address projected outageso Resource acquisition. Acquire internal restoration resources, utility mutual assistance resources, external contractors, services from retirees, mutual assistance, command and staff resources• Storm / outage operations include:<ul style="list-style-type: none">o Coordinate support logistics. Coordinate for materials, fleet, staging site, facilities, and communication devices.o Coordinate personnel logistics. Coordinate for meals, lodging, and information services.o Financial accounting. Establish emergency charge accounts, track time and materials, process claims, and assure cost recovery.o Command and control and storm room operationso Damage assessment / wires down support

SCHEDULE A
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	<ul style="list-style-type: none">o Conduct branch- and state-level briefings• Post-storm / outage operations include:<ul style="list-style-type: none">o Conduct post event after action reviews (AAR)o Track all AAR actionso Update Emergency Response Plan (ERP) as necessaryo Prepare storm reports when required• Ongoing operations include:<ul style="list-style-type: none">o Support coordination with municipal, state, regulatory, and federal agencieso Coordinate with safety, health, and environmentalo Conduct annual training exercises in compliance with applicable legal and regulatory requirements <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	6 months
Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A
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083-EO: Aviation and Inspection

ID	083-EO
Service:	Aviation and inspection
Detail:	<p>National Grid will provide Aviation and Inspection services, in particular:</p> <ul style="list-style-type: none">• Provide management, coordination, and administration of aviation program for planned inspections <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	12 months
Fee:	
Seller Service Representative	
Company Service Representative	

SCHEDULE A
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084-EO: Shared Telecom Network (STN)

ID	084-EO
Service:	Shared Telecom Network
Detail:	<p>National Grid will provide Engineering, Operations, and Administration services related to the STN to the Company in a manner consistent with services provided prior to completion and in accordance with Shared Telecom Network and other telecom lease agreements and obligations.</p> <ul style="list-style-type: none">• Administrative – coordinate with Fiscal Agent (EverSource) to collect the net-out of STN billing charges between other STN partners• Operations – operate, monitor, and maintain the STN portion owned by National Grid• Engineering – Provide operations support and provide STN Management Committee and Operating Committee representation <p><u>Exclusions</u></p> <p>Exclusions will be shared as they are identified as part of the service definition and refinement process underway</p> <p><u>Bundling</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway</p>
Transition Period:	24 months
Fee:	
Seller Service Representative	
Company Service Representative	

Exhibit A

Transition Services

This Exhibit A to the draft Transition Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”)¹, National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

This Exhibit A to the draft Transition Services Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Exhibit A to the draft Transition Services Agreement does not purport to be all-inclusive or to contain all of the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

Exhibit A

Transition Services

**SERVICE DESCRIPTIONS - BUSINESS SERVICES (THE NARRAGANSETT
ELECTRIC COMPANY)**

035-BS: BALANCE SHEET ACCOUNT RECONCILIATIONS 3

Exhibit A

Transition Services

035-BS: Balance Sheet Account Reconciliations

TSA ID:	035-BS
Service:	Balance Sheet Account Reconciliations
Detail:	<p>National Grid will provide the Company monthly and quarterly balance sheet account reconciliations. Reconciliations will be provided as per the timetable below:</p> <ul style="list-style-type: none"> • Monthly and Quarterly – Working day 15 • Monthly and Quarterly IFRS at half-year and fiscal year-end – Working day 12 • Monthly and Quarterly regulatory – Working day 16 • Quarterly tax – Working day 8 of the following month • Quarter Month 1 – Working day 15 • Quarter Month 1 IFRS at half-year and fiscal year-end – Working day 12 <p>The Seller will continue to apply the following thresholds during the transition period:</p> <ul style="list-style-type: none"> • \$0-5K- auto certified • <\$100k- any reconciling item greater than \$100K require an addendum (a formal action plan), which is escalated to their respective Director <p><u>Bundled services:</u></p> <p>Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.</p>
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative	<p>Director of Close and Consolidations</p> <p>Assistant Financial Controller, New England</p>

Exhibit A

Transition Services

Company Service Representative	Director of Shared Accounting Services Director of Accounting & Financial Reporting
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This Exhibit A to the draft Transition Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”)¹, National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

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For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

**SERVICE DESCRIPTIONS - BUSINESS SERVICES (THE NARRAGANSETT
ELECTRIC COMPANY)**

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014-BS: Supply Chain Master Data Management (MDM)

TSA ID:	014-BS
Service:	Supply Chain Master Data Management (MDM)
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Gather and update supply chain master data, including:<ul style="list-style-type: none">○ Contract Master Data○ Materials Master Data including manufacturer information○ Vendor / Supplier Master Data and onboarding○ Data quality and completeness (data cleansing to improve quality, exception reporting)○ Data governance and controls (standard taxonomy)○ Design and develop workflows for supply chain master data○ Responsible for complying with IRS regulations and issuing relevant 1099 documents to vendors / compliance <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Materials Requirement Planning (“MRP”)▪ Fleet vehicle master▪ Employee master <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay
Company Service Representative	Director, Supply Chain

015-BS: Accounts Payable

TSA ID:	015-BS
Service:	Accounts Payable
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Review invoices and payment requests for accuracy and controls compliance▪ Process valid invoices for payment▪ Monitor and manage any invoice that cannot be processed for payment due to a discrepancy between invoice and Purchase Order (PO). Perform outreach to customers (internal or vendor / supplier) to resolve discrepancies▪ Process and disburse payments and resolve and answer payment enquiries▪ Enter property tax bills into PowerPlan system, analyze and bill tax for shared properties▪ Process customer refunds and credits▪ Process return checks and rejected payments▪ Escheatment process – Identify stale dated checks meeting dormancy period and submit to Cash Accounting to perform outreach to payee. The payments are then reissued to the payee or sent to the state if no response. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Determination of valid accounting and allocations▪ Perform confirmations on behalf of NG Requestor <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay

PL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY

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Company Service Representative	Manager, Corporate Cash
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016-BS: Transactional Procurement

TSA ID:	016-BS
Service:	Transactional Procurement
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Assistance with determining which suppliers / vendors can meet customer requirements and finding the most competitively priced solution. Activities include the following:<ul style="list-style-type: none">○ Gather customer requirements○ Match needs to supplier capability (through event analysis process)▪ Review of requisitions and shopping carts for data validation, accuracy, compliance, and suitability▪ Creation and distribution of POs, processing of PO modifications and cancellations as efficiently and accurately as possible▪ Supplier ISN compliance and safety standard checks <p>Aid with research and resolution of order exceptions</p> <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Global Procurement and / or strategic type activities (e.g. engineered / custom materials, multi-year complex services)▪ Create requisitions / shopping cart▪ Delegation of Authority (DOA) approval of requisitions / shopping cart▪ Order expedition▪ Delivery acceptance▪ Record receipt of goods▪ Monitor quality of product / services▪ Support inventory & production processes <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]

PL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY

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Seller Service Representative	Director, Procure to Pay Director Global Procurement Strategy
Company Service Representative	Director, Supply Chain

017-BS: Manage Procure to Pay (P2P)

TSA ID:	017-BS
Service:	Manage Procure to Pay (P2P)
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Manage P2P related inquiries from customers and third parties including questions regarding purchasing, receiving, invoicing, travel and expenses, payments and other SAP related processes. Facilitate the identification of improvement opportunities including designing and implementing streamlined processes and championing change across customers. Lending subject matter expertise for corporate initiatives. Providing both functional and analytical skills, with reporting capabilities, that enable fact-based decision making. Activities include the following:<ul style="list-style-type: none">○ Develop and maintain procedures○ Maintain payments strategy○ Perform communication & training for P2P functions○ Procurement reporting requirements and standards○ Evaluate & implement improvement opportunities○ Retain records○ Manage customer inquiries▪ Provide insightful reporting / analysis to monitor the health of the end to end procure to pay process <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ General questions and support related to employee services, payroll, and benefits▪ Various components of global procurement reporting including global spend, diversity spend and market research reporting. <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]

PL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY

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Seller Service Representative	Director, Procure to Pay
Company Service Representative	Director, Supply Chain Manager, Corporate Cash Manager, Payroll Administration, Planning & Controls

018-BS: Procure to Pay (P2P) System

TSA ID:	018-BS
Service:	Procure to Pay (P2P) System
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Evaluate, optimize and maintain SAP suite of systems (Concur, ECC, SRM, Ariba) in addition to the incident management system (Right Now) that enables Procure to Pay. Responsibilities include:<ul style="list-style-type: none">○ Solving user system issues○ Perform daily system health checks and resolve system interface errors○ User Acceptance Testing, coordination and support for scheduled/unscheduled maintenance across all systems utilizing Source to Pay data. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Ariba Sourcing▪ Ariba Spend Visibility▪ User Access▪ Front Office support <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay
Company Service Representative	Director, Supply Chain

019-BS: Storm filing process

TSA ID:	019-BS
Service:	Storm Filing Process Support
Detail:	<p><u>Service Description:</u></p> <p>National Grid will provide all storm related expense data to facilitate storm filings post-Closing:</p> <ul style="list-style-type: none">▪ Compile storms costs and supporting documentation for all expenditures related to the storm event▪ Prepare recovery file and exhibits for regulatory review▪ Respond to information requests▪ Deferrals/accruals▪ Journal entries▪ Mutual aid and Verizon billing▪ Create and maintain storm work orders <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Regulatory final storm cost accounting filing submission to regulators▪ Regulatory data request submission to regulators▪ 90-day storm reporting submission to regulators <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay
Company Service Representative	Director, Distribution Asset Management & Engineering

**020-BS: Capital Delivery and Shop on behalf of / Receive on behalf of (SOBO/
ROBO)**

TSA ID:	020-BS
Service:	Capital Delivery and Shop on behalf of / Receive on behalf of (SOBO/ ROBO)
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">▪ Create ad-hoc shopping carts and confirmations▪ Reporting of monthly accruals▪ Work with the business on creating or increasing purchase order limits▪ Storm invoice review and shopping and confirmation creation▪ Create shopping carts, confirmation and provide Purchase Order maintenance support for non-complex construction contracts for Electric Civil Work▪ Create shopping cart and provide purchase order maintenance for non-complex construction contracts for Electric Distribution, Gas Mains & Services, Gas Restoration and Paving.▪ ACIS Passthrough invoices for Electric Distribution▪ Reconciliation of P-card transactions to support documentation used for storm activity in Rhode Island <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Validate accounting provided in requests. <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay
Company Service Representative	Director, Supply Chain

138-BS: Card and Expense Administration

TSA ID:	138-BS
Service:	Card and Expense Administration
Detail:	<p><u>Service Description:</u></p> <p>Support the completion of administrative functions, expense processing and payments required to use the card programs (Procurement Card, Storm Card, Virtual Card, Corporate Travel Card) Card administration, support and payment activities include the following:</p> <ul style="list-style-type: none">▪ Card Setup▪ Card Vendor / Employee Payment▪ Card Audit▪ Exceptions Handling▪ Reconciliation and Accruals▪ Contract and Policy Administration / Execution▪ Virtual Card Administration <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">▪ Purchase Approval and Reconciliations▪ Non-Procurement Card purchasing functions▪ Expense creation and approval <p><u>Bundled services:</u></p> <ul style="list-style-type: none">▪ Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, Procure to Pay

PL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY

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Company Service Representative	Director, Supply Chain
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Exhibit A
Transition Services

This Exhibit A to the draft Transition Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”)¹, National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

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¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

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SERVICE DESCRIPTIONS - BUSINESS SERVICES (THE NARRAGANSETT ELECTRIC COMPANY)

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021-BS: Employee Services Support Center

TSA ID:	021-BS
Service:	Employee Services Support Center
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> ● Oversight of Manager and Employee Self-service ● Complete processing functions of HR-related transactions ● Case/Issue Management (e.g., creation, routing, tracing, assignment, and closing of a case) ● Research and troubleshoot data inaccuracies and assist with problem resolution ● Respond to income verification escalations ● Respond to Service Award escalations ● Escalation of complex inquiries to HR Administration or Payroll Support for additional research/guidance ● Provide maintenance on all Pontoon and Managed Service Provider Contractor resource including hire, extension, and termination ● User Acceptance Testing, coordination and support for scheduled/unscheduled maintenance across all systems utilizing HR data <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> ● Recruitment ● COVID-19 related exception/policies (including time entry) ● Absence (disability) management, including Rhode Island TDI and sick leave calculations ● Non-Employee Master Data information systems ● Medical accommodations information, physical and drug screening records ● Physical security clearance ● Maintenance outside of regular National Grid system updates <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none"> ● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Chad Jones
Company Service Representative	To be determined

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022-BS: Human Resources Administration

TSA ID:	022-BS
Service:	Human Resources Administration
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> ● Personnel action processing and assistance – initiates, validates, approves, updates, and/or documents personnel actions and employee master data (e.g. new hires, job changes, separations, pay changes, direct deposit, etc.) including, but not limited to: ● Oversight for separation management, automated collection and distribution of employee information pertaining to employee’s separation to including notifications to relevant departments/functions and exchange of data in the normal course of business ● Primary contact for Payroll-related transactions and inquiries to pay employees timely and accurately ● Process and respond to inquiries (e.g., direct deposit updates, garnishments, overpayments/underpayments, schedule changes, tax withholding updates, time entry, voluntary payroll deductions, company sponsored program reimbursements, quota buckets, vacation payouts, and W2 reprints/remailing) ● Escalation of complex inquiries to Payroll Operations for research/guidance <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> ● Recruitment ● Non-Employee Master Data information systems ● Medical accommodations information, physical and drug screening records ● Physical security clearance ● Human Resources Administrative policies/procedures not dependent on National Grid payroll or HRIS specific applications or procedures <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none"> ● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Chad Jones

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Transition Services

Company Service Representative	To be determined
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023-BS: HRIS - Organization and Position Management

TSA ID:	023-BS
Service:	HRIS - Organization and Position Management
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Maintain organizational hierarchy as well as position management and corresponding relationships. This includes the National Grid US enterprise structure, personnel structure, cost centers, organization units, positions, job code modifications, hierarchy updates, labor distribution, new job codes, position updates, and custom “Z” objects● Facilitate reporting and monitoring against standards to mitigate issues and risk <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Significant restructuring with regards to system changes for organizational hierarchy change requests by PPL <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt, Dawn Menditto
Company Service Representative	To be determined

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Transition Services

024-BS: HRIS – Reporting

TSA ID:	024-BS
Service:	HRIS - Reporting
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Create, update, and maintain scheduled and ad-hoc existing reports consistent with current practice associated with HR-related data (e.g., time, payroll, organization management, master data, benefits)● Data requests may come from internal and external sources (e.g. multiple regulatory agencies, labor requests, auditors, etc.) <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Contractor and UK data is limited. Benefit enrollment data/details that are maintained outside of the core SAP system should be accessed via external vendors.● Supply Chain and Finance data housed in SAP <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt, Dawn Menditto
Company Service Representative	To be determined

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Transition Services

025-BS: HRIS - Technology Support Services

TSA ID:	025-BS
Service:	HRIS - Technology Support Services
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> ● Provide centralized HRIS technology support consistent with current processes for existing HR programs which may include application support, interface issues, and user access ● Direct coordination with Third Party Administrators (“TPAs”) with regard to existing interfaces reliant on HR data (e.g., employee master data, benefit related data) ● Oversight of integration related services with regards to HR data (e.g., employee master data, benefit related data) ● HR technology subject matter expert and liaison for the HR Department with IT and Finance departments. Monitors and participates in HRIS system updates and Personnel Action forms per current practice noting that potential product design changes or newly implemented National Grid programs may require use by conveyed employees and/or by PPL ● Performs verification and investigates and resolves questions and problems to ensure accuracy and completeness ● Oversee system access, roles, and security, coordinating as needed with IT and HRM staff <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> ● Above service descriptions applicable only to systems, applications, or interfaces still managed by National Grid and excludes any significant system or interface changes, reverse file feeds, and new integrations requested by PPL ● UK specific systems <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none"> ● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt, Dawn Menditto
Company Service Representative	To be determined

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Transition Services

026-BS: Employee Records & Information Requests

TSA ID:	026-BS
Service:	Employee Records and Information Requests
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">• Respond to information requests for subpoenas and subpoenas ducas tecum (e.g., wage reports, work history, pay statements)• Respond to regulatory information requests on behalf of employees• Request and conduct an initial review of employee files to assist in legal reviews• Provides the capability to store, protect, archive, classify, retrieve and retire documents and information with Records Management• Facilitate maintenance, release, and transport of records and information in accordance with regulations and standards to mitigate issues and risk• Provide support for employee verification processes to the extent not covered by a third-party vendor <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• Does not provide or deliver any legal advice to employees, attorneys, or governing bodies; not responsible for the physical storage of employee files <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">• Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Chad Jones
Company Service Representative	To be determined

Exhibit A
Transition Services

027-BS: Benefits administration

TSA ID:	027-BS
Service:	Benefits Administration
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> ● Oversight of third-party administrator (“TPA”) for health and welfare administration and benefits counseling to include, but not limited to, initial enrollment, annual enrollment, changes, terminations, benefit options, eligibility and benefit deductions for conveying employees. ● Exception handling for benefits counseling ● Facilitate research and escalations related to health and welfare inquiries ● Participate in testing, training and change management processes for existing systems and current processes required by National Grid, which may include application support, interface issues, and user access ● Provide the capability to report employee participation in benefits programs ● Ad hoc knowledge transfer to support PPL with any retirement planning sessions facilitated for prospective retirees ● Death processing including detailed review of each individual situation to assess further benefits due, followed by preparation and sending of condolence letter ● Coordination with all necessary parties (internal partners and/or vendors) to ensure seamless transition of pension payments, survivor benefits and support throughout the death process ● Support ACA compliance reporting <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> ● Above service descriptions applicable only to benefit plans still managed by National Grid and excludes any new benefit plans or vendor relationships set up by PPL ● Benefit administrators are prohibited from making recommendations or decisions regarding employee/retiree benefit selections ● Communications content to support benefit counseling needs associated with exception handling ● Facilitation or participation in any retirement planning sessions for prospective retirees ● Strategic planning relating to PPL’s open enrollment planning cycle upon TSA completion ● Facilitation of the health and welfare vendor payment process for administrative services and claims <ul style="list-style-type: none"> ○ Benefit payments or claims paid via a trust ● Annual plan audits and management of associated SOX controls ● Excluded oversight of the following TPAs:

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	<ul style="list-style-type: none">○ Student loan payments (managed by Tuition io)○ Caregiver benefits (managed by Bright Horizons for management employees)○ Adoption assistance policy○ Employee Assistance Program (“EAP”) (managed by CCA)○ Death of a dependent (managed by TPA) <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Benefit Services Center: Support is available from Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern Standard Time● MetLife: Support is available from Monday – Friday, 8:00 a.m. – 11:00 p.m. Eastern Standard Time
Transition Period:	24 months, to be bundled with payroll and HRIS TSAs
Fee:	[TBD]
Seller Service Representative	Pam Azwell Retirement services: Chad Graber Investment Management: Francine Kollydas
Company Service Representative	To be determined

Exhibit A
Transition Services

028-BS: 401k administration

TSA ID:	028-BS
Service:	401k Administration
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> • Oversight of third-party administrator (“TPA”) to include, but not limited to eligibility, benefit options, initial enrollment, annual enrollment, changes, terminations, and benefit deductions • In accordance with payroll processing, weekly and monthly reconciliation and funding of all Company Core and employer matching contributions to individual retirement savings accounts with Vanguard • In collaboration with Vanguard, share data and/or support with reconciliation for annual non-discrimination compliance testing • Provide data for PPL to complete annual true-up testing for eligible populations • Case management escalations and analysis of employee questions/issues for Vanguard escalations • Assisting Vanguard with data requests relating to Qualified Domestic Relations Orders (“QDROs”) for QDROs initiated prior to 2011 • Provide the capability to report employee participation in benefits programs <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> • Above service descriptions applicable only to retirement plans administered by National Grid vendors and excludes any new retirement plan designs or new vendor relationships set up by PPL • Financial advice on match deferral elections and investment choices is prohibited • Annual audit of plan(s) • Mid-year nondiscrimination testing <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none"> • Support is available from Monday – Friday, 8:30 a.m. – 9:00 p.m. Eastern Standard Time
Transition Period:	24 months, to be bundled with payroll and HRIS TSAs
Fee:	[TBD]
Seller Service Representative	Nancy McLaughlin/Chad Graber
Company Service Representative	To be determined

Exhibit A
Transition Services

029-BS: Pension administration

TSA ID:	029-BS
Service:	Pension Administration
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">• Oversight of third-party administrator (“TPA”) to include, but not limited to eligibility, changes, terminations, and benefit deductions for existing National Grid vendors• Case management and analysis of employee questions/issues• Vendor and invoicing management, ongoing review of fees• Vendor management and oversight of benefit calculation escalations,• Administration of Qualified Domestic Relations Orders (“QDROs”)• Ongoing maintenance of retiree payroll changes (i.e., direct deposit, tax withholding changes) <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• Above service descriptions applicable only to retirement plans administered by National Grid vendors and excludes any new retirement plan designs or new vendor relationships set up by PPL• Any employee who does not meet National Grid qualifications to be enrolled in a pension plan• Annual audit of plan(s) and compliance with ERISA guidelines• Annual plan audits and management of associated SOX controls <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">• Support is available from Monday – Friday, 8:00 a.m. – 7:00 p.m. Eastern Time
Transition Period:	24 months, to be bundled with payroll and HRIS TSAs
Fee:	[TBD]
Seller Service Representative	Chad Graber
Company Service Representative	To be determined

Exhibit A
Transition Services

030-BS: Retirement administration

TSA ID:	030-BS
Service:	Retirement Administration
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none"> • Oversight of third-party administrator (“TPA”) to include, but not limited to, eligibility, changes, terminations, and benefit deductions • Provide the capability to report employee participation in benefits programs • Ad hoc knowledge transfer to support PPL with any retirement planning sessions facilitated for prospective retirees • Case management and analysis of employee questions/issues as escalated to National Grid by TPA • Review of post-employment benefit eligibility after employee has initiated the process with Pension Connect • Outreach to employee and supervisor/manager with application for retirement • Sending of post-employment benefits package following receipt of completed application • Tracking of upcoming retirement and/or revocation to ensure for accurate and timely processing and subsequent pension benefit commencement • Support TPA for processing disability retirements <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none"> • Above service descriptions applicable only to retirement plans still managed by National Grid and excludes any new retirement plans or vendor relationships set up by PPL • Facilitation or participation in any individual retirement meetings; questions are handled through case management to the designated subject matter expert and/or vendor • Facilitation or participation in any retirement planning sessions for prospective retirees • Annual plan audits and management of associated SOX controls <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none"> • Support is available from Monday – Friday, 8:00 a.m. – 7:00 p.m. Eastern Standard Time
Transition Period:	24 months, to be bundled with payroll and HRIS TSAs
Fee:	[TBD]
Seller Service Representative	Chad Graber

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Transition Services

Company Service Representative	To be determined
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031-BS: Time governance

TSA ID:	031-BS
Service:	Time Governance
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">• Time entry monitoring and adjustments prior to payroll processing including follow-up with timekeepers, employees and managers on unentered time and related issues to ensure time is validated and approved, and system issues (e.g., due to auto-populate, auto-approve, time transfer, inbound interfaces, audit checks)• Provide guidance to timekeepers around schedules and pay, based on rules contained within union contracts• Manage Car Allowance program for monthly management employees with third party vendor MOTUS, to the extent PPL will provide this program post-Closing <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• None <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">• Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt
Company Service Representative	To be determined

032-BS: Payroll processing

TSA ID:	032-BS
Service:	Payroll Processing

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Transition Services

Detail:	<p><u><i>Service Description:</i></u></p> <ul style="list-style-type: none">• Pay employees for time worked and other payments as defined in collective bargaining agreements and company policies consistent with current practice (e.g., weekly and monthly payroll cycles, treasury and ADP file transmissions)• Withhold and remit voluntary and statutory tax and general deductions in accordance with company policy, tax and labor rules/laws• Payroll processing various reimbursement programs and policies (e.g., tuition, adoption assistance)• Limited off-cycle payroll processing consistent with current practice (e.g., Annual Performance Plan Awards and other large volume payments not to be included in regular payroll processing, balance adjustments, year-end adjustments) <p><u><i>Service Exclusions:</i></u></p> <ul style="list-style-type: none">• Pension payments• Travel and expense reimbursements• Payments to contractors• Balance account reconciliations <p><u><i>Hours of Operation:</i></u></p> <ul style="list-style-type: none">• Support is available from Monday – Thursday, 7:00 a.m. – 6:00 p.m., Friday, 7:00 a.m. – 5:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt
Company Service Representative	To be determined

Exhibit A
Transition Services

033-BS: Period End Payroll Tax Forms Processing

TSA ID:	033-BS
Service:	Period Ending Payroll Tax Forms Processing
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">• Prepare and provide accurate tax filing documents (e.g., W-2, W-3) to employees and file with Social Security Administration in accordance with federal and state tax laws and deadlines (e.g., Form SSA) including quarterly tax filing reporting, reconciliations, submissions, and payments <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• 1099 Forms for retired employees receiving pension payments from a third party or other non-employees• Journal entries <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">▪ Support is available from Monday – Thursday, 7:00 a.m. – 6:00 p.m., Friday, 7:00 a.m. – 5:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Ron Fasoldt
Company Service Representative	To be determined

Exhibit A
Transition Services

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Exhibit A
Transition Services

SERVICE DESCRIPTIONS - FACILITIES (NARRAGANSETT ELECTRIC COMPANY)

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045-FAC: Repair & Maintenance, Internally Managed & Third-Party Facility Management Providers

TSA ID:	045-FAC
Service	Facilities Services: Repair & Maintenance, Internally Managed & Third-Party Facility Management Providers
Detail:	<p>National Grid will provide the following facilities repair & maintenance services to the Company directly:</p> <ul style="list-style-type: none">- Building Engineering and Maintenance (i.e., HVAC, Utilities, building integrity, common area maintenance)- Preventive Maintenance and Work orders- Mechanical, Electrical and Plumbing- Fire & Life safety inspections and compliance- Emergency Planning- Storm Duty- Moves- Posters/signs- Administration (e.g., Budgets, Forecasting, POs, Invoicing)- Janitorial services <p>National Grid will provide the following repair & maintenance services to the Company by third-party facility vendors:</p> <ul style="list-style-type: none">- Building Engineering and Maintenance (i.e., HVAC, Utilities, building integrity, elevators)- Mechanical, Electrical and Plumbing- Janitorial (Base, high touch, COVID cleaning)- Waste & Recycling removal (Garbage, bulbs & ballasts)- Roads, Pavement, Gates & Fences.- Preventive Maintenance & Work Orders- Moves- Snow Removal- Pest Control- Landscaping- Vending Machines- Fleet & Employee EV Charging stations on property <p>The following sites in Narraganset territory are and will continue to be directly serviced by National Grid facilities:</p> <ul style="list-style-type: none">• Cumberland Operations (1595 Mendon Road)• Lincoln (642 George Washington)

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	<ul style="list-style-type: none">• Middletown (12 Turner Road)• North Kingstown (4145 Quaker Road)• Pawtucket (34 Roosevelt Ave)• Providence – Allens Operations (642 Allens Ave)• Providence – Dexter (439 Dexter St)• Providence – Melrose (280 Melrose St)• Providence – Point Street• Scituate (Chopmist Hill Rd)• Westerly (69 Canal St) <p>Services will be provided in accordance with National Grid's existing Facilities Services contract schedules.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	12 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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124-FAC: Massachusetts and New York Offices

TSA ID:	124-FAC
Service	Massachusetts and New York Offices
Detail:	<p>ServCo back-office employees supporting Narragansett operate out of shared offices owned or leased by ServCo. These sites are not expected to transfer with the business.</p> <p>National Grid will provide space for Servco back-office employees to continue to be based in Massachusetts and New York facilities, while supporting Narragansett.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	12 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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125-FAC: Massachusetts Operations facilities

TSA ID:	125-FAC
Service	Massachusetts Operations Facilities
Detail:	<p>National Grid will provide usage of the Gas and Electricity control center in Northboro, for Narraganset control center operations.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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126-FAC: Massachusetts Warehouse Facilities

TSA ID:	126-FAC
Service	Massachusetts Warehouse Facilities
Detail:	<p>National Grid will provide usage of the Sutton warehouse facility for Narraganset warehousing:</p> <ul style="list-style-type: none">• Provide the Purchaser with access to the entire parcel of the Sutton warehouse• Provide congruent facility space in the Sutton Depot Storage Yard as currently provided• Provide storage for materials currently in line with material requirements <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	12 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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132-FAC: Northboro Contact Center

TSA ID:	132-FAC
Service	Northboro Contact Center
Detail:	<p>National Grid will provide usage of the Customer contact center facility in Northboro for Narraganset call center activities, as currently provided.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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133-FAC: Training Facilities

TSA ID:	133-FAC
Service	Training Facilities
Detail:	<p>National Grid will provide usage of the Millbury training facility for Narragansett training activities, as currently provided.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	VP, Finance, Regulatory Affairs & Controller Director, Facilities Operations

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134-FAC: Right of Way and Survey Engineering

TSA ID:	134-FAC
Service	Right of Way and Survey Engineering services as now supplemented by contract labor and internally managed.
Detail:	<p>National Grid will provide Right of Way (ROW) and Survey Engineering services to support customer & capital projects for electric Transmission & Distribution (Tx & Dist), electric Sub-Transmission (sub-Tx), and Gas. ROW services include:</p> <ul style="list-style-type: none">• Acquiring and managing property rights• Encroachment mitigation• Applications for third party use <p>Survey Engineering services include:</p> <ul style="list-style-type: none">• Locating company rights and boundaries• Providing existing condition surveys for permitting and design• Construction support services <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	18 months
Fee:	[TBD]
Seller Service Representative	Director, ROW & Survey Engineering
Company Service Representative	Supervisor, Real Estate

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135-FAC: Capital Project Support

TSA ID:	135-FAC
Service	Capital Project Support
Detail:	<p>For capital projects, including but not limited to roofing, paving, kitchen, locker room and bathroom renovations, National Grid will continue to support delivery of these projects through planning, resourcing, implementation, controls and close out, as applicable, during the duration of the service. This will be applicable to the following sites in Narragansett territory that will continue to be directly serviced by National Grid facilities:</p> <ul style="list-style-type: none">• Lincoln (642 George Washington)• Middletown (12 Turner Road)• North Kingstown (4145 Quaker Road)• Providence – Allens Operations (642 Allens Ave)• Providence – Dexter (439 Dexter St)• Providence – Melrose (280 Melrose St)• Scituate (Chopmist Hill Rd)• Westerly (69 Canal St) <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	18 months
Fee:	[TBD]
Seller Service Representative	Director, NE Property Services
Company Service Representative	Manager, Design & Construction

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Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

This Exhibit A to the draft Transition Services Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Exhibit A to the draft Transition Services Agreement does not purport to be all-inclusive or to contain all of the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

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**SERVICE DESCRIPTIONS – FINANCE & ACCOUNTING (THE NARRAGANSETT
ELECTRIC COMPANY)**

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051B-FIN: MIDDLE OFFICE SUPPORT FOR ELECTRIC PROCUREMENT ACTIVITIES	6
052-FIN: CLAIMS HANDLING/ INVESTIGATION	8
053-FIN: TAX CONSULTING SERVICES	10
054-FIN: PROPERTY TAX SERVICES	12
129-FIN: FINANCIAL PLANNING AND ANALYSIS	13

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047-FIN Accounting and financial reporting

TSA ID:	047-FIN
Service:	Accounting and Financial Reporting
Detail:	<p>National Grid shall assist the Company in its preparation of monthly financial reports (including Energy Information Administration reporting) through provision of trial balance data. National Grid shall assist the Company in its preparation of quarterly US GAAP financial statements, FERC quarterly and supplemental filings and relevant State filings on the same schedule as such financial statements were prepared prior to Closing.</p> <p>Accounting services provided by National Grid will include reports from existing sub-ledgers and/or system interfaces in order to support existing activities (e.g., power plant sub-ledger and customer systems interfaces).</p> <p>National Grid shall continue to maintain records to account for the utility plant assets of the Company, and record additions, retirements and depreciation/amortization of such assets. National Grid shall provide the Company on a monthly basis the following schedules and/or reports:</p> <ul style="list-style-type: none">• Monthly reconciliation of fixed assets sub-ledger to the US general ledger• Monthly spending, additions, retirements and depreciation/amortization• Capitalized interest monthly activity• ARO liability report – a report identifying monthly activity related to asset retirement obligations• National Grid will make accounting personnel available to respond to the Company’s requests for accounting support, knowledge transfer and history related to the Company’s Monthly Statements, as well as questions surrounding the accounting treatment for key or judgmental matters (e.g. bad debt, unbilled revenue, regulatory deferrals). <p>For purposes of the required regulatory “make-whole” deferred tax calculation, National Grid will provide a forecast of book depreciation of property, plant and equipment included in rate base as of March 31, 2021 , and an update to such as may be required by the regulator.</p>

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	<p><u><i>Excluded Services:</i></u></p> <p>The Company shall be solely responsible for purchase accounting, income tax entries, any adjustments required as a result of changes from National Grid's accounting policies and any Company specific entries. The Company shall also be solely responsible for any new financial/regulatory reporting requirements required by the Company to comply with its legal, regulatory, investor, and other obligations that National Grid was not required to comply with prior to the signing of the SPA. If assistance with the preparation of such materials is required of National Grid and/or its external advisors (i.e., its independent audit firm) during the Transition Period or beyond, such services will be negotiated separately between National Grid and the Company and the relevant external service providers.</p> <p><u><i>Bundled services:</i></u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	New England Controller Director Operational Finance
Company Service Representative:	Corporate Controller VP, Finance & Regulatory Affairs

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051a-FIN: Middle Office Support for Gas Procurement Activities

TSA ID:	051a-FIN
Service:	Middle Office Support for Gas Procurement Activities
Detail:	<p>National Grid shall continue to provide middle-office compliance, risk management and data system support services related to the procurement of gas commodity. Middle-office services specifically relate to:</p> <ul style="list-style-type: none"> • Maintain Energy Transaction risk management system (Allegro / Horizon), providing IT support for the following functionality: trade entry, confirmations, segregation of duties and access rights, gas scheduling, market prices, valuations, settlement, invoicing to SAP • Negotiating base commodity contracts: ISDAs, and NAESBs • Deal Confirmations • Regulatory Reporting • FERC compliance monitoring • Fixed price deal reporting to publications (FERC regulated) • Credit support and analysis and reporting • Independently verify hedging volumes • Margining and collateral exchange, including receiving letters of credit and parent guarantees from counterparties • Developing and reporting on forward curves • Mark-to-market valuation and reporting • Market, Operational, and Credit Risk reporting, including VAR metrics and probabilistic analysis • Monitor compliance with Delegation of Authority and approved Transaction Strategies • Calculate incentives related to Gas Cost Volatility program <p><u>Bundled services:</u></p> <ul style="list-style-type: none"> • Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, Energy Procurement Risk Management
Company Service Representative:	Senior Director, Risk Management

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051b-FIN: Middle Office Support for Electric Procurement Activities

TSA ID:	051b-FIN
Service:	Middle Office Support for Electric Procurement Activities
Detail:	<p>National Grid shall continue to provide middle-office compliance, risk management and data system support services related to the procurement of electric commodity. Middle-office services specifically relate to:</p> <ul style="list-style-type: none"> • Maintain Energy Transaction risk management system (Allegro / Horizon), providing IT support for the following functionality: trade entry, confirmations, segregation of duties and access rights, market prices, valuations, settlement, invoicing to SAP • Negotiating base commodity contracts: ISDAs, MPAs, and Master Certificate Purchase/Sale agreements • Deal Confirmations (Financial Deals, RECs, and Capacity Deals) • Provide pricing for RECs for quarter end reporting • Credit support and analysis and reporting • Monitor Load Bid Performance Metric • Margining and collateral exchange, including receiving letters of credit and parent guarantees from counterparties • Developing and reporting on forward curves • Mark-to-market valuation and reporting • Market, Operational, and Credit Risks reporting, including VAR metrics and probabilistic analysis • Monitor compliance with Delegation of Authority and approved Transaction Strategies • Upload power volumes to Adapt2 and facilitate settlement in Allegro <p><u>Bundled services:</u></p> <ul style="list-style-type: none"> • Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, Energy Procurement Risk Management
Company Service Representative:	Supervisor, Load, Scheduling & Settlement Manager, Regulatory Accounting Manager, Financial Planning & Analysis

Exhibit A
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051c-FIN: Back Office Support for Energy Procurement Activities

TSA ID:	051c-FIN
Service:	Back-Office Support for Energy Procurement Activities
Detail:	<p>National Grid shall continue to provide back-office compliance and accounting services related to the procurement of gas and electric commodity. Back-office services specifically relate to:</p> <ul style="list-style-type: none">• Settlement of electric and gas transactions• Producing and reconciling invoices, and sending them to SAP• Renewable energy credit accounting• Monthly journal entries, including those related to accounts payable, accounts receivable, gas storage and National Grid Natural Gas Portfolio Earnings Plan (NGPMP)• Executing Internal Financial Controls related to electric and gas commodity• Account reconciliations for gas storage and energy use• Liaison with external auditor• External reporting including State page reporting and quarterly 552 annual filings and annual 549D quarterly filings.• Internal financial reporting on energy expense and revenue Gas Operations and Electric Operations leaders and Energy Procurement team. <p>Internal financial reporting on energy expense and revenue to Gas Operations and Electric Operations leaders and Energy Procurement team.</p> <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Accounting Manager, Energy Procurement
Company Service Representative:	Supervisor, Load Scheduling & Settlement Manager, Regulatory Accounting Manager, Financial Planning & Analysis

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052-FIN: Claims Handling/ Investigation

TSA ID:	052-FIN
Service:	Claims Handling/Investigation
Detail:	<p>With respect to claims handling services:</p> <ul style="list-style-type: none">• The Company will assume responsibility for all existing and future claims matters as of Closing.• National Grid shall provide the Company with claims handling and claims investigation support services in a manner consistent with National Grid's current processes for the provision of such services prior to Closing• During the TSA period, National Grid will investigate, adjust and resolve all claims in consultation with, and as advised by, the Company.• The Company will make available to National Grid, all employees, (management, contracted or represented) and internal records required to address, investigate, adjust and/or defend all claims against the Company.• National Grid will work with the Company to provide the necessary information that will allow the Company to set reserves as required by the Company's policies.• National Grid will work with the Company to provide the necessary information that will allow the Company to evaluate and resolve claims matters as required by the Company's policies. <p>With respect to litigation services:</p> <ul style="list-style-type: none">• The Company will assume responsibility for all existing and future litigated matters as of Closing.• National Grid will send new litigation to the Company upon receipt, as of Closing.• National Grid shall provide the Company with litigation support services in a manner consistent with National Grid's current processes for the provision of such services prior to Closing.• The Company will advise National Grid as to defense, coverage and all legal counsel required in the consultation, adjustment and/or adjudication of all litigated matters.• National Grid will work with the Company to provide the necessary information that will allow the Company to set reserves as required by the Company's policies.• National Grid will work with the Company to provide the necessary information that will allow the Company to evaluate and resolve litigation matters as required by the Company's policies.

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	<p><u><i>Excluded Services:</i></u></p> <ul style="list-style-type: none">• Legal services <p><u><i>Bundled services:</i></u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, Claims
Company Service Representative:	Chief Counsel Senior Counsel

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053-FIN: Tax Consulting Services

TSA ID:	053-FIN
Service:	Tax Consulting Services
Detail:	<p>National Grid will make its tax personnel available to the Company to respond to the Company's questions regarding pre-closing tax matters. Nothing herein shall be construed as imposing any obligation on the Seller to provide tax compliance or advice to the Company.</p> <p>National Grid will provide informal training to the Company's employees assigned to perform taxation services as is reasonably requested by the Company, in particular, process walk-throughs and explanation of business process inputs and outputs and any other activities during the applicable transition period for the Transition Service being provided.</p> <p>National Grid shall assist the Company in its preparation and payment of all monthly, quarterly and annual sales, use and gross receipts tax returns and/or estimated payments in the same fashion as National Grid currently does in its outsourced arrangement with KPMG for the provision of these services.</p> <p>National Grid will make its staff available to respond to the Company's staff on all income tax accounting and compliance matters, in particular including questions regarding the application of federal tax law and regulation and also the application of ASC740 related to accounting for income taxes. Note that the State of Rhode Island does not impose an income tax on the Company.</p> <p>National Grid will provide the Company support in determining the appropriate make-whole provision including specifically a forecast of remaining book and tax depreciation. In addition, National Grid will provide the Company with schedules showing the expected utilization/amortization of protected and unprotected excess accumulated depreciation.</p> <p>For purposes of the required regulatory "make-whole" deferred tax calculation, National Grid will provide a forecast of tax depreciation of property, plant and equipment included in rate base, and an update to such as may be required by the regulator. In addition, National Grid will provide a comparison of the forecast of book depreciation to tax depreciation and create a schedule of the expected reversal of deferred taxes.</p>

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	<u><i>Bundled services:</i></u> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fees:	[TBD]
Seller Service Representative:	Vice President, Tax
Company Service Representative:	Vice President, Tax

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054-FIN: Property Tax Services

TSA ID:	054-FIN
Service:	Property Tax Services
Detail:	<p>National Grid shall assist the Company in its preparation and payment of all quarterly property tax bills. Accounting services provided by National Grid will include reports from existing sub-ledgers and/or system interfaces in order to support existing activities (e.g., power plant sub-ledger and SAP systems interfaces).</p> <p>National Grid through its plant accounting system shall maintain records necessary to account for the utility plant assets of the Company in preparation for the Annual Report of Tangible Personal Property for submission to the local municipalities.</p> <p>National Grid will make its staff available to respond to the Company's property tax staff on all ad valorem tax matters, in particular, including questions regarding the preparation and submission to state and local assessment agencies and information necessary to evaluate potential property tax appeal candidates.</p> <p>National Grid will provide access to its files pertaining to previous and current litigation on legal property tax matters.</p> <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative:	Manager, Property Tax
Company Service Representative:	Supervisor, Real Estate & Property Tax

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129-FIN: Financial Planning and Analysis

Service:	Financial Planning and Analysis
Detail:	<p>National Grid will support the Company with monthly and quarterly reporting decision support and reporting activities (e.g., budgeting, forecasting and long-term planning) at an operating company level, this includes:</p> <ul style="list-style-type: none">• Net margin calculations and analysis• Direct cost decision and reporting support• Rate base calculations and analysis• Return on Equity (finance/ regulatory return) <p>National Grid will support the Company with existing finance business partnering activities covering:</p> <ul style="list-style-type: none">• Storm support (1) partnering during a storm event including financial modelling (2) supporting regulatory storm filings• Work plan (opex/ capex) and regulatory filing development, allocation and budgeting and forecasting• Rate case modeling (subject to case timeline) <p>National Grid will support knowledge transfer to the Company's employees assigned to perform the financial planning and analysis services listed within this Transition Service schedule as requested by the Company.</p> <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	New England Controller
Company Service Representative:	Manager, Financial Planning and Analysis

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SERVICE DESCRIPTIONS – HR (THE NARRAGANSETT ELECTRIC COMPANY)

118-HR: Labour and Employee Relations	3
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121-HR: Onboarding	6
122-HR: Workforce Planning and People Analytics	7
123-HR: Talent and Performance Management	8
124-HR: Compensation (If applicable)	9

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118-HR: Labor and Employee Relations

TSA ID	118-HR
Service:	Labor and Employee Relations
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Provide ad hoc support and/or advice relating to contract interpretation for Local 310 (400 employees), Local 310b (c. 70 employees), and 12431.● Provide reasonable assistance to the Company in the Company's efforts to resolve any formal grievances or arbitrations that remain unresolved as of the start of the Transition Period (i.e., Day 1) or arise thereafter but relate to events occurring before the start of the Transition Period, as may be reasonably requested from time to time. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● All other labor relations support to be assumed by the Company at Closing including, but not limited to the negotiation process or establishment of new contracts for Local 310 and Local 310b● Support for new grievances, arbitration, investigations for employee misconduct, performance, or policy violations● Knowledge transfer post-Closing <p><u>Hours of operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	3 months
Fee:	[TBD]
Seller Service Representative	Maria Marotta
Company Service Representative	To be confirmed

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119-HR: Training (Learning and Development)

TSA ID	119-HR
Service:	Training (Learning and Development)
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Provide access to shared/corporate technical or regulatory / compliance training materials and platforms including in-person and web-based technical training delivery, administration, and tracking consistent with current practices <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Rover-specific training development, delivery and or tracking supported by conveying Training FTEs.● Leadership training, ethics training or content, professional development, leadership and capability training● Product specific training requirements (e.g. Gas operations, Electricity operations, etc.)● Training facilities access <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Margaret Jones Catherine Schlieben
Company Service Representative	To be confirmed

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120-HR: Talent Acquisition (Recruitment)

TSA ID	120-HR
Service:	Talent Acquisition (Recruitment)
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Centralized support consistent with current processes for recruitment of experienced hires, union hires, management hires, interns, graduates and employees within the graduate development program. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Operational recruiting for Rover supported by conveying recruitment FTEs.● Systems / technology access or user support● Candidate decisions, interview facilitation, interview strategy, and talent acquisition planning● Management of or strategic support for internship or graduate programs <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative	Ed Hayes
Company Service Representative	To be confirmed

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Transition Services

121-HR: Onboarding

TSA ID	121-HR
Service:	Onboarding
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Provide centralized support consistent with current processes for new employee onboarding, administration including background checks, employment verification and medical examinations as required. <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Onboarding for Rover supported by conveying recruitment FTEs.● Strategic planning● Execution of local onboarding processes conducted by Rover supervisors● Decision making rights● Management of health services, including Drug & Alcohol programs <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	6 months
Fee:	[TBD]
Seller Service Representative	Ed Hayes
Company Service Representative	To be confirmed

Exhibit A
Transition Services

122-HR: Workforce Planning and People Analytics

TSA ID	122-HR
Service:	Workforce Planning and People Analytics
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Provide standard PowerBI reporting publications, on a quarterly basis. Standard reports to include summary level data and views for workforce planning reporting <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Direct access to PowerBI environment or any data files allowing user manipulation, calculations or formulas, or technical components which feed and enable PowerBI products● Initial source data files● Strategic planning support● Data analysis <p><u>Hours of operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 9:00 a.m. – 5:00 p.m. Eastern Standard Time
Transition Period:	24 months (quarterly reporting)
Fee:	[TBD]
Seller Service Representative	Gary Dionne
Company Service Representative	To be confirmed

Exhibit A
Transition Services

123-HR: Talent and Performance Management

TSA ID	123-HR
Service:	Talent and Performance Management
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● Ad hoc provision of limited advice / knowledge transfer to Rover for Talent processes● Centralized support consistent with current process for the execution of annual performance management processes● Ad hoc reporting needs (based on standard reporting templates) to the extent not covered by 024-BS: HRIS – Reporting TSA schedule <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● Identification of key leadership requirements and the associated leadership development● Succession planning and talent review● Diversity and inclusion processes <p><u>Hours of Operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Catherine Schlieben Sarah Hynes
Company Service Representative	To be confirmed

Exhibit A
Transition Services

124-HR: Compensation (If applicable)

TSA ID	124-HR
Service:	Compensation
Detail:	<p><u>Service Description:</u></p> <ul style="list-style-type: none">● E.g. Support relating to compensation cycle and performance management processes to extent activities required within National Grid systems <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">● For discussion <p><u>Hours of operation:</u></p> <ul style="list-style-type: none">● Support is available from Monday – Friday, 7:00 a.m. – 6:00 p.m. Eastern Standard Time
Transition Period:	24 Months
Fee:	[TBD]
Seller Service Representative	Maureen Heaphy
Company Service Representative	To be confirmed

Exhibit A
Transition Services

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Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

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For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

Exhibit A
Transition Services

SERVICE DESCRIPTIONS – HEALTH & SAFETY, MONITORING & COMPLIANCE
(NARRAGANSETT ELECTRIC COMPANY)

055-HSE: HEALTH, SAFETY, ENVIRONMENT (HS&E) AND SECURITY, REGULATORY MONITORING, REPORTING, AND COMPLIANCE CONSULTING SERVICES.....	3
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055-HSE: Health, Safety, Environment (HS&E) and Security, Regulatory Monitoring, Reporting, and Compliance Consulting Services

TSA ID:	055-HSE
Service HS&E	Health, Safety, Environment (HS&E) and Security, Regulatory Monitoring, Reporting, and Compliance Consulting Services
Detail:	<p>National Grid will make its personnel available to the Company to respond to questions regarding federal, state, and local and regulatory HS&E issues applicable to the Company and its business. National Grid will provide informal training to the Company's employees responsible for such HS&E related report filings including training at National Grid's offices, process walkthroughs and explanations of business process inputs and outputs, and any other related activities prior to and during the applicable reporting period. This will include but is not limited to Rhode Island regulatory filings, OSHA annual 300 and 300A filings, benchmarking reporting, DOT reporting, environmental related SEC 10Q/10K reporting and Asset Retirement Obligations (ARO) reporting.</p> <p>National Grid will continue to maintain and update official HS&E Policies and Procedures as would be required prior to Closing.</p> <p>National Grid will provide advice to the Company to develop the medical screening programs under DOT and Occupational Safety and Health Administration (OSHA), including Fitness for Duty and the Drug and Alcohol Programs. National Grid will assist the Company to file with the relevant regulatory agencies any required documents under those programs.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	VP, HSE New England
Company Service Representative	Director, Technical Development & Improvement

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056-HSE: Field Safety Support

TSA ID:	056-HSE Field Safety
Service	Field Safety Support
Detail:	<p>National Grid will assist the Company with its management of safety issues in the field, in particular:</p> <ul style="list-style-type: none">● FS - Safety Observations - Monitor a variety of safety performance tasks / activities across the business through safety observations. These observations are logged within our IMS system and are documented as an ESD (Effective Safety Discussions) or CA (Compliance Assessment)● FS - 2nd Level Assurance - Provide second level assurance in line with departmental risk registers on a quarterly basis.● FS - Respond to Safety Incidents – Respond to incidents in the field to assist partners in making situation safe, support information gathering and determining actions to be taken to make safe and next steps● FS - Incident Analysis – Partner on incident investigation teams as participants / SMEs, at times assist in leading an investigation. Key functions are to assist with root cause analysis, actions to be taken and lessons learned; SME in TapRoot tool● HASPs – Review and provide consultative support for partners on Health & Safety Plans● OSHA / Regulatory Compliance – Assist with any pending OSHA or regulatory compliance cases; SME to advise partners, often respond and report on incidents / investigations through OSHA and other regulatory agencies● FS - Storm Support – Provide storm support personnel for Operations through field presence as well as responsible for on-boarding of Electric Business Unit external contractors when reporting for storm duty● FS - Safety Committee Support – Participate in a variety of SPCs (Safety Performance Committees) which support collaboration with our union workforce in an effort to improve safety performance, communication and awareness

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	<ul style="list-style-type: none">• FS - SME for Policy & Procedures – Provide advice and guidance with regards to internal safety policy and procedures as well as external compliance with OSHA and other regulatory agencies. Additionally, review Operations policies and procedures for input and guidance as they relate to safety• FS – Communication Channel - Provide safety information, addressing routine and time-critical safety information• FS – Training – Provide education and training as needed for programs and/or regulatory mandates (Silica, Hearing Protection, Rubber Glove Program as examples)• FS – Safety Support - Develop and implement programs and initiatives aimed at incident prevention and performance improvements• Process Safety - Lead various process safety risk assessments, as well as providing subject matter expertise to aid in incident analysis and corrective action(s) following a Process Safety incident for process safety management system issues on gas pressure regulating, gas transmission, CNG and LNG assets <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director Field Safety
Company Service Representative	Manager, Safety

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059-HSE: Site Investigation and Remediation (SIR)

TSA ID:	059-HSE
Service:	Site Investigation and Remediation (SIR)
Detail:	<p>Technical and Project Management Support: National Grid will provide management personnel and consultation to the Company on SIR projects, in particular Manufactured Gas Plant site and PCB related investigation and remediation. National Grid will make its personnel available to the Company to respond to questions from the Company regarding environmental data systems, historical and location specific information, and records relevant to the Company.</p> <p>National Grid will assist the Company in establishing annual project budgets, preparing regular financial and reserve (contingency) fund forecasts, assisting with the annual rate filings (The Narragansett Electric Company d/b/a National Grid Electric Environmental Response Cost Report and Annual Environmental Report for Gas Service), including assistance with preparing written reports and/or information for testimony, and conducting periodic site inspections including but not limited to the minimum frequency as specified by local, state and federal regulations, orders, decrees or agreements. Site inspections will also be conducted in response to any public complaints, and/or in response to incidents at the site involving an agency-reportable release or activity.</p> <p>National Grid will make available environmental staff and subject matter experts to the Company for consultation on environmental planning and management issues related to the Company.</p> <p>Contractor Administration: National Grid will assist the Company with contract administration activities as requested, in particular:</p> <ul style="list-style-type: none">• Management and coordination with third-party environmental consultants supporting MGP site investigation, remediation, and monitoring• Development of work plans for site investigations, risk characterizations, remedial action plans, remedy implementation plans, construction specifications and project closures• Evaluation of proposed project work scopes for reasonableness in meeting project and regulatory objectives• Assessment of proposed and/or invoices consultant costs for reasonableness

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	<ul style="list-style-type: none">• Evaluation of contractor proposal documentation (including technical and financial aspects) and proposed field change orders to assess if cost are reasonable <p>National Grid will provide guidance to the Company's legal counsel, as required.</p> <p>Regulatory Support and Public Interface: National Grid will interact with local, state and federal regulators; conduct and/or present at public meetings in connection with SIR projects.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, New England Compliance/Licensing and Permitting/SIR
Company Service Representative	Manager, Environmental Compliance

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060-HSE: Environmental Field Support

TSA ID:	060-HSE
Service:	Environmental Field Support
Detail:	<p>National Grid will continue to provide the Company with environmental management services including:</p> <ul style="list-style-type: none">• Site investigations• Environmental complaint investigation and management, including remediation of environmental non-compliance findings and 3rd party property damage in resource areas• Property due diligence, including All Appropriate Inquiries (AAI), Phase I and Phase II Environmental Assessments• Solid and hazardous waste management including but not limited to, proper chain of custody and management of contaminated fill/soils• Water and wetlands protection including operations and maintenance related to natural resource mitigation sites, natural resource(s) permits and approvals, environmental studies, and protection of endangered and threatened species• Avian protection including avian mortality and incident tracking, required reporting, and interface with the regulatory agencies.• Permit application and compliance including contract and management of engineering and environmental contractors performing permit application development and support services• Environmental inspection during construction• Post-construction stormwater management (PCSM)• Air emissions management and reporting• Regulated storage tank management• Recycling management including but not limited to recycling services during both operations and construction• Pollution prevention <p>National Grid will perform site visits to the operating facilities and major construction projects to evaluate compliance with various environmental requirements at a minimum frequency as required by law, regulation, permit, agreement, order, decree, and/or agency request; and as reasonably requested by the Company. National Grid</p>

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	<p>will assist the Company with Environmental Compliance Assurance Program (ECAP) for the applicable service period for such Transition Service set forth on this Exhibit A.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period:	24 months
Fee:	[TBD]
Seller Service Representative	Director, New England Compliance / Licensing and Permitting / SIR
Company Service Representative	Manager of Environmental Compliance

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061-HSE: Spill Control/Response

TSA ID:	061-HSE
Service:	Spill Control/Response
Detail:	<p>National Grid will manage, develop, update and execute Facility Spill Prevention Control and Countermeasures (SPCC) and other spill contingency plans, manage spill and incident response for the Company, perform and coordinate necessary clean-up activities in the event of a spill, contract with an emergency spill response contractor, and conduct all necessary agency interface and reporting in the event of a reportable release or spill event.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, New England Compliance / Licensing and Permitting / SIR
Company Service Representative	Manager of Environmental Compliance

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Transition Services

062-HSE: PUC Environmental Filing Support

TSA ID:	062-HSE
Service	PUC Environmental Filing Support
Detail:	<p>National Grid will provide reasonable assistance to the Company in connection with any PUC proceedings pending as of Deal Close, including assistance with preparing written reports and/or information for testimony and assisting with the preparation of required filings.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, New England Compliance / Licensing and Permitting / SIR
Company Service Representative	Manager of Environmental Compliance

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063-HSE: Licenses, permits and orders

TSA ID:	063-HSE
Service:	Environmental Licenses, Permits and Orders
Detail:	<p>National Grid will provide the Company with services relevant to the Company's compliance with existing local, state, and federal environmental licenses, permits, agreements, decrees and orders, including the renewal of licenses and permits.</p> <p>National Grid will provide support to the Company's representatives to complete the transfer of any required operating licenses, permits and orders for the Company's business.</p> <p>National Grid will continue to provide local, state, and federal permitting and licensing activities required by the Company related to existing operations (in particular licensing and permitting for capital projects of the Company, e.g., EPA, RIDEM).</p> <p>The Company will be responsible for compliance with all licenses, permits and orders for the Company's business.</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, New England Compliance / Licensing and Permitting / SIR
Company Service Representative	Manager of Environmental Compliance

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064-HSE: Site Security Services

TSA ID:	064-HSE
Service Security	Site Security Services
Detail:	<p>National Grid will support the continued operations of the Company's business under existing security clearance systems and procedures, the restriction of access to Company facilities to authorized individuals, maintaining infrastructure support for video security and card key access. To the extent possible, National Grid will provide site monitoring for the Company's facilities consistent with the support provided prior to Deal Close.</p> <p>Security services will include the provision of the following activities:</p> <ul style="list-style-type: none">● Provide security control, monitor and log services for sites currently monitored in the Security Control Center● Coordinate security communication and response services● Provide the Company with access to National Grid's facilities, as requested● Provision site security access cards as needed● Perform annual critical-site vulnerability inspections● Manage contract guard service agreements● Provide regulatory activities and audits surrounding monitoring, training, annual maintenance and compliance with respect to latest North American Electric Reliability Corporation (NERC), Pipeline and Hazardous Materials Safety Administration (PHMSA), Chemical Facilities Anti-terrorism Standards (CFATS) and other security regulations● Control, monitor and log access as per NERC CIP 006 and NERC CIP 14 as applicable● Manage, update and issue security services manuals and other written security procedures● Respond to security incidents through surveillance, notify the Company's Corporate Security team, and contact law enforcement as applicable

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	<ul style="list-style-type: none">• Provide training and certifications as needed, including DOT training and certifications required by the Pipeline and Hazardous Materials Safety Administration (PHMSA) <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director of US Physical Security
Company Service Representative	Chief Physical Security Officer

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130-HSE: Health Services

TSA ID:	130-HSE: Health Services
Service Security	Health Services
Detail:	<p>National Grid will assist the Company with its management of health services, including in particular:</p> <ul style="list-style-type: none">• Drug & Alcohol programs, testing, administration, and compliance,• Absence (disability) management, Rhode Island TDI, fitness for duty exams, sick leave calculations, ADA compliance, & case management• Occupational injury and illness - individual claims• Self-insurance – workers compensation, reports & assessments to state agencies, case management• Pre-employment / internal transfers – DOT driver, fit testing (fitness for duty)• Annual medical screening and records• Well-being – injury prevention, manage athletic trainer network, nutritional well-being, flu shots, wellness policies and programs• Employee assistance programs – work/life balance counseling referrals, case management, grief counseling, policies, contracts, and vendor oversight• COVID-19 program management – contact tracing, symptom checks, facility access requests, PPE compliance <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway
Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, Health & Wellbeing

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Company Service Representative	Manager, Health Services
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131-HSE: Safety Policy & Programs

TSA ID:	131-HSE: Safety Policy & Programs
Service Security	Safety Policy & Programs
Detail:	<p>National Grid will assist the Company with its management of HSE policy and programs by providing personnel for the following activities:</p> <ul style="list-style-type: none">• Safety governance structure and processes• Key safety initiatives• Industrial hygiene (IH), including informing on current IH monitoring activities or studies• Safety training and driving training program and materials• Risk register and compliance requirements, Safety management system (ISO 45001 assessment)• External safety public awareness• Benchmarking (data management and processes) and safety culture survey process• Oversight to DOT compliance requirements for licensing monitoring, Driver Qualification Profile (DQP)• Manage and maintain essential PPE catalogue• Safety Policy and Procedures Management, including maintenance of the Safety Handbook• Material Data Sheet management• Safety Communication processes• Maintain data and administration of HSE related systems, such as Incident Management System (IMS) processing and reporting <p>Contractor safety services, including the management of ISNetworld services</p> <p><i>Bundled services:</i></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway

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Transition Period	24 months
Fee:	[TBD]
Seller Service Representative	Director, Policy & Programs
Company Service Representative	Manager, Safety

Exhibit A
Transition Services

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**SERVICE DESCRIPTIONS - REGULATORY (THE NARRAGANSETT ELECTRIC
COMPANY)**

065-REG: REGULATORY SUPPORT – GENERAL.....	3
066-REG: REGULATORY SUPPORT – REPORTING AND FILINGS – ELECTRIC & GAS DISTRIBUTION	5
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OUTSTANDING ITEMS FOR DISCUSSION	ERROR! BOOKMARK NOT DEFINED.

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065-REG: Regulatory support – General

TSA ID:	065-REG
Service:	Regulatory Support - General
Detail:	<p>National Grid and the Company shall each designate a coordinator for the regulatory support services, who shall act as principal points of contact for any matters regarding National Grid's regulatory representation of the Company.</p> <p>If requested by the Company, National Grid shall provide regulatory support services including:</p> <ul style="list-style-type: none">• Tariff development, maintenance, and administration• Assisting with responses to inquiries / information requests from regulators• Consulting generally on regulatory issues <p>In connection, National Grid shall also support the Company in proceedings, technical sessions, or working group meetings, before the RIPUC (Rhode Island Public Utilities Commission), RI Division or OER (Office of Energy Resources) NEPOOL, ISO-NE, and FERC.</p> <p>If requested by the Company, National Grid's regulatory representatives shall participate with the Company's regulatory representatives on conference calls and at meetings with regulators. Should the Company request National Grid to represent it at a regulatory meeting or call, National Grid's regulatory personnel will coordinate with the Company with regard to the positions to be taken and the decision and/or votes to be made on behalf of the Company. For the avoidance of doubt, whilst National Grid may take certain positions and vote on behalf of the Company, any such positions and votes will be pre-determined by the Company, who will make its regulatory representatives available to attend such meetings or calls with National Grid. Any Seller's employee representing the Company in any regulatory meeting will clearly identify themselves as representing the Company. National Grid's employees providing regulatory support shall take any action that may be necessary or appropriate from time to time to avoid actual or apparent conflicts of interest.</p> <p><u>Bundled Services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

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Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative	Vice President Regulation and Pricing, New England
Company Service Representative	Director, Regulatory Affairs

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**066-REG: Regulatory Support – Reporting and Filings – Electric & Gas
Distribution**

TSA ID:	066-REG
Service:	Regulatory Support – Reporting and Filings – Electric & Gas Distribution
Detail:	<p>If requested by the Company, National Grid will provide consultation regarding prior Company base rate cases and settlements that are the basis for current cost recovery embedded in base rates. National Grid will not be responsible for preparation of any general base rate case, advanced metering or grid modernization filings including, but not limited to, revenue requirements, allocated costs of service and rate design, rate tariffs or testimony. The Seller may provide support for these filings as outlined below.</p> <p>Prior to Completion, the parties shall develop a list of the filings that the Company may require assistance from National Grid in preparing. Seller's assistance will consist of the same services that National Grid had provided prior to Closing in support of those agreed filings/reports; provided, however, the Company will be fully accountable for filing all required reports or filings following the Closing. For reports or filings filed annually or semi-annually, National Grid may be requested to provide advice and consultation in support of the Company's first filing in each category after Closing. For reports or filings made quarterly, monthly or on an ad hoc basis, National Grid may be requested to provide advice and consultation in support of those filings or reports for the first six months after Closing. In all cases, the Company will provide National Grid with 60 days' notice of the request to National Grid to provide such assistance and/or support services. National Grid will not testify to any filings that it has not prepared in full. In addition to filings/reports, and except as otherwise stated above, National Grid will continue to provide support services for dockets, which are pending or under appeal at the time of Closing and for which Seller made the initial filing prior to Closing; provided, however, the Company will be fully accountable for those dockets following the Closing.</p> <p>In addition, National Grid shall make its personnel reasonably available to provide consulting services, at the Company's request, in support of reports or filings of the Company required by any local, state, and federal authorities or regulators for the transition period. The consulting services will be limited to reports or filings</p>

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	<p>that National Grid would have supported if National Grid still owned the Company.</p> <p><u><i>Bundled Services:</i></u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative	Vice President Regulation and Pricing, New England
Company Service Representative	Director, Regulatory Affairs

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067-REG: Regulatory Support – Reporting and Filings – Transmission

TSA ID:	067-REG
Service:	Regulatory Support – Reporting and Filings – Transmission
Detail:	<p>If requested by the Company, National Grid will provide consultation regarding prior Company transmission formula rate filings and FERC proceedings. National Grid will not be responsible for preparation of any general base rate case, new formula rate files, or new intercompany transmission / distribution arrangements for the Company including but not limited to, revenue requirements, allocated costs of service and rate design, rate tariffs or testimony.</p> <p>Prior to Completion, the parties shall develop a list of the filings that the Company may require assistance from National Grid in preparing. For reports or filings filed annually or semi-annually, National Grid may be requested to prepare the first filing in each category after Closing, after which National Grid’s support shall consist of advice and consultation in support of the Company’s filing of such report or filing. For reports or filings made quarterly, monthly or on an ad hoc basis, National Grid may be requested to prepare those filings or reports for the first six months. In all cases, the Company will provide National Grid with 60 days’ notice of the request to National Grid to prepare filings. National Grid will not testify to any filings that it has not prepared in full. National Grid will not be required to prepare any type of filing it has not prepared and filed prior to Closing.</p> <p>In addition, National Grid shall make its personnel reasonably available to provide consulting services, at the Company’s request, in support of reports or filings of the Company required by any local, state, and federal authorities or regulators for the transition period. The consulting services will be limited to reports or filings that National Grid would have supported if National Grid still owned the Company’s electric transmission assets.</p> <p><u><i>Bundled Services:</i></u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]

Exhibit A
Transition Services

Seller Service Representative	Vice President Regulation and Pricing, New England
Company Service Representative	Director, Regulatory Affairs Manager, PJM and Federal Regulatory Affairs

Exhibit A
Transition Services

**136-REG: Regulatory Support – New England Power Company Services on Behalf
of NECO – Transmission**

TSA ID:	136-REG
Service:	Regulatory Support – New England Power Company Services on Behalf of NECO – Transmission
Detail:	<p>Prior to the FERC approved effective date of applicable new FERC jurisdictional tariffs and agreements of the Company related to NECO's transmission assets, National Grid's affiliate, New England Power Company (NEP), will continue to provide services to NECO pursuant to all effective FERC jurisdictional tariffs and agreements of NEP and NECO including, but not limited to, the Integrated Facilities Agreement in NEP Tariff No. 1. Prior to the effective date of applicable new FERC jurisdictional tariffs and agreements of the Company related to NECO, National Grid's regulatory personnel will coordinate with the Company with regard to all regulatory filings and decisions related to all effective FERC jurisdictional tariffs and agreements that relate to NECO, but National Grid shall retain the right to make the final determination on all regulatory decisions regarding those tariffs and agreements so long as NECO's right to receive reimbursement received under the IFA is not diminished.</p> <p>After the FERC approved effective date of applicable FERC jurisdictional tariffs and agreements of the Company related to NECO's transmission assets, National Grid and the Company will coordinate and cooperate with each other with respect to any data, information, or efforts required to rebill/adjust formula rates as needed as a result of any regulatory order impacting historical transmission rates charged under IFA and/or OATT Tariffs. Otherwise, National Grid will have no obligation to make any regulatory decisions or filings related to the new FERC jurisdictional tariffs and agreements of the Company.</p> <p>Prior to Closing, the parties shall develop a list of all existing FERC jurisdictional tariffs and agreements that relate to NECO.</p> <p><u><i>Bundled Services:</i></u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

Exhibit A
Transition Services

Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative	Vice President Regulation and Pricing, New England
Company Service Representative	Director, Regulatory Affairs Manager, PJM and Federal Regulatory Affairs

Exhibit A
Transition Services

137-REG: Regulatory Support – Stakeholder Group Participation – Transmission

TSA ID:	137-REG
Service:	Regulatory Support – Stakeholder Group Participation – Transmission
Detail:	<p>Prior to the FERC approved effective date of applicable new FERC jurisdictional tariffs and agreements of the Company related to NECO's transmission assets, National Grid will continue to participate in Transmission-related stakeholder groups. National Grid's regulatory personnel will coordinate with the Company with regard to the positions to be taken and the decisions and/or votes to be made on behalf of the Company, but National Grid shall retain the right to make the final determination on votes to be made on behalf of the Company. Prior to the FERC approved effective date of applicable new FERC jurisdictional tariffs and agreements of the Company related to NECO, National Grid will participate in, and will have authority to vote on behalf of Seller and the Company, in the following stakeholder groups:</p> <ul style="list-style-type: none"> • PTO-AC Administrative Committee; • NEPOOL Markets Committee; • NEPOOL Transmission Committee; • NEPOOL Reliability Committee; • NEPOOL Participants Committee; • Any New England Transmission Owner (NETO) groups convened to discuss, consider or vote on New England transmission rates, including, but not limited to, the NETO group addressing the various New England transmission ROE proceedings at FERC. <p>After the FERC approved effective date of applicable FERC jurisdictional tariffs and agreements of the Company related to NECO's transmission assets, National Grid will not represent or vote for the Company at the above-referenced stakeholder groups.</p> <p>Prior to FERC approval of applicable tariffs and agreements, the parties shall develop a list of the stakeholder groups in which the Company will assume participation from National Grid.</p> <p><u><i>Bundled Services:</i></u></p> <ul style="list-style-type: none"> • Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

Exhibit A
Transition Services

Transition Period:	6 months
Fee:	[TBD]
Seller Service Representative	Vice President Regulation and Pricing, New England
Company Service Representative	Director, Regulatory Affairs Manager, PJM and Federal Regulatory Affairs

Exhibit A
Transition Services

This Exhibit A to the draft Transition Services Agreement (“TSA”) has been prepared by National Grid USA (“National Grid”) for the exclusive use of the party to whom National Grid delivers this document (the “Recipient”). Except as expressly set forth in the Share Purchase Agreement, dated as of March 17, 2021, by and among PPL Energy Holdings, LLC, PPL Corporation and National Grid (the “Agreement”),¹ National Grid does not make any representation or warranty, either express or implied, as to the accuracy, completeness or reliability of the information contained in this document. Any estimates or projections contained in this document as to events that may occur in the future are based upon the reasonable judgment of National Grid.

Nothing contained herein is, or shall be relied upon as, a promise or representation as to the past or future. National Grid expressly disclaims any and all liability relating to or resulting from the use of this document. In addition, the information contained in this document is as of the date hereof, and National Grid has no obligation to update such information, including in the event that such information becomes inaccurate.

This Exhibit A to the draft Transition Services Agreement has been prepared solely for informational purposes only. The Recipient should consult its own counsel and tax and financial advisors as to legal and related matters concerning the matters described herein, and by accepting this presentation, the Recipient confirms that it is not relying upon the information contained herein to make any decision. This Exhibit A to the draft Transition Services Agreement does not purport to be all-inclusive or to contain all of the information that the Recipient may require.

For the purposes of this draft, TSA services are presented as individually stand-alone. In practice it will be necessary to “bundle” services where required for operational purposes, e.g., where services are co-terminus. Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.

This Exhibit A to the draft Transition Services Agreement contains material, non-public information concerning National Grid and is subject to the Letter of Confidentiality Undertaking, dated as of January 12, 2021, by and among National Grid, National Grid plc and PPL Corporation. The Recipient acknowledges that National Grid considers this document and all information contained herein to include confidential, sensitive and proprietary information and agrees that it shall use reasonable precautions in accordance with its established procedures to keep the document and all information contained herein confidential and shall not use any such information for any purpose other than for the purposes presented.

¹ Following execution of the Agreement, PPL Energy Holdings, LLC assigned its right to acquire The Narragansett Electric Company to its wholly owned subsidiary, PPL Rhode Island, LLC, pursuant to an Assignment and Assumption Agreement.

Exhibit A
Transition Services

**SERVICE DESCRIPTIONS – SUPPLY CHAIN MANAGEMENT (THE
NARRAGANSETT ELECTRIC COMPANY)**

068-SC: STRATEGIC PROCUREMENT	3
069-SC: INVENTORY MANAGEMENT	4
127-SC: WAREHOUSE MANAGEMENT	5

Exhibit A
Transition Services

068-SC: Strategic Procurement

TSA ID:	068-SC
Service:	Strategic Procurement
Detail:	<p>National Grid will provide the following procurement services to the Company:</p> <ul style="list-style-type: none">• Assistance to the Company in its efforts to procure continued service by the counterparties under existing contracts in the name of Narragansett pursuant to which services have been provided to Narragansett and which services are considered key to the continuity and risk management of Narragansett. For supplier contracts that provide goods and services that are otherwise used in the support or maintenance of Narragansett and other facilities operated by National Grid or any of its Affiliates, National Grid will employ reasonable efforts to maintain in effect such supplier contracts during the Transition Period.• Support Narragansett to replicate contracts that have not been separated/ replicated by Day 1.• On a “best-efforts” basis, National Grid will provide limited ad hoc procurement reporting related to the Company required by the Company to support existing business activities as requested. <p><u>Service exclusions:</u></p> <ul style="list-style-type: none">• Facilitation and/ or support of sourcing events <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, Global Procurement Strategy
Company Service Representative:	Director, Supply Chain

Exhibit A
Transition Services

069-SC: Inventory management

TSA ID:	069-SC
Service:	Inventory Management
Detail:	<p>National Grid will provide the following Inventory Management services to the Company:</p> <ul style="list-style-type: none">• Analysis of material requirements and ordering of such materials in line with demand• Maintenance of master data in the ERP system (SAP) associated with the Company's inventory• Advising the Company on material range and master data set up including maximum and minimum levels, stock levels and lead times <p><u>Service Exclusions:</u></p> <ul style="list-style-type: none">• Inventory management for non-stock material items required for gas and electric operations projects <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, New England Logistics
Company Service Representative:	Manager, Operations Services

Exhibit A
Transition Services

127-SC: Warehouse Management

TSA ID:	127-SC
Service:	Warehouse Management
Detail:	<p>National Grid will provide the following Warehouse Management services to the Company:</p> <ul style="list-style-type: none">• Storage of material at the Seller's warehouse according to the Seller's procedures, including maintaining an inventory of the stock held for the Company and verification of this via cycle counts• Provision of outbound logistics from New England Distribution Center to existing freebin locations to replenish stock material levels consistent with current service levels and within current standard operating hours• Provision of inbound and outbound logistics for pre-capitalized transformers• Inventory recovery services including re-sale as requested by the Company• Provision of freebin handheld devices and related software <p><u>Service Exclusion:</u></p> <ul style="list-style-type: none">• Gas and electric operations quality control checks• IT support services for freebin devices <p><u>Bundled services:</u></p> <ul style="list-style-type: none">• Bundling requirements will be shared as they are identified as part of the service definition and refinement process underway.
Transition Period:	12 months
Fee:	[TBD]
Seller Service Representative:	Director, New England Logistics
Company Service Representative:	Manager, Operations Services

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Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-29

Request:

Please provide all correspondence and Documents related to the TSA between PPL, its affiliates, and National Grid.

Response:

Communications between PPL Corporation ("PPL"), its affiliates, and National Grid USA related to the Transition Services Agreement ("TSA") occur on a daily basis and would result in the production of thousands of Documents. On June 15, 2021, counsel for PPL, PPL Rhode Island Holdings, LLC, National Grid USA, and The Narragansett Electric Company ("Narragansett" and collectively, the "Applicants"), and the Rhode Island Division of Public Utilities and Carriers' Advocacy Section ("Advocacy Section") met to discuss various discovery issues, which included, in particular, the scope of certain data requests, such as Data Request Division 1-29. On June 22, 2021, the Advocacy Section provided guidance to the Applicants relating to the scope of data requests, generally, and agreed that the Applicants may use their sound judgment and the rule of reason in crafting responses to data requests and providing responsive documents, taking into account the Advocacy Section's goal of protecting customers when determining scope and relevancy.

Based on the scope and breadth of this request, National Grid USA and Narragansett have applied the rule of reason and used sound judgment in limiting the breadth and scope of documents produced in response to this request, and have considered the Division Advocacy Section's goal of protecting ratepayers in determining which documents related to the TSA it will produce.

Accordingly, National Grid is providing three documents that it believes are relevant to the communications between PPL and National Grid USA regarding the TSA. Please see Attachment NG-DIV 1-29-1-Confidential for a copy of a confidential Separation Blueprint dated January 2021, which is a working document that arose out of the series of joint workshop sessions between PPL and National Grid USA and details how Narragansett would be separated from National Grid USA post-closing. The Separation Blueprint formed the basis for the draft indicative schedules to the TSA, as of June 25, 2021 and as provided in Attachment NG-DIV 1-28-2-1 through Attachment NG-DIV 1-28-2-14. Please also see Attachment NG-DIV 1-29-2 for a presentation entitled "Joint TSA Readout & Day 1 Readiness Launch," dated May 26, 2021, which was presented at a joint readout session. This presentation summarizes the joint progress between PPL and National Grid USA to develop the TSA schedules and iterate on scope, as well as their discussions around the Day 1 planning activities, programmatic updates, and other planning considerations. Please also see Attachment NG-DIV 1-29-3 for a presentation entitled, "Joint IMO/TMO Kickoff", dated April 7, 2021, which includes the plan for the TSA as

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communicated between National Grid USA and PPL at their joint workshop session on April 7, 2021.

Finally, please see National Grid USA and Narragansett's response to Data Request Division 1-28, which includes a detailed discussion of the TSA and Day 1 planning processes. As discussed above and in the response to Data Request Division 1-28, the work associated with the TSA currently is undergoing further review, refinement, and finalization, and National Grid USA and PPL are in daily communication around this effort. National Grid USA and Narragansett will supplement this response periodically throughout the pendency of this proceeding.

Joint TSA Readout & Day 1 Readiness Launch

May 26, 2021

Session Objectives

Since the April 7th kick-off, teams have been jointly focused on developing TSA's and iterating on scope. In this sessions, we will:

- Review the current state of the TSA's and some considerations for Day 1 planning
- Introduce joint Day 1 planning activities, which will begin next week
- Share programmatic updates on the Regulatory filings, HR / Employee matters and IT planning considerations

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Agenda

Topic	Timing (11:30 AM - 2:30 PM)
Welcome & Agenda <ul style="list-style-type: none">○ Safety message○ Meeting Objectives○ Recap of work to date	5 min
Key Program and Cross-functional Updates <ul style="list-style-type: none">○ Regulatory Timelines○ People○ PPL IT Roadmap Update	10 min
Day 1 Planning & Execution Launch <ul style="list-style-type: none">○ Plan to Close Timeline, Deliverables, Next Steps	15 min
Team Readouts Workstreams report on Day One operating plan, TSAs required, and key open items	
<ul style="list-style-type: none">• Electric T&D• Gas Operations• Customer• IT	10- 15 min each
<ul style="list-style-type: none">• Finance & Accounting• Audit & Controls• HR• HSE / Fleet / Training• Supply Chain• Facilities• Security• External Affairs• Regulatory / Legal	5 - 10 min each

Safety Message



May 2021 Dynamic Stretching

Complete the Dynamic Physical Readiness Routine at the top and spend a little extra time each day on the “stretch of the day” on the calendar below.

Daily Dynamic Warm-Up: Use a fluid motion to complete each exercise 8x.

Bear Hugs



Inhale as you open your arms out wide. Exhale as you cross your arms around you to give yourself a hug.

Neck Yes/No



Tilt head to one side. Move your head in a “yes” motion and then a “no” motion. Switch sides.

Shoulder Blade Squeeze



Arms relaxed at side in standing position. Complete exercise by squeezing shoulder blades together.

Lat Pullbacks



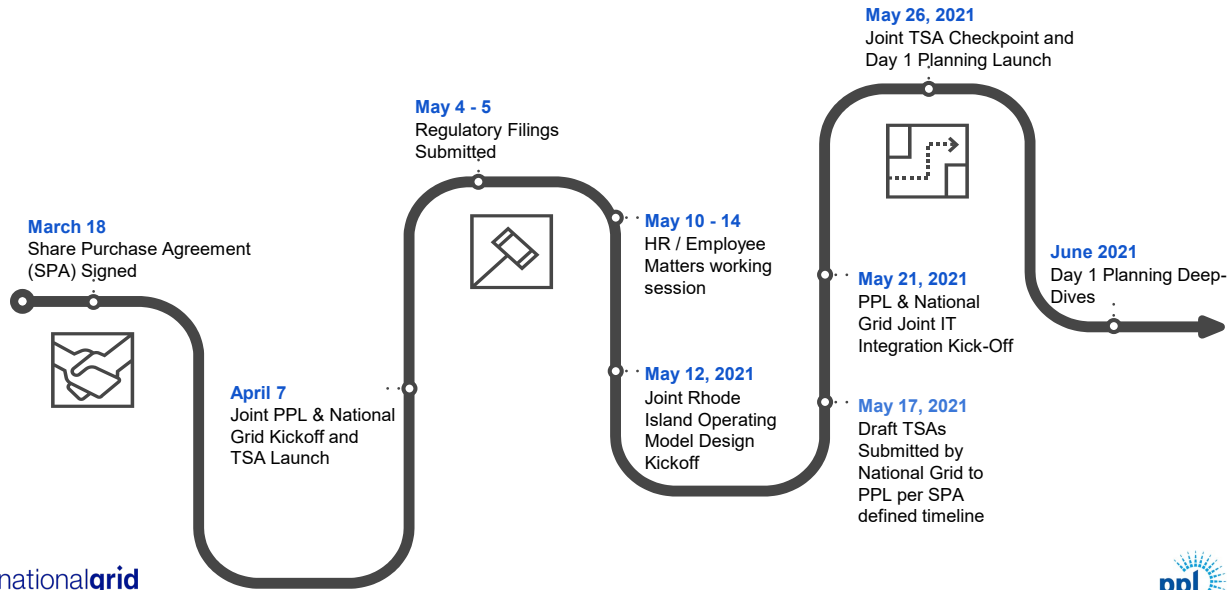
Start with arms extended, keeping elbows at shoulder level. Drive elbows back to feel scapula pinch.

Safety Message – COVID Isn't quite done with us yet...



- Life is getting back to normal but we are not quite there yet...
- National Grid is still in “Medium severity” and expected to remain so in NE until early July
- Collaboration sessions are not currently allowed under the NG COVID guidelines
- We are reviewing whether we can meet in person on a case by case basis if there is a critical need – more guidance to come
- In the meantime – stay safe!

Joint Progress Highlights



Program & Cross-Functional Updates

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Regulatory Filings

State	Federal				
Approval	Filing Details	After Filing	Filing Date	Target Approval	
RI Division of Public Utilities and Carriers (RI Division)	<ul style="list-style-type: none"> Joint Petition with witness testimony: Vince, Greg, Lonnie, Terry (NG) Petition includes stock purchase agreement and exhibits, but not TSA schedules of services 	<ul style="list-style-type: none"> Parties are the petitioners and the Division Advocacy Section Scheduling of pre-hearing conference anticipated within 2-4 weeks; it is anticipated procedural schedule will be set at pre-hearing conference Procedural schedule will include an intervention deadline 	May 5, 2021	6-9 months after filing	
MA Department of Public Utilities (waiver)	<ul style="list-style-type: none"> NG Petition requesting that MA DPU waive jurisdiction over the transaction because there will be no adverse impacts on MA utilities Supported by Affidavit from Bill Malee 	<ul style="list-style-type: none"> DPU will likely issue notice + provide opportunity for comment DPU may hold a hearing before deciding either to grant waiver, grant waiver w/ conditions, or – less likely - require full investigation/discovery/hearing process 	May 5, 2021	Law says DPU must act on waiver w/i 45 days – but in practice DPU may take 3-6 months	
Federal Energy Regulatory Commission (FERC)	<ul style="list-style-type: none"> Joint application for authorization under Section 203 of FPA 	<ul style="list-style-type: none"> Parties may petition to intervene at FERC FERC required to act within 180 days of filing 	May 5, 2021	4-6 months after filing	
Hart-Scott-Rodino (DOJ)	<ul style="list-style-type: none"> Each company files Notification and Report Form for Certain Mergers and Acquisitions 	<ul style="list-style-type: none"> 30 day waiting period begins at filing DOJ can effectively approve the transaction by allowing the waiting period to expire or – less likely – issue a 2nd request for further information 	May 4, 2021	30 days after filing	
Federal Communications Commission (FCC)	<ul style="list-style-type: none"> Seek approval of transfers of certain private carrier licenses associated w/ Narragansett operations 2 step process: approve (1) assignment of licenses from NG to Narragansett; (2) change of control to PPL 	<ul style="list-style-type: none"> Each step of process expected to take 2-4 weeks, in sequence (4-8 weeks total) 	May 4, 2021	60 days after filing	

HR / Employee Matters

PPL and NG HR personnel participated in numerous work sessions during the weeks of May 10, 17, and 24 to better understand the current benefits and vendors at NG and how we can offer comparable benefits in the aggregate. The companies share similar compensation philosophies, so we do not expect any major pay disruption. Our goal is to begin effects bargaining in June with the three locals in RI.

Workstreams involved in May work sessions:

Benefits (Health & Welfare)	Defined Contribution & Defined Benefit
Compensation	Labor Relations & Legal
Health Services	Payroll, HRIS, IT

Session goals:

- Further understand benefit plans, employee offerings, and Payroll / HRIS / IT interfaces
- Connect with existing vendors to explore plan replication for Day 1
- Aim to replicate the compensation & benefit plans / programs where possible
- Inform Day 1 and beyond strategy (e.g.TSA-exit) for all plans / programs
- Capture key changes & talking points for employee (union and non-union) communications on both short-term and long-term strategy relating to compensation and benefits
- Capture risks, verify dependencies, and identify any potential impacts to TSA schedules
- Communicate recommendations for all plans, coordinating with labor and legal

Technology Considerations

- Narragansett does not have dedicated IT systems supporting its business, making the technology migration from National Grid a complex undertaking
- The IT workstream has begun developing a technology capability plan focused on high priority applications

Guiding Principles



Utilize common platform: integrate systems and consolidate across functions where feasible



Simplify processes: systems should utilize a streamlined core platform to reduce unnecessary complexity



Enable growth: systems should be infinitely scalable for future acquisitions and expansion activities

Current IT Considerations

- **Finance:** Plans to use Rhode Island as greenfield installation for future state common platform to enable finance capabilities
- **Customer Billing:** Evaluate creating separate CSS instance for Rhode Island as compared to implementing a shared CIS solution as future platform
- **SCADA / Energy Management:** Plan to use Pennsylvania's GE system and extend to Rhode Island
- **Gas Operations:** Utilize common SCADA vendor and ESRI for GIS in RI - complexities and additional capabilities require further assessment
- **Work Optimization:** Incorporate Infor deployment and evaluate integration risks associated with accelerated pace of development

IT - Day 1 User Experience

Preliminary

Narragansett Users Will Experience

- A safe and secure environment for both IT and OT assets
- Access to PPL's Sky platform for employees conveying with the transaction
- Access to business applications required to support operations under TSAs
- Limited access to collaboration tools (e.g. sharepoint)
- PPL Email and calendar functionality

Narragansett Users Will NOT Experience

- Interruptions to critical applications or IT infrastructure
- Overly lengthy wait times for IT support
- Fully integrated network or integrated business systems **between** entities
- Mobile device access to **both** PPL and National Grid apps

The Day 1 IT User Experience is evolving,
with design being finalized in mid-late June

Day 1 Planning & Execution

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
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Plan Forward to Close

Day 1 Planning & Execution (IMO/TMO)

- Confirm & develop how each process will be supported on Day 1 (TSA, Absorb/Replace)
- Day 1 process design
- Day 1 Op Model / Org Design

TSA

- Refine TSAs
- Create pricing framework
- Develop plans for TSA Execution & Exit

Technology Roadmap (IT)

- Determine NG/PPL IT cutover strategy
- Prepare for Day 1 TSA services (design and build)
- Data cleansing and load to PPL landing site

Staffing Selection, Comps & Ben (People)

- Determine critical policies to ring fence employees
- Review talent for select roles and identify replacements for rejected offers
- Assist setup of new benefits plan

Org Enablement (Chg & Comms)

- RI leaders announcement
- External comms plan
- Day 1 external comms; employee transition support plan

May

Joint Readout Session

June

Functional Day 1 Deep Dives

July

Narragansett Positions Identified
TSA refreshes

August

Complete Design of Future State Operating Model

October

Mobilize for Day 1

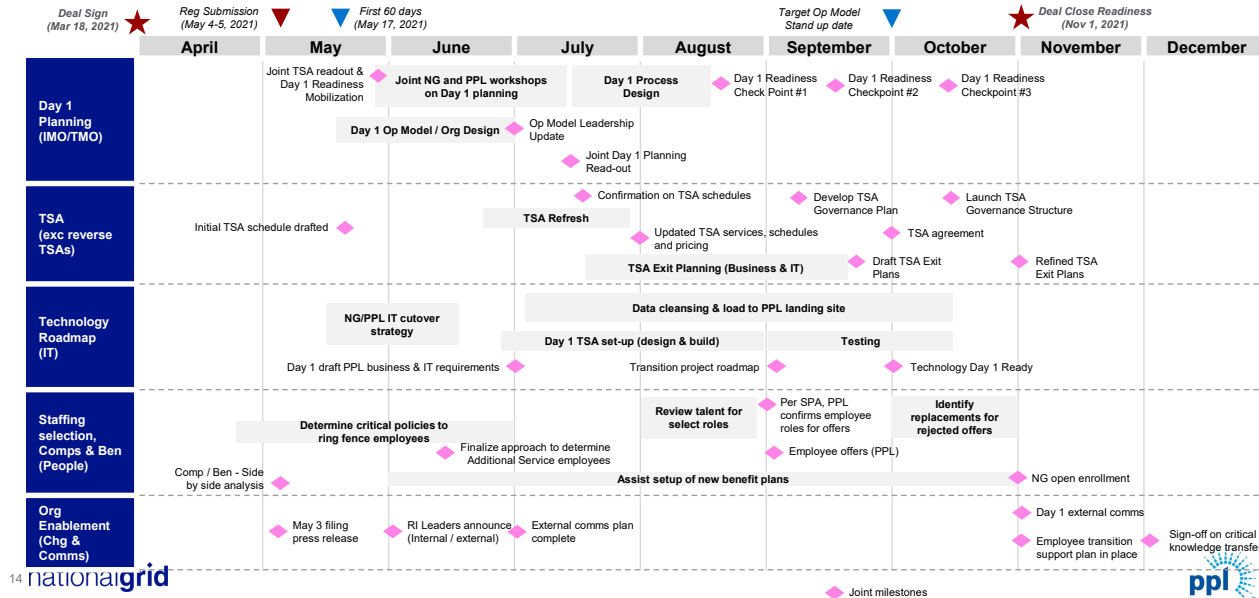
November

Target for Closing / Day 1 Readiness

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Plan-to-Close: Joint Milestones



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List of Joint Checkpoints - Day 1 Planning

Joint Check-Points / Deliverables	IMO / TMO Input	Functional Team Input	Timing
Operating Model leadership update	<ul style="list-style-type: none"> Regulatory Update Plan-to-close timeline, key deliverables, checkpoints Key decisions HR / People / Change & Comms / IT Updates 	<ul style="list-style-type: none"> Refined Day 1 Operating Model (absorb / replace vs. TSA) by PPL sub-function / process area Critical Day 1 requirements to enable Operating Model 	Late June
Joint Day One Requirements Readout	<ul style="list-style-type: none"> Templates and direction for documenting current state and Day One requirements Interdependencies with other functional areas 	<ul style="list-style-type: none"> Working sessions with the functions on understanding current state of the business Functions to define their joint Day One requirements 	Mid July
Day 1 Readiness Checkpoint #1 (Day 1 Blueprint)	<ul style="list-style-type: none"> Regulatory Update IT Testing Schedule TSA Refinement guidance 	<ul style="list-style-type: none"> Progress-to-date of Day 1 process designs and any next steps to drive completion Critical Day 1 milestones / requirements and progress Open risks, decisions, issues and dependencies 	Mid Aug
Day 1 Readiness Checkpoint #2	<ul style="list-style-type: none"> Regulatory Update TSA Refinement Updates Systems & UAT Testing Updates Employee Onboarding & Communications 	<ul style="list-style-type: none"> Critical Day 1 Process walkthroughs (e.g. record-to-report, meter-to-cash, procure-to-pay) Critical Day 1 Milestones update Open risks, decisions, issues and dependencies 	Mid Sep
Day 1 Readiness Checkpoint #3	<ul style="list-style-type: none"> Regulatory Update Close Week Timeline & Command Center Stand-Up UAT update and readiness / Hypercare plan TSA Governance Roll-out 	<ul style="list-style-type: none"> Critical Day 1 Milestones update, next steps Open risks, decisions, issues and dependencies 	Mid Oct

Day 1 Planning - Functional Deep Dives

Overview of Approach:

- These workshops will be more granular, focusing on sub-functions, processes, activities, contracts, tools & systems
- Teams will subdivide and bring in SMEs as required. Workshops can run in parallel for efficiency.
- Initial focus is on understanding National Grid's current state operations and key differences with PPL, (especially driven by regulatory, compliance or safety requirements)

The Current State Analysis Outputs:

- 1 Understanding / documentation of National Grid current state
- 2 Updated view on Day 1 functions to be absorbed by PPL
- 3 Updated view on functions / processes requiring TSAs

These are key inputs for

- Day 1 Workplans - Initial Focus
- TSA Updates
- Future State Fit-Gap & Design
- Change Management

Current State Analysis Roles:

- 1 National Grid Separation Team
 - Document current state National Grid operating model and entanglements
 - Provide SMEs required to communicate detailed analysis of current state
- 2 PPL Integration Team
 - Determine structure of meetings based on charter / taxonomy
 - Bring the right resources that can understand differences in current state processes and impacts
- 3 Integration / Separation Support (PwC)
 - PwC NG team to document current state overview
 - PwC PPL to help facilitate current state workshops
 - PwC PPL to maintain documentation to facilitate output of the workshops

Day 1 Requirements & Workplans

Illustrative - Non-Exhaustive

Sub-Function

Example A: Treasury - Cash Management
Example B: Customer Billing

Requirement / Milestones

Example A: Establish and operationalize new bank accounts
Example B: Bill presentation updated with new company name & logo

Key Activities / Tasks

Example A:

- Select banking relationship for new bank accounts
- Establish new bank accounts
- Develop and test intercompany cash balancing & transfer process
- Set up process to execute payments from new accounts
- Where possible, remit customer payments to new accounts

Example B:

- Finalize new company name and logo
- Provide required digital images to Seller
- Incorporate updates / changes into bill image process for both physical bill print and on-line presentment
- Test updated bill print and digital presentment

Sub-Function

Key efforts of work within a function with potential dependencies across other functions / sub-functions

Requirement / Milestones - WHAT

Each function to define specific objectives / milestones that are **required** to enable execution of critical activities

Key Activities / Tasks - HOW

Each objective / milestone will have a discrete set of activities that the function will define and utilize for their own progress reporting and issue identification.

Transition Service Agreements (TSAs)

TSA Progress to-date

- There are currently **119 TSAs** identified across 12 functions¹
- **All TSAs** have gone through a first iteration of edits, with ongoing edits planned throughout the coming months²
- National Grid and PPL teams engaged in **>50 joint TSA refinement session**
- For now, we will **hold off on making regular updates** to the formal TSA's

Next Steps

- A process will be put in place to **capture suggested updates** to the TSA service schedules
- This will involve a **central log**, with alignment to back specific TSA #s
- Proposed updates / changes can include:
 - Additional scope detail or removal
 - Specifics on reports, data, frequency, timing as required
 - Net new TSAs services
- The combined log will be leveraged **starting in July** to drive bulk updates to current TSAs schedules and inform updated TSA pricing

1. Final number of TSAs subject to change

2. HR, IT and Regulatory TSAs edits are currently being finalized by National Grid

Functional Team Readouts

Functional Readout Guidance

#	Function	PPL Speakers	Start	Finish
1	Electric T&D	Joel Eline, Dave Gladey	12:00	12:15
2	Gas Operations	Joe Ryan	12:15	12:30
3	Customer	Phil Walnock	12:30	12:45
4	IT	Matt Green	12:45	1:00
5	Accounting	Steve Breininger, Marlene Beers	1:00	1:20
	Finance / Treasury	Tadd Henninger		
	Tax	Andrew Elmore		
	Risk Management	Yan Gao		
6	Audit & Controls	Renae Yaeger	1:20	1:25
7	HR	Angie Gosman	1:25	1:35
8	HSE / Fleet / Training	Paul Ward	1:35	1:50
9	Supply Chain	Bill Pettit	1:50	2:00
10	Facilities	Steve Breininger	2:00	2:05
11	Security	Ed Wurster	2:05	2:15
12	External Affairs	Mark Miller, Nikki Jones	2:15	2:20
13	Regulatory / Legal	Ron Reybitz, Steve Breininger	2:20	2:25

Readout Guidance

Functional team designee(s) to walk through readout template focusing on:

- Overview of operating plan for Day 1
- Critical TSAs and Day 1 projects expected
- Key dependencies and cross-functional downstream impacts

Time allowing, Q&A can be taken at end of each functional read -out

Please be mindful of your allocated time to ensure meeting proceeds per Agenda

Readout: Electric T&D

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TSA Report-out Summary: *Electric T&D*

TSA Roll-up

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 17
<ul style="list-style-type: none"> In general, sub-functional areas will be PPL RI resources utilizing NG processes and IT platforms on Day 1 Organizational areas using PPL PA resource to support RI have been identified Further deep-dives into functional area responsibilities and resources is required to ensure all process or business areas are addressed 		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Eng & Asset Mgmt <ul style="list-style-type: none"> Field engineering T&D planning & AM Dx line design Sub eng & design Tx line eng & design Protection, control, metering, telecom Standards and attachments 	<u>TSA</u> <ul style="list-style-type: none"> TSAs provide the engineering and asset management services. Includes high-level functions of system studies, identification and initiation of work, eng & design, standards, troubleshooting, interconnections, and records update across 6 TSAs <u>Day 1</u> <ul style="list-style-type: none"> Dx Planning, AM and Engineering resources are planned to be semi-integrated Day 1, Tx Planning and attachments have support from other central NG organizations and will continue until these are integrated. AM functions are supported by NG engineering departments 	TSAs: 6 total TSAs Only gap identified is for current NG Data Services function. This may not be needed depending on day 1 IT strategy. Day 1: Resource integration is anticipated with unknown tool and system plan. Anticipate organizationally separating field, design and maintenance functions into discrete orgs – like PPL organization.
Project Mgmt <ul style="list-style-type: none"> Project management Project development Project controls Invest. management Construction supervision 	<u>TSA</u> <ul style="list-style-type: none"> Covers project management, project development, project controls, construction management, portfolio management and estimating. <u>Day 1</u> <ul style="list-style-type: none"> Project management functions will be managed out of RI to cover all “large” projects and continued support of current PM projects. 	TSAs: (TSA 075A,076) TSA covers project management functions but currently missing construction management and project control responsibilities, additional review is needed. 2 Day 1: Project and construction management will be managed out of RI, need to finalize the construction responsibilities of this group.

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TSA Report-out Summary: *Electric T&D*

TSA Roll-up

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Field Operations <ul style="list-style-type: none"> Overhead & UG Substation Protection & Control (PTO) Forestry Resource Plan. Cust. Meter Srv Regional admin 	<u>TSA</u> <ul style="list-style-type: none"> TSAs provide the support and regional management structure to support field crews (Line, sub, secondary network), meter reading, along with protection and telecom organizations. <u>Day 1</u> <ul style="list-style-type: none"> All resources will be integrated on day 1: regional Dx Line/M&E, relay test (PTO), work management (resource planning), meter services and vegetation. Tx line crews will be contracted resources. 	<p>TSAs: (TSA 74B, 077 & 80) Need to ensure crew oversight and continued training is covered, regional admin support structured like PA, IT tools needed for field crews needs to be understood</p> <p>Day 1: Resource integration is anticipated with unknown tool and system plan. ~20 NG BU Tx line crews support RI, recommendation to not bring over and to contract out similar to PA strategy. Metering is coordinated with CS.</p>
T&D Control Center <ul style="list-style-type: none"> TCC & DCC 	<u>TSA</u> <ul style="list-style-type: none"> TSA ensures the system control is provided by NG for Distribution, sub-transmission, and transmission systems <u>Day 1</u> <ul style="list-style-type: none"> TCC operations will be maintained by NG until PA TCC can transfer control into TMS DCC resources planned to be integrated to PPL on day 1. RI DCC will be operated and managed by PPL utilizing the NG DMS system 	<p>TSAs: (TSA 078) Need to finalize the language in the TSA to ensure NG DMS can be utilized by our RI DCC</p> <p>Day 1: Considerable work is needed to stand up a distribution control center. Day 1 activities will be limited with needed support provided from NG for Tx and Dx control center functions.</p>

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TSA Report-out Summary: *Electric T&D*

TSA Roll-up

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
NERC Compliance	<u>TSA</u> <ul style="list-style-type: none">TSA covers the NERC compliance program as well as the Northeast Power Coordinating Council (NPCC). Consultation and resource support to provide documentation or respond to compliance issues and questions. <u>Day 1</u> <ul style="list-style-type: none">Compliance will be integrated day 1 by PA operations.	TSAs: (TSA 081) No significant gaps Day 1: Review of compliance documents, open compliance findings or recommendations as well as any settlement areas. Require OGC review of reducing compliance exposure on any past RI findings.
Mapping & Records	<u>TSA</u> <ul style="list-style-type: none">TSA covers GIS and non-GIS records management and retention <u>Day 1</u> <ul style="list-style-type: none">Mapping and records functions will remain with NG until integrated into the PPL systems. Service only needed while utilizing NG systems.	TSAs: (TSA 79) No significant gaps Day 1: GIS system review and records data structure to determine how it will be migrated into PPL systems or a new system.

Electric T&D - Expanded Summary TSA

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TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Asset Management <ul style="list-style-type: none"> T & D Planning Interconnection Attachments Asset Strategy 	<u>TSA</u> <ul style="list-style-type: none"> TSA provides coverage for the asset management functional areas to plan, interconnect, 3rd party attachments/street lighting <u>Day 1</u> <ul style="list-style-type: none"> D Planning, T/D asset strategy and interconnections resources will be integrated day 1 but unknown when IT plan support elimination of TSA. 1 T Planning and attachments <u>resources will not</u> be integrated on day 1. TSA will still be needed for resources and IT systems until data migration can occur. T regulatory will be provided by PPL PA on day 1 with position in RI for ISO-NE. 	<p>TSAs: (TSA 070 & 71) Provides the necessary functions until integrated, Regulatory support are embedded into this organization, need to ensure no gaps in this area.</p> <p>Day 1: Attachments and interconnection are not fully centralized and requires further understanding of current NG process and data</p>
Field Engineering <ul style="list-style-type: none"> None Complex design Customer complaints Secondary network design Regional planning Interconnection support 	<u>TSA</u> <ul style="list-style-type: none"> Multiple TSA's cover field engineering functional areas, priority of this area is customer complaints, engineering system response, regional planning, line settings, and interconnection studies. <u>Day 1</u> <ul style="list-style-type: none"> Assuming people will be supporting activities on day 1 but unknown when IT plan support elimination of TSA. 	<p>TSAs: (TSA 070) No gaps are identified at this time</p> <p>Day 1: Regulatory involvement as well as responsibilities for regional planning will need to be clarified. Additional work will be needed in the future to define their role with PPL engineering, standards and central planning.</p>

TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Engineering <ul style="list-style-type: none">T & D Line designSubstation EngineeringProtection and Control DesignSecondary Network DesignFiber/Telecom DesignMaintenance	<u>TSA</u> <ul style="list-style-type: none">TSA's cover overall engineering responsibilities including T & D line design, substation design, protection and control design, secondary network, fiber/telecom design. In addition, design engineering is responsible for asset replacements both planned and emergent. <u>Day 1</u> <ul style="list-style-type: none">Engineering resources to support RI will be separated Day 1, supporting originations such as real estate, right-of-way, GIS and record retention will continue with NG until integrated	TSAs: (TSA 071, 72,76 & 79) No significant gaps, work continues to identify IT platform support required for engineering and support organizations that will need to be integrated or addressed (records, GIS, permitting etc.) Day 1: Level of central engineering versus field engineering is still needed to understand Day 1 resources. IT platforms and data structure and systems to manage assets as we look to centralize engineering
Standards <ul style="list-style-type: none">T line StandardsD Line StandardsSubstation StandardsEquipment Standards	<u>TSA</u> <ul style="list-style-type: none">TSA covers consultation on standard areas needed to support RI operations <u>Day 1</u> <ul style="list-style-type: none">Standards will be fully integrated on Day 1. No NG required. Consultation service will be provided by NG as needed for PPL to manage and issue standards.	TSAs: (TSA 73A) No gaps are identified at this time Day 1: Codes and standards will need to be transferred into our system, Open area is to review how standards are issued to the field and what level of legacy versus current standards should be obtained by PPL.

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TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Meter Data Services & Meter Shop	<p><u>TSA</u></p> <ul style="list-style-type: none"> TSA's cover responsibilities around managing meter inventory and distribution as well as meter data services. <p><u>Day 1</u></p> <ul style="list-style-type: none"> RI meter data services will be integrated while the meter shops will remain with NG as a centralized location. Further discussion in this area has not occurred to fully understand difference in resources between RI and NG centralized meter services. Further coordination with CS is required to ensure responsibility areas. 	<p>TSAs: (TSA 74B, 80) No significant gaps identified, centralized NG meter shops and management of metering needs to be further discussed as well as any gas meter services & CS role.</p> <p>Day 1: At this time meter services for RI will remain in RI with support from centralized NG meter shops for inventory and distribution. Further review is required as well as alignment with customer service and gas operations to ensure all metering functions are identified</p>
T&D Control Center	<p><u>TSA</u></p> <ul style="list-style-type: none"> TSA ensures the system control is provided by NG for Distribution, sub-transmission, and transmission systems <p><u>Day 1</u></p> <ul style="list-style-type: none"> TCC operations will be maintained by NG until PA TCC can transfer control into TMS DCC resources planned to be integrated to PPL on day 1. RI DCC will be operated and managed by PPL utilizing the NG DMS system 	<p>TSAs: (TSA 078) Need to finalize the language in the TSA to ensure NG DMS can be utilized by our RI DCC</p> <p>Day 1: Considerable work is need to stand up a distribution control center. Further exploration and discussion is need to understand issues/considerations needed to allow PPL operators to use NG Dx EMS.</p>

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TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Project & Construction Management	<u>TSA</u> <ul style="list-style-type: none">Covers project management, project development, project controls and estimating. <u>Day 1</u> <ul style="list-style-type: none">Project management functions will be managed out of RI to cover all distribution and transmission projects.	TSAs: (TSA 076) TSA covers project management functions but currently missing construction management and project control responsibilities, additional review is needed. Day 1: Project and construction management will be managed out of RI, need to finalize the construction responsibilities. 2
Field testing and Lab (Shops)	<u>TSA</u> <ul style="list-style-type: none">TSA covers the field testing of cable and other equipment along with the testing shops that perform rubber goods testing and equipment testing such as bucket trucks <u>Day 1</u> <ul style="list-style-type: none">Field testing will be a RI integrated function, the electric shops will be supported out if the NG central facility until integrated	TSAs: (TSA 73B) No gaps are identified at this time Day 1: Need to further identify electric shop services that are not covered by the TSA such as hot stick testing, dole testing etc.

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TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
NERC Compliance	<u>TSA</u> <ul style="list-style-type: none">TSA covers the NERC compliance program as well as the Northeast Power Coordinating Council (NPCC). Consultation and resource support to provide documentation or respond to compliance issues and questions. <u>Day 1</u> <ul style="list-style-type: none">Compliance will be integrated day 1 by PA operations	TSAs: (TSA 081) No significant gaps Day 1: Review of compliance documents, open compliance findings or recommendations as well as any settlement areas. Require OGC review of reducing compliance exposure on any past RI findings
Mapping & Records	<u>TSA</u> <ul style="list-style-type: none">TSA covers GIS and none GIS records management and retention <u>Day 1</u> <ul style="list-style-type: none">Mapping and records functions will remain with NG until integrated into the PPL systems	TSAs: (TSA 79) No gaps are identified at this time, further understanding of GIS management and impact to systems is needed Day 1: .GIS system review and records data structure to determine how it will be migrated into our systems or a new system

TSA Expanded Summary: *Electric T & D*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Work Management <ul style="list-style-type: none">Investment managementWorkplan developmentResource planning	<u>TSA</u> <ul style="list-style-type: none">TSA's address the functional areas of work managements to cover the portfolio management, resource planning, investment management to workplan development <u>Day 1</u> <ul style="list-style-type: none">The work management areas will be integrated day 1, centralized NG functions (permitting, portfolio management, common work management functions) will still be required to support this team until fully integrated.	TSAs: (TSA 075A & 75B) No significant gaps, work management areas that are centralized out of NG still require further discussion and understanding. For example, are there any current projects that will be turned over to this organization. Day 1: Current level of work management functions supported by a centralized NG organization that will not be integrated as well as further understanding if the investment planning and portfolio management functions
Aviation and Inspection	<u>TSA</u> <ul style="list-style-type: none">TSA covers aviation planned inspections <u>Day 1</u> <ul style="list-style-type: none">Day 1 has not been reviewed at this time	TSAs: (TSA 83) No gaps are identified at this time Day 1: Need to understand current aviation program scope as related to T compliance and D line inspections. Anticipate contracting this service Day 1.

TSA Report-out Summary: *Electric T & D*

Key Cross-Functional Dependencies

- **IT:** T&D IT platforms required to support integration (GIS, Cyme, RI-DMS, OMS etc.)
- **Supply Chain:** Understanding of material ordering and distribution
- **Customer service:** Interconnection process, customer complaints, new service request and metering

Next Steps

- Understanding of IT platforms and current data structure (in progress) as well as integration schedule
- Continue discussions for identified gaps and continued development of detailed organization structure
- Finalize TSA's based on Day 1 requirements

Readout: Gas Operations

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TSA Report-out Summary: *Gas Operations*

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 19
<ul style="list-style-type: none"> Every sub-function under Gas Ops has a TSA in place to provide support. Exclusions and bundled services are not identified yet in TSAs Additional understanding will be required by PPL of Day 1 systems, training requirements, people, and processes employed by NG 		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Field Ops – Leak repair, main & service maintenance, valve inspection and repair, meter change / protection, meter installs, Gas Meter Shop, emergency response, turn on/off, damage prevention, leak survey, inside inspections, inactive service, CI encroachment	<u>TSA</u> <ul style="list-style-type: none"> All support activities within each sub-function are included as part of a TSA (e.g. back-office, clerical admin/dispatch) Execution work performed by contractors / Business partner field workers are provided under the TSA <u>Day 1</u> <ul style="list-style-type: none"> Bargaining Unit (BU) field workers and some supervision will become PPL employees on Day 1, and will carry out execution of sub-functions 	TSAs (GO): 087, 090, 093, 094, 096 Day 1: New contracts will be required for contracted / Business Partner field workers
Engineering – Distribution Engineering, LNG Engineering, Facilities and I&C, Asset Info / Mapping, Design / Drafting, ROW Engineering	<u>TSA</u> <ul style="list-style-type: none"> Engineering and Design work performed by contractors / Business partner are provided under the TSA All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none"> Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA. 	TSAs (GO): 085, 092A Day 1: We are unsure if BU Mapping employees will convey Day 1

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TSA Report-out Summary: *Gas Operations*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Engineering – Corrosion Control	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">Corrosion Control - Bargaining unit field workers from NG will become PPL employees on Day 1. Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA.	TSAs (GO): 085 Day 1: New contracts will be required for contracted / Business Partner field workers
Asset Mgmt. – DIMP, TIMP, Pressure Regulation Facility Programs, Reliability System Planning / Asset Replacement Planning	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA.	TSAs (GO): 086, 087 Day 1:
Investment Planning, Performance Analytics/Metrics	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA.	TSAs (GO): 087 Day 1: We will need to coordinate Investment planning activities

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TSA Report-out Summary: *Gas Operations*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Resource Mgt., Work Order Mgt. & Dispatch	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">NG will provide services (including supervision and management)	TSAs (GO): 087 Day 1: Dispatching - we are unsure if BU Dispatching employees will convey Day 1
Gas Complex Construction – Project Mgt., Construction Oversight, Contract Mgt., Permitting & Stakeholder Activities, Project Controls	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA.	TSAs (GO): 088 Day 1: New contracts will be required for contracted / Business Partner field workers
Pipeline Safety & Compliance – Operator Qualification, QA/QC & Continuous Improvement, Work Methods/Standards, PSMS, Compliance Oversight	<u>TSA</u> <ul style="list-style-type: none">All support activities within each sub-function are included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">Assuming available personnel will be supporting activities on Day 1 but unknown when IT systems plan supports elimination of TSA.	TSAs (GO): 089 Day 1: We are unsure how OM&I policies, procedure & standards will convey Day 1

TSA Report-out Summary: *Gas Operations*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Gas Control – Gas Control Center / SCADA, Control Room Mgmt., I&R Ops, LNG Trucking & Dispatch	<u>TSA</u> <ul style="list-style-type: none">All gas control activities (system monitoring, gas nomination confirmation, LNG plant monitoring and communication of needs, coordination / communication with I&R) to be included as part of a TSA. <u>Day 1</u> <ul style="list-style-type: none">NG will be providing services (including supervision and management).	TSAs (GO): 091 - We will likely require additional transition services after expiration of Gas Control Center / SCADA TSA Day 1:
Gas Procurement - Load Forecasting, Energy Transaction (Physical and Financial), Gas Procurement, Retail Choice	<u>TSA</u> <ul style="list-style-type: none">All Gas Forecasting, Procurement, and Retail Choice functions to be included as part of a TSA <u>Day 1</u> <ul style="list-style-type: none">NG will be performing all Gas Forecasting, Procurement, and Retail Choice functions on Day 1	TSAs (EP): 101, 102, 103A, 103B, 104 Day 1: PPL requires additional understanding of Day 1 systems, training requirements, people, and processes employed by NG

TSA Report-out Summary: *Gas Operations*

Key Cross-Functional Dependencies

- Procurement/Supply Chain: Understanding contract review and assignment / termination process
- Supply Chain: Understanding of material warehousing
- Training/Emergency Response: Understanding of Gas training/OQ facility logistics, specialized compliance training execution
- Environmental Compliance: Understanding of technical field and compliance support for gas projects
- IT: Ensuring an understanding of Gas Operations systems for Day 1. Identification of existing in-house Gas Operations systems for Day 1

Next Steps

- We will need to continue TSA refinement to identify systems, training requirements, people, and processes employed by NG

Readout: Customer Service

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TSA Report-out Summary: *Customer Service*

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 17
<ul style="list-style-type: none">RI will continue to use NG applications / systems until PPL systems are establishedTSA for customer digital transformation will likely not be needed		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Customer Billing Operations	TSA - 001-BS: Customer Billing Operations <ul style="list-style-type: none">Manage implementation of changes to CSS for billing to reflect process changes, tariff changes, regulatory requirements, financial requirements etc.Manage delivery and implementation of letters, messaging and actual customer billsBilling analytics Day 1: PPL logo will be needed on bills sent on Day 1.	TSA: Up to 24 months for systems and resourcing. Day 1: Customer bills tied to Day 1 branding effort for PPL. Additional considerations for branding include web, IVR voice, and CS programs.
SAP (Non-Utility) Billing Operations	TSA - 002-BS: SAP (Non-Utility) Billing Operations <ul style="list-style-type: none">Produce bills in SAP, provide guidance and support to internal billing requestors who bill through the SAP portal and governance around billing accuracy and timeliness	TSA: Up to 24 months for systems and resourcing. Day 1: Non-Utility bills tied to Day 1 branding effort for PPL.
Payment Processing	TSA - 003-BS: Payment Processing <ul style="list-style-type: none">Provide services necessary for timely and appropriate customer payment processing.	TSA: Up to for 24 months for systems and resourcing.

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TSA Report-out Summary: *Customer Service*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Credit & Collections	TSA-004 BS: Credit & Collections <ul style="list-style-type: none">Collection strategy to include letters, outbound calls, use of 3rd party agencies.Report uncollectible and write offsRegulatory Compliance	TSA: Up to 24 months for systems and resourcing.
Revenue Assurance	TSA-005-BS: Revenue Assurance <ul style="list-style-type: none">Revenue protection in regional metering and some CCC Back Office (this process is about identifying potential theft thru meter data analysis.Develop and implement strategy to act on identified theft of services / diversion or other revenue losses.Perform case management.Leverage data / insights to identify diversions and potential revenue loss.	TSA: Up to 24 months for systems and resourcing. TSA: This covers admin part of Rev Pro; field activities covered under different TSAs.
Financial Transactions	TSA-006-BS: Financial Transactions <ul style="list-style-type: none">Bankruptcy (BK) ProtectionsReceivershipsTax ExemptRevenue Assurance Back-billing	TSA: Up to 24 months for systems and resourcing.
High Volume Residential billing	TSA-008-BS: High Volume Residential billing <ul style="list-style-type: none">CCC Billing Back office and Billing Operations (Billing assistants and CSR's).Manual exceptions to correct billing exceptions and to establish new meters/accounts in CSS.	TSA: Up to 24 months for systems and resourcing. Additional deep dive for further understanding on exceptions management handling and volumes.

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TSA Report-out Summary: *Customer Service*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Complex Billing Account Management	TSA-009-BS: Complex Billing Account Management <ul style="list-style-type: none">• Perform meter / account investigations• Provide accurate and timely billing and billing adjustments• Gas Transportation/Special Handling Accounts• Demand Billing• Rate Changes/Time of Use• Non-Regulated Power Producers (NPP's)	TSA: Up to 24 months for systems and resourcing. Additional deep dive for further understanding on exceptions management handling and volumes.
Protections	TSA-010-BS: Protections <ul style="list-style-type: none">• Manage documentation provided by customer for financial hardship, proof of payment, handicapped, elderly, infant, serious illness, LIHEAP protection etc• Generate usage reports, statements to fulfil usage, and statement requests• Assess reconnect fees• Create financial statements for financial hardship• Transfer past dues balance from final accounts to active accounts	TSA: Up to 24 months for systems and resourcing. Define a document retention and transfer process.
Service Applications Manager (SAM)	TSA-011-BS: Service Applications Manager (SAM) <ul style="list-style-type: none">• Verify leases and deeds• Connect correct customer with corresponding premise• Verify IDs• Verify a minor is not listed as the customer• Check with Experian if customer is fraudulent• Manage adjustments to customers assuming past balances	TSA: Up to 24 months for systems and resourcing. Additional deep dive for further understanding on exceptions management handling.

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TSA Report-out Summary: *Customer Service*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Account Data Maintenance (ADM)	TSA-012-BS: Account Data Maintenance (ADM) <ul style="list-style-type: none">The ADM team maintains both customer and service information to ensure that the accounts and services are upheld for accurate billing and customer satisfaction purposes.	TSA: Up to 24 months for systems and resourcing. Additional deep dive for further understanding on exceptions management handling.
Advanced Consumption, Long-Term Estimates, Leave On For Landlord	TSA-013-BS: Advanced Consumption, Long-Term Estimates, Leave On For Landlord <ul style="list-style-type: none">Advanced Consumption team manages the process of connecting a customer in the office to an active meter in the field to ensure accurate billing.<ul style="list-style-type: none">Advanced ConsumptionLong Term Estimates (LTE's)Leave on for Landlord (LOFL)	TSA: Up to 24 months for systems and resourcing. PPL term is CIMs. Additional deep dive for further understanding on exceptions management handling.
Customer Metering Services	TSA-040-CS: Customer Metering Services <ul style="list-style-type: none">Electric (+ Gas) Meter readingElectric only: New service/meter installs and connects and reconnectsDisconnects of service - both voluntary and involuntaryService termination noticesMeter investigationsField meter cage organization	<ul style="list-style-type: none">TSA: Day 1 PPL mgmt. and resourcing responsibility.TSA: 3-6 month knowledge transfer TSA, if needed.Day 1: NG systems and technology will be needed until PPL systems in production.Group part of T&D Electric at NG.

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TSA Report-out Summary: *Customer Service*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Customer – Sales and Solutions	<p>TSA -038-CS: Customer Sales and Solutions</p> <ul style="list-style-type: none">Electric + Gas complex new service (requires work) - 3PH, relocations, interconnections; part of PPL Distribution Planning and Regional Operations <p>Day 1:</p> <ul style="list-style-type: none">Local Gas and Electric Connections Teams/CEI Team (Interconnections), Sales & Solutions Teams (Account management/sales) PUC/Escalated Complaints.USAS Electric and Gas Connections Central Support only (From Electric Business Unit and Gas Business Unit)	<ul style="list-style-type: none">TSA: likely Day 1 PPL mgmt. and resourcing responsibilityTSA: Additional deep dive to confirm PPL understanding of electric + gas connections across the full process.Day 1: NG systems and technology will be needed until PPL systems in production.
Customer – Growth and Marketing	<p>XXX-CS: Marketing and Growth</p> <ul style="list-style-type: none">CS Programs: Energy Efficiency - measurement /verification/ studies/ marketing/ execution; EVs; DER; low-income customer assistance <p>Day 1: Strategic Marketing, Energy Innovation Hub, Commercial Portfolio Performance, Market Intelligence, Energy Efficiency/Demand Response, Electric Vehicles, Distributed Energy Resources-, Low- and Moderate-Income Strategy</p>	<ul style="list-style-type: none">TSA: Day 1 PPL mgmt. and resourcing responsibility.TSA: 3-6 month knowledge transfer TSA, if needed.Day 1: Need NG systems until PPL systems in production.Day 1: Corporate Communications handles branding, marketing, market research for Customer Service programs.Day 1: Likely not moving forward with Sustainability Hub.Day 1: Additional deep dive needed across programs on process handling roles.

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TSA Report-out Summary: *Customer Service*

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Call Center	TSA-039-CS: Call Center Operations <ul style="list-style-type: none">• Call center functions• Customer Advocacy• Workforce Management• Vendor Management• Training• Call center communications• Quality Assurance	<ul style="list-style-type: none">• TSA: Up to 24 months for systems and resourcing.• PPL focus will be on systems, people and process as part of detailed work plan..
Customer Transformation	TSA-XXX-CS: Customer Transformation <ul style="list-style-type: none">• NG digital transformation group is centralized for NE and NY	<ul style="list-style-type: none">• TSA: Not likely PPL will have this TSA,, further assessment in progress to validate

TSA Report-out Summary: *Customer Service*

Key Cross-Functional Dependencies

Dependencies on other functions, inclusive of IT

- Solutioning with **Supply Chain** for Vendors and outsourced functions across all CS areas.
- **Treasury / Cash Ops** for Billing Ops, Non-Utility Billing, Payment Processing, Financial Transactions
- Document retention and process to transfer supporting documentation will need to be defined – ie. Protections..
- **Meter Data Services and Meter Scheduling & Dispatch** for Customer Field Metering.
- **Corporate Communications** handling of branding, marketing, and market research for Customer Service billing and programs.
- **T&D Electric Design/Engineering and T&D Field Operations** for Gas & Electrical complex service connections.
- **Call Center work plan considerations** - IT systems being in place to route calls to agents CIS to complete transactions. Training staff availability to ensure agents are trained on PPL systems and tools. Workforce management is dependent on RI PPL agents being integrated in the PPL workforce management tools. Managing third party vendors for call handling is dependent upon proper set up and transition of vendor handled calls to PPL. Call center operations is dependent upon the staffing plan that is currently in discussion.

Next Steps

- Work with **EU Comms** to prepare branding areas – bills, web, IVR, programs (EE&C).
- Support **IT** on customer technology and CSS/billing system implementations.
- Additional deep dives – **electrical and gas connections, growth and marketing**, and **contact center back office**.
- Finalize final draft of **CS org and staffing model** based on NG inputs and data.
- Build out **Day 1 workplan details** to task and deliverable level.

Readout: IT

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TSA Report-out Summary: /T

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 12
<ul style="list-style-type: none">Most sub-functions within IT have TSAs in place to provide supportAccess to current NG systems will be provided via TSA until data transfer is complete or systems are consolidated / standardizedNG devices will continue to be used on Day-1; End User Device strategy to be discussed for the future state		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Customer Tech	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: IVR, Telephony, and CCC systems (incl. website) will be hosted and supported as-is under the TSA	
Billing – Electric & Gas Bill Calculation & Generation	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: Billing done in CIS will be handled by NG as-is	
Billing – Electric & Gas Rate Maintenance	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will provide maintenance and update of rates for electric & gas billing within the CIS system (including competitive supplier rates if applicable)	
Billing – Electric & Gas Payment Processing	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will process payments received from customer bills as-is	

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Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
SCADA / Operational Systems – Application Support	<u>TSA</u> <ul style="list-style-type: none">TSA #9 – IT EMS – SCADA Systems: NG will provide EMS / GMS services and maintain reports requested to RI	
Business Application Services (Engineering & GIS, Asset Mgmt, WO & Supply Chain, Finance)	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will provide support for its critical commercial, operational, and corporate business system applications currently used by RI	
Services & Infrastructure – Email & Collaboration	<u>TSA</u> <ul style="list-style-type: none">TSA #3 – Collaboration Services (Email): NG will provide data exports of email services for key employees and route email messages to RI for an agreed upon period <u>Day 1</u> <ul style="list-style-type: none">All RI employees will have and be sending as PPL email address while continuing to receive NG emails	TSAs: The length for which RI employees stay on NG accounts needs to be defined
Services & Infrastructure – Networking Support	<u>TSA</u> <ul style="list-style-type: none">TSA #3 – Networking Support: NG will provide various network management services to RI	TSAs: Network connectivity options need to be evaluated

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Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Services & Infrastructure – End User Services	<u>TSA</u> <ul style="list-style-type: none">TSA #5 – Client Services: NG will provide its existing desktop support for company-supported hardware and software	Day 1: Need to discuss how to deploy PPL capabilities on NG workstations / client devices
Services & Infrastructure – Servers, Storage, & Network Devices	<u>TSA</u> <ul style="list-style-type: none">TSA #7 – Infrastructure Services: NG will continue to provide IT servers, storage, and network devices, and all controlled computing facilities	
Services & Infrastructure – Data Center Operations	<u>TSA</u> <ul style="list-style-type: none">TSA #4 – Data Center Services: NG will support data center computing infrastructure and manage floor space	
Cybersecurity	<u>TSA</u> <ul style="list-style-type: none">TSA #10 – Security Services: NG will maintain existing security systems, infrastructure, and processes for RI	
EEX / Sky / HR – Sky Digital Home	<u>Day 1</u> <ul style="list-style-type: none">PPL will provide access to Sky for RI employees and allow limited content to be viewed	Day 1: RI employee record and ID required in HCM system to provide training access on Day-1. User accounts with access to EU resources also needed to scale data and automate users in Sky.

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Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
EEX / Sky / HR – HR Data Conversion	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will continue to provide support for the HR ERP system	TSAs: Specific processes to be defined
Data – Data Warehousing, Visualization & Reporting	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will continue to support existing warehousing applications and reporting & analytics	
Data – RI to PPL Data Migration	<u>TSA</u> <ul style="list-style-type: none">TSA #12 – Exit and Migration Services: NG will provide support in migration of systems, including application troubleshooting, providing documentation, and facilitating exit from NG systems	
Tech / Architecture – Integration	<u>TSA</u> <ul style="list-style-type: none">Multiple TSAs – NG will continue to manage and support system integrations as part of overall system support	
Tech / Architecture – Architecture, SDLC, Content Mgmt	<u>Day 1</u> <ul style="list-style-type: none">PPL will absorb any decision relating to the RI IT operating and SDLC model on Day 1PPL will absorb RI content into the target content platform	

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Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Metering – Meter Reading, Interfacing Data to Systems	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will continue to support existing NG metering systems and interfaces	TSAs: Need separate TSA to cover Metering Day 1: Understand NG's method(s) for meter reading
Service Management – Service Desk & IT Service Mgmt	<u>TSA</u> <ul style="list-style-type: none">TSA #2 – Service Desk and Service Mgmt Integration Services: NG will continue to operate the Service Desk and report on events, incidents, and problems <u>Day 1</u> <ul style="list-style-type: none">Provide employees access to both PPL and NG Service DeskRI users to be created in Cherwell system to distinguish NG vs. PPL recordIVR to be updated to account for calls directed to NG vs. PPL Support	Day 1: Understand NG's Service Desk operations and soft transfer options
Service Management – IT Asset Mgmt	<u>TSA</u> <ul style="list-style-type: none">TSA #1 – Business Application Services: NG will provide support for Asset Mgmt systems	
Gas Systems – Application Support	<u>TSA</u> <ul style="list-style-type: none">NG will continue to manage and support systems for the Gas business, until transition to PPL is complete	TSAs: TSA needs to cover all gas systems

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Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
IT Contracts & Maintenance	<u>TSA</u> <ul style="list-style-type: none">TSA #6 – Commercial Services: NG will continue to maintain contract and license support, ensure contracts do not expire, pay invoices, and procure hardware and software as necessary to sustain operations	
Key Cross-Functional Dependencies (Non-Exhaustive)		
<ul style="list-style-type: none">Supply Chain: Understanding maintenance contracts start / end dates, license entitlements, and license usage during TSA period to plan for future integrationCustomer Service: Coordination with the Billing team to ensure the appropriate meter reading processes are in place and meter data flows to the right systemsHR: HR / HCM employee data is required for granting system / website access to RI employees on Day-1		
Next Steps		
<ul style="list-style-type: none">Understand RI's IT organization and identify Day-1 requirements during joint workshops from 5/25 – 6/11Create workplans for Day-1 solution design and testing and project plans for identified IT projects		

Readout: F&A (Accounting, Finance / Treasury, Tax, and Risk Management)

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TSA Report-out Summary: *Corporate Accounting*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Corporate Accounting & Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide corporate accounting and close support in accounting systems Provide close output for PPL consolidation Support PPL in preparation of quarterly US GAAP financial statements on the same schedule as such financial statements were prepared prior to Closing <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Set up business unit for Narragansett in financial systems Perform accounting functions for certain activities taken over on Day 1 	TSAs: 047-FIN Accounting and Financial Reporting Day 1: Identify required data sources, integrate required processes Will refine as we conduct joint deep dives and document TSA processes
Financial Close & Consolidations	<u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Run Narragansett's data load into HFM Run consolidations, eliminations, SOX controls and SEC reporting 	Day 1: Prior to loading monthly data, Narragansett GL accounts need to be mapped to PPL GL accounts
SEC Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none"> Providing additional data required for external reporting <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Narragansett is not expected to be a registrant, only a segment 	TSAs: 047-FIN Accounting and Financial Reporting Will refine as we conduct joint deep dives and document TSA processes
Pension / Benefit Accounting & Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide pension / benefit accounting and close support in accounting systems Provide close output for PPL consolidation 	TSAs: 047-FIN Accounting and Financial Reporting
Purchase Accounting	<u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Perform purchase accounting internally 	Day 1: Perform and complete all Narragansett purchase accounting

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TSA Report-out Summary: *Corporate & Utility Accounting*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Interest Rates & Commodity Hedging Accounting	<u>TSA (NG)</u> <ul style="list-style-type: none">• Perform commodity hedging accounting• Provide records of transactions and positions to PPL	TSAs: 103B-EP: Energy Transactions (Financial)
Technical Accounting & Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide technical accounting and close support in accounting systems• Provide technical accounting inputs to support close process <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Perform technical accounting & reporting functions for certain activities taken over on Day 1	TSAs: 047-FIN Accounting and Financial Reporting Day 1: Identify required data sources, integrate required processes
Independent Auditor + process	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide support as needed facilitate audit <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Handle the independent audit process for Narragansett, adjusting the process to follow overall PPL rules	Day 1: Align with Deloitte NG and Deloitte PPL teams prior to Day 1, anticipate signing separate engagement letter with Deloitte NG team
Account Reconciliations	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide monthly and quarterly balance sheet account reconciliations, aligned with National Grid reconciliations thresholds <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Perform account reconciliation functions for certain activities taken over on Day 1	TSAs: 035-BS Balance Sheet Account Reconciliations Day 1: Identify required data sources, integrate required processes

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TSA Report-out Summary: *Utility Accounting (1 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Regulatory Accounting	<u>TSA (NG)</u> <ul style="list-style-type: none">Perform close process (incl. contract reviews, leases, software, and environmental contingencies)Provide regulatory accounting inputs to support close process <u>Day 1 (PPL)</u> <ul style="list-style-type: none">Perform regulatory accounting functions for certain activities taken over on Day 1	TSAs: 047-FIN Accounting and Financial Reporting Day 1: Identify required data sources, integrate required processes
Regulatory Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none">Provide reporting package inputs to support SEC reportingSupport PPL in preparation of FERC quarterly and supplemental filings and relevant State filings on the same schedules as such financial statements were prepared prior to Closing <u>Day 1 (PPL)</u> <ul style="list-style-type: none">Perform regulatory reporting functions for certain activities taken over on Day 1	TSAs: 047-FIN Accounting and Financial Reporting Day 1: Identify required data sources, integrate required reports and processes Will refine as we conduct joint deep dives and document TSA processes
Plant / Property / Fixed Asset Accounting	<u>TSA (NG)</u> <ul style="list-style-type: none">Maintain records to account for Narragansett's utility plant assetsRecord additions, retirements and depreciation/amortization of such assetsProvide schedules on a monthly basisProvide forecasted book depreciation of property, plant and equipmentProvide schedules updates as needed by regulators	TSAs: 047-FIN Accounting and Financial Reporting Determine how to handle NECO's ~\$5m of non-utility property

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TSA Report-out Summary: *Utility Accounting (2 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Revenue Accounting	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide revenue accounting and close support in accounting systems• Provide close output for PPL consolidation	TSAs: 047-FIN Accounting and Financial Reporting Will refine as we conduct joint deep dives and document TSA processes
Property Tax	<u>TSA (NG)</u> <ul style="list-style-type: none">• Support preparation and payment of all quarterly property tax bills• Maintain records necessary to account for the utility plant assets through its plant accounting system• Provide access to files pertaining to previous and current litigation on legal property tax matters• Provide staff to respond to the Narragansett's property tax staff on all ad valorem tax matters <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Prepare and pay quarterly property tax bills• Prepare the Annual Report of Tangible Personal Property for submission to the local municipalities• Prepare and submit to state and local assessment agencies and information necessary to evaluate potential property tax appeal candidates	TSAs: 054-FIN Property Tax Services Day 1: Integration with corporate accounting and close process
Back Office - Energy Procurement	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide back office support across gas and electric procurement compliance and accounting service activities	TSAs: 051c-FIN Back Office Support for Energy Procurement Activities; 106-EP Electric Procurement

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TSA Report-out Summary: *Finance (1 of 5)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Misc. Billings	<u>TSA (NG)</u> <ul style="list-style-type: none">Determine misc. billings requiredProvide guidance and support to internal, billing requesters and governance around billing accuracy and timeliness	TSAs: 002-BS (Non-Utility) Billing Operations
Pension Investment Management	<u>Day 1 (PPL)</u> <ul style="list-style-type: none">Handle Narragansett pension, 401(K), and Post-Retirement Benefit investment management effective Day 1	Day 1: Depends on benefit TSA, accounting / audit rules, and IT system integration
401(K) Investment Management		
Post-Retirement Benefit Investment Management		
Internal Management Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none">Provide support and materials critical in completing internal management reporting requirements <u>Day 1 (PPL)</u> <ul style="list-style-type: none">Conduct monthly and quarterly reporting decisions and activities (e.g., budgeting, forecasting and long-term planning)	TSAs: 129-FIN Financial Planning and Analysis Day 1: Identify required data sources, integration with FP&A IT systems Will refine as we conduct joint deep dives and document TSA processes

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TSA Report-out Summary: *Finance (2 of 5)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
FP&A	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide monthly and quarterly reporting decision support and reporting activities Support existing finance business partnering activities covering: storm, workplan, and rate case modeling Provide PPL access to National Grid employees to transfer said knowledge <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Perform the financial planning and analysis services listed within the Transition Service schedule 	<p>TSAs: 129-FIN Financial Planning and Analysis</p> <p>Day 1: Need to integrate actuals data sourced from NG systems</p> <p>Adapt decision support as Rhode Island operating model is developed</p>
Business Planning & Budgeting	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide support and materials critical in completing business planning and budgeting requirements <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Conduct monthly and quarterly business planning and budgeting decisions and activities (e.g., budgeting, forecasting and long-term planning) 	<p>TSAs: 129-FIN Financial Planning and Analysis</p> <p>Day 1: Integration with FP&A IT systems</p> <p>Will refine as we conduct joint deep dives and document TSA processes</p>
Interest Rates Hedging	<u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Handle Narragansett interest rate hedging effective Day 1 	<p>Day 1: Need to receive necessary data and support from NG prior to Day 1</p>
Middle Office - Electric Procurement	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide energy procurement support to manage the price and credit risk associated with default service products and perform the evaluation of a counterparty's creditworthiness 	<p>TSAs: 051b-FIN Middle Office Support for Electric Procurement Activities; 106-EP Electric Procurement</p>

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TSA Report-out Summary: *Finance (3 of 5)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Debt / Equity Financing	<u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Handle Narragansett debt / equity financing, debt compliance, regulatory financing authorization, credit / liquidity, and rating agency communications effective Day 1 	Day 1: Need to receive necessary data and support from NG prior to Day 1
Debt Compliance		
Regulatory Financing Authorization		
Credit / Liquidity Capacity		
Rating Agency Communications		
Gas Commodity Hedging	<u>TSA</u> <ul style="list-style-type: none"> Perform financial hedging planning and transaction activities for natural gas supply 	TSA: 103B-EP: Energy Transactions (Financial) Day 1: Follow-ups required to finalize future state process structure
Customer Payments	<u>TSA (NG)</u> <ul style="list-style-type: none"> Collect customer payments and account for payments (both utility and non-utility billings) received 	TSAs: TBD, Need TSA to manage customer payments. Need to determine if any NG accounts (utility or non-utility) have been sent to collection agency.

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TSA Report-out Summary: *Finance (4 of 5)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Accounts Payable	<u>TSA (NG)</u> <ul style="list-style-type: none">• Manage review, disbursement, validation, and monitoring of payments• Process valid invoices for payment and monitor and manage invoices ineligible for payment due to discrepancy• Resolve any inquiries or invoice discrepancies• Enter property tax bills into PowerPlan system, analyze and bill tax for shared properties• Process customer refunds and credits, and return checks and rejected payments• Handle the escheatment process <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Determination valid accounting and allocations	TSAs: 015 - BS Accounts Payable Day 1: Understand NG processes and thresholds
Virtual Cards	<u>TSA (NG)</u> <ul style="list-style-type: none">• Support the completion of administrative functions, expense processing and payments required to use virtual cards• Manage, process, and monitor invoices• Process and disburse payments, customer refunds/credits, and return checks / rejected payments• Resolve and answer payment inquiries	TSAs: 015 - BS Accounts Payable (disbursements) and 138 - BS Card and Expense (monitoring transactions)

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TSA Report-out Summary: *Finance (5 of 5)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Cash Management & Operations	<u>TSA (NG)</u> <ul style="list-style-type: none">• Manage payments and receipts on behalf of Narragansett with bank accounts set up for this purpose• Provide cash rejections / position updates for PPL <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Set up own bank accounts to support Narragansett• Provide cash to fund accounts under National Grid control	TSAs: TBD, Need TSA to manage cash flow between bank accounts Day 1: Depend on functions (i.e. supply chain, accounts payable) for cash flow Dependency on SAP - need to determine whether system can be configured for NECO accounts upon sale. If not, NG needs to determine funding / reconciling account process. Possibility is TBD.

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TSA Report-out Summary: *Tax (1 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Income Tax Compliance, Accounting & Reporting	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide support on all income tax compliance matters, in particular the application of:<ul style="list-style-type: none">◦ Federal tax law and regulation◦ ASC 740 related to accounting for income taxes <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Perform taxation services• Ensure abiding by federal tax law and regulation requirements	TSAs: 053-FIN Consulting Tax Services Day 1: Depend on sub-processes (i.e. accounting, finance) for inputs Gather list of list of book/tax difference detailed information and the timing of when the information can be made available for close
Regulatory Accounting / Reporting and Rate Filings	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide forecast of tax depreciation of property, plant and equipment included in rate base• Provide forecast updates to regulators• Provide a forecast comparison of book depreciation to tax depreciation• Create schedule of expected deferred taxes reversal <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Perform taxation services and ensure abiding by federal tax law and regulation requirements	TSAs: 053-FIN Consulting Tax Services Day 1: Gather list of list of book/tax difference detailed information and impact on regulatory accounting, reporting and rate filings

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TSA Report-out Summary: *Tax (2 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Tax Planning & Forecasting	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide a forecast of tax depreciation of property, plant and equipment included in rate base <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Perform taxation services Ensure abiding by federal tax law and regulation requirements 	TSAs: 053-FIN Consulting Tax Services Day 1: Depend on sub-processes (i.e. accounting, finance) for inputs
Sales & Use Tax, Gross Receipts, Fuels Tax	<u>TSA (NG)</u> <ul style="list-style-type: none"> Support preparation and payment of all monthly, quarterly and annual sales, use and gross receipts tax returns and/or estimated payments in the same fashion as its outsourced arrangement with KPMG <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Perform taxation services and ensure abiding by state tax law and regulation requirements 	TSAs: 053-FIN Consulting Tax Services, may need to add Fuels Tax Day 1: Depend on sub-processes (i.e. accounting, finance) for inputs Determine Fuels Tax regulation compliance(i.e. reports, dependencies) and assess TSA need
Other Misc. Non-income Taxes	<u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Handle all other misc. non-income taxes depending on available information 	Day 1: PPL is not aware of any other miscellaneous non-income tax filings.
Tax Audits	<u>TSA (NG)</u> <ul style="list-style-type: none"> Provide informal taxation services training, such as process walkthroughs and process inputs and outputs explanations <u>Day 1 (PPL)</u> <ul style="list-style-type: none"> Perform taxation services Ensure abiding by federal/state tax law & regulation requirements 	TSAs: 053-FIN Consulting Tax Services Day 1: Depend on sub-processes (i.e. accounting, finance) for inputs

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TSA Report-out Summary: *Risk Management (1 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Insurance	<p><u>TSA (NG)</u></p> <ul style="list-style-type: none">• Manage litigation/claims handling and investigation support services in a manner consistent with Nation• Provide information to set reserves and evaluate and resolve litigation/claims matters• Provide property details and insurable values for all RI assets until Power Plan migration• Manage workers compensation (WC) claim handling with Sedgwick• Provide payroll details for open claims (PPL considering transferring open indemnity claims to its TPA, but not by Day 1) <p><u>Day 1 (PPL)</u></p> <ul style="list-style-type: none">• Transition insurance coverages to PPL policies• Issue necessary certificates of insurance• Assume responsibility for all existing and future litigation/claims matters• Handle new WC claims, with assistance of National Grid payroll• Review, revise or negotiate Contracts / Service Agreements for brokers, vendors (e.g. claim TPAs), engineering consultants etc that are needed to continue Services after Day 1	<p>TSAs: 052-FIN Claims Handling</p> <p>Add TSA language for WC claims and Power Plan reports / property insurable values reports</p> <p>Day 1: Ensure required data is collected from NG to add all risks to PPL policies and to address, investigate, adjust and/or defend all litigation/claims matters against Narragansett.</p> <p>Integration of processes and procedures for claims, certificates of insurance, surety bonds, and property engineering visits.</p> <p>Transition any open surety bonds to PPL programs, surety carriers</p>

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TSA Report-out Summary: *Risk Management (2 of 2)*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
ERM	<u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Establish Narragansett risk inventory• Align risks to current ERM corporate guidelines• Understand Narragansett risk profile• Determine risk impact to overall enterprise portfolio• Identify a Narragansett business line ERM risk representative• Establish new corporate wide risk thresholds• Ensure timely ERM report to the CLC and the Audit Committee	TSAs: No TSA needed Day 1: Narragansett risk profile will be integrated into PPL's ERM process
Middle Office	<u>TSA (NG)</u> <ul style="list-style-type: none">• Provide middle-office compliance, risk management and data system support services related to the procurement of gas commodity <u>Day 1 (PPL)</u> <ul style="list-style-type: none">• Establish risk management program for gas commodity hedging• Establish reporting and monitoring requirements for management and oversight of middle office ops under TSA• Determine any legal name changes related to existing trading agreements• Understand Narragansett's middle office processes• Develop middle office processes, tools/models, and plans to transition off the TSA (dependent on ETRM system replacement)	TSAs: 051a-FIN Middle Office Support for Gas Procurement Activities Day 1: Key dependency linked to the ETRM system replacement for gas hedging activities

Readout: Audit & Controls

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TSA Report-out Summary: *Controls*

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 1
<p>Note: As of 5/26/2021, NG & PPL have not met to discuss this report-out or subsequent details. A meeting is scheduled for 5/27 to begin discussions.</p> <ul style="list-style-type: none"> NG to provide controls testing support to PPL for in-scope SOX controls attributable to the Narragansett segment (dependent on final TSA requirements) Determination if a TSA for control testing performed by NG or a SOC1 performed by Deloitte is the mechanism to provide this support is still under review Access to data and the timeline for the separation of data is a key consideration as PPL consolidates NG data for Narragansett into their systems 		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
SoX Control Testing	<p><u>TSA</u></p> <ul style="list-style-type: none"> Determine testing requirements and reporting format for processes and systems in scope for PPL and under TSA <p><u>Day 1</u></p> <ul style="list-style-type: none"> Controls and testing procedures determined for Day 1 processes and systems 	<p>TSAs: Focus on in-scope controls for Narragansett</p> <p>Day 1: Understand the details of the controls structure: 1) Concurrent Controls, 2) Controls with a shared sample and 3) Controls which need to be tested separately</p>
End User Controls Considerations for third party service providers	<p><u>TSA</u></p> <ul style="list-style-type: none"> Determine how NG will provide assurance that end user controls are in place for third party service providers in-scope for Narragansett <p><u>Day 1</u></p> <ul style="list-style-type: none"> PPL will understand the third party service providers in-scope for Narragansett and which ones will continue to provide services to Narragansett after Day 1 and are thus in-scope for SoX purposes 	<p>TSAs: Focus on in-scope third party service providers for the Narragansett segment</p> <p>Day 1: Understand the overall strategy for third party service providers and which service providers may not be needed or can be transitioned to current PPL service providers</p>
Data carve out	<p><u>TSA</u></p> <p>Controls identification and testing for data carveout (ongoing and one time dependent upon IT approach).</p>	

TSA Report-out Summary: *Controls*

Key Cross-Functional Dependencies

- *IT: Access to data and the timeline for the separation of data is a key consideration as PPL and National Grid consolidate their systems*
- *IT: Service providers which will continue to service the Narragansett segment as of Day 1*

Next Steps

- Determine if NG will provide controls support under a TSA or whether a SOC1 will be performed by Deloitte

Readout: HR

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TSA Report-out Summary: *HR*

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 22
<ul style="list-style-type: none"> The majority of sub-functional areas / activities will be covered by a TSA, potentially up through Dec 2022, based on a November 1 close. During this time period, there will be minimal to no changes to systems, processes, and people performing support activities. Upon TSA-exit, the goal is to move conveying employees onto PPL policies, programs, and systems. For Health & Welfare plans, we are still in discussion to understand how long NG employees can participate in those plans beyond Close (minimum of 2 months but at most 6 months). Beyond this period, conveying employees will move to PPL plans, but administrative support will still be provided by NG. 		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Health & Welfare Benefits	<p><u>TSA</u></p> <ul style="list-style-type: none"> TSA support required for the oversight of TPAs for annual enrollment, eligibility, etc. and administrative support of benefit plans, etc. Support required for ACA compliance reporting, exception handling, and H&W escalation support. Additional support for data entry in SAP, communication to vendors, sox control, valuation, audit support, and open / existing EAP cases [TBD / Open: Further discussion / approvals required with NG team]. <p><u>Day 1</u></p> <ul style="list-style-type: none"> Medical, dental, prescription, vision, Flexible Spending and health savings will continue participation in NG plans for not longer than 60 days after close with the intent of transitioning to PPL plans / policies on the next first of the month in order to facilitate ID cards in hand prior to effective date. Benefits administration and other plans continue under National Grid contracts through 12/31/2022. 	<p>TSAs and Day 1: Employee and retiree communication will have to emphasize the TSA parameters (ie some benefits branded for PPL Narragansett, others branded National Grid, still using NG platform to administer benefits). Note there are dependencies, including: Requires new feeds from SAP (3PR) to HSA and FSA Dep Care vendors; Empirean contract under the National Grid contract to administer COBRA and direct bill for the identified PPL Narragansett groups; Empirean sending eligibility feeds to PPL vendors</p>
Defined Benefits	<p><u>TSA</u></p> <ul style="list-style-type: none"> TSA support required for the oversight of TPAs for terminations, benefit deductions, etc. and administrative support of retirement/benefit plans, etc. NG support required for vendor and invoicing management, ongoing maintenance of retiree payroll changes, and 5500 support, QDRO support (including the ongoing assistance from AON for QDRO calculation) and tracking of upcoming retirement to ensure for accurate and timely processing. Ad Hoc reporting as needed from payroll /HRIS (including sick hours from payroll for union 12431 for pension calculation). Assistance needed for historical data transfer, specifically around the valuation data. Possible Non-Discrimination Testing for 2021 (if closing does not occur until 2022). Assistance with transfer of administration from Alight to Fidelity. Additional support for data entry in SAP, communication to vendors, sox control, valuation, audit support [TBD / Open: Further discussion / approvals required with NG team]. <p><u>Day 1</u></p> <ul style="list-style-type: none"> New plan will be established, mirroring NG plans/policy including all formulas/plan design for non-union, 310, 310B, 12431, and cash balance plan, through Alight. NG's pension administrator through 12/31/22 with the intent to mirror existing NG plans/policies at Fidelity after TSA-exit (1/1/23). 	<p>TSAs: Census feed will need to be set up to flag PPL employees for Alight. Waiting for confirmation if this can be the same feed or if a need feed will need to be created, including a feed to/from Empirean for benefit deductions.</p> <p>Day 1: Ongoing conversations around asset transfer logistics are being discussed. Initial 5/21/2021 meeting indicates an amendment to the SPA in order to receive a closing and true-up transfer. Accept transferred assets into PPL's master trust at BNY Mellon.</p>

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TSA Report-out Summary: *HR*

TSA Requirements & Day 1 Considerations (cont'd)		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Defined Contribution	<p><u>TSA</u></p> <ul style="list-style-type: none">TSA support required for the oversight of TPAs for eligibility, benefit options, initial enrollment, changes. Etc. and administrative support of benefit plans, data entry in SAP, communication to vendors, etc. NG support required for collaboration with Vanguard to share data and handle analysis of employee questions for Vanguard escalations. New feed set up between PPL plan at Vanguard and National Grid HRIS/Payroll (and ongoing support of feeds). Possible Non-Discrimination Testing for 2021 (if closing does not occur until 2022). Assistance with transfer of administration from Vanguard to Fidelity. Additional support for Sox control, audit support, regulatory filings support [TBD / Open: Further discussion / approvals required with NG team]. <p><u>Day 1</u></p> <ul style="list-style-type: none">Stand up one plan (combining Thrift I & II participants) under PPL contract with Vanguard with the intent to transition to current PPL investment line-up with Vanguard. It should be noted that NG is implementing a Roth plan 1/1/2022, which will be mirrored by Vanguard to allow for enrollment by PPL employees.	<p>TSAs: Consolidation of NG thrift plans will happen 1/1/22, so one plan will be drafted to merge the two 401k plans. A new feed will need to be set up (per the Nat Grid HRIS analyst this will be feasible)</p> <p>Day 1: Note a new EIN is not needed. We will utilize the Narragansett EIN (transfers with sale). Confirmation from Vanguard of bulk rollover of loans (with corresponding assets) and National Grid support.</p>

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TSA Report-out Summary: *HR*

TSA Requirements & Day 1 Considerations (cont'd)		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Compensation	<p><u>TSA</u></p> <ul style="list-style-type: none">TSA for close through 12/31/22, which will include administration of management and union annual increases, payout of 21/22 fiscal year incentives, and administration and payout of union perfect attendance bonuses, as required. NG will administer the management merit increases on NG's schedule in July and the Union increases to follow the schedule in CBAs. NG will calculate and process the prorated cash incentive payout for fiscal year 21/22 paid in June 2022 at the achievement level determined by Nat Grid for performance period 4/1/21 through 12/31/21. NG will provide PPL with milestone anniversary data to be provided to OCTanner to recognize the 25- and 40-year milestone awards. Upon close, the appreciate program will be eliminated (Program where employees can recognize each other w/points which will result in gifts to be selected). NG will administer and process the union perfect attendance awards and LTPP if applicable for RI employees <p><u>Day 1</u></p> <ul style="list-style-type: none">Continue participation in NG incentive plans for the unions. The day 1 disposition for other plans, such as salary, management premium pay, annual performance plan, Perfect Attendance Program (union only) and LTPP will be administered by NG under the TSA.	<p>TSAs: TSA for union perfect attendance awards & LTPP (if eligible RI employees are conveyed) may need to be considered.</p> <p>Day 1: Determine disposition of plans, such as salary, management premium pay, annual performance plan, etc.</p>

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TSA Report-out Summary: *HR*

TSA Requirements & Day 1 Considerations (cont'd)		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Employee Records / HR Administration	<u>TSA</u> <ul style="list-style-type: none">TSA support required to process and respond to inquiries (e.g. direct deposit updates) and provide assistance for personnel action processing (e.g. new hires, separations, pay changes). NG support required to respond and conduct an initial review of employee files to assist in legal reviews and also store, protect, archive, classify, etc. documents with Records Management and facilitate maintenance, release and transport of records and information <u>Day 1</u> <ul style="list-style-type: none">TBD	TSAs: There will be a process mapping exercise to ensure appropriate transfer of knowledge related to policies and procedures but a SME may be needed to provide additional support Day 1: TBD
HRIS / Employee Services	<u>TSA</u> <ul style="list-style-type: none">TSA support required to create, update, and maintain SAP reports associated with HR data (e.g. time, payroll, etc.) and to provide centralized HRIS technology support. Support required for assistance with data feeds to PPL to convert employee / contractor data for HR/Payroll systems. Help and support to provide data feeds to PPL HCM system and assist in testing to ensure information conveyed correctly. <u>Day 1</u> <ul style="list-style-type: none">N/A	TSAs: TBD Day 1: TBD
Hire to Retire	<u>TSA</u> <ul style="list-style-type: none">TSA support required to assist with current processes for recruitment, onboarding, background checks, employment verification, and advice on talent processes [TBD / Open: Further discussion / approvals required with NG team].. NG support required to provide reports / data for workforce planning reporting. Ongoing advice and knowledge transfer to be covered by master TSA agreement (across all TSAs). <u>Day 1</u> <ul style="list-style-type: none">N/A	TSAs: Depending on the bucket 2 / 3 employees being conveyed, language may need to be included to support candidate decisions, interview facilitation, interview strategy, and talent acquisition planning. Day 1: TBD

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TSA Report-out Summary: *HR*

TSA Requirements & Day 1 Considerations (cont'd)		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Learning	<u>TSA</u> <ul style="list-style-type: none">TSA support required to provide compliance and soft skills training materials and platforms, including in-person and web-based training delivery, administration, and tracking. Open item to discuss number of TSA schedules for Learning. <u>Day 1</u> <ul style="list-style-type: none">N/A	TSAs: TBD Day 1: TBD
Labor Relations	<u>TSA</u> <ul style="list-style-type: none">TSA support be required to provide advice relating to contraction interpretation for Local 310, 310B, and 12431. NG support required to provide assistance to resolve formal grievances and arbitrations as well as provide access to all historical documents related to discipline, grievances, arbitration, and negotiation notes. <u>Day 1</u> <ul style="list-style-type: none">N/A	TSAs: Depending on the bucket 2 / 3 employees being conveyed, language may need to be included to support new grievances, arbitration, and investigations for employee misconduct, etc. that arise after the Transition period. Day 1: TBD

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TSA Report-out Summary: *Payroll and HSE*

TSA Requirements & Day 1 Considerations (cont'd)		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Payroll and Time Governance	<u>TSA</u> <ul style="list-style-type: none">TSA support required to pay employees for time worked, payroll processing, and various reimbursement programs / policies (e.g. tuition, adoption assistance). NG to support time entry monitoring and time keeper follow-up prior to payroll processing. NG support required for payroll tax filings/forms. Additional support requested for Nat Grid to provide tools, templates, methodology for current incentive (e.g. perfect attendance), annual salary increases, and compensation design for the various unions and management team [TBD / Open: Pending formal NG approval process]. Assist with the transfer of pay rules and testing during TSA period to ensure information was coded and transferred correctly. <u>Day 1</u> <ul style="list-style-type: none">TBD	TSAs: TBD Day 1: TBD
Health Services	<u>TSA</u> <ul style="list-style-type: none">TSA support required for Drug & Alcohol programs, testing, and administration, completion of DOT background checks, absence/leave management, EAP, pre-employment activity, administration of all Health Services programs, etc. In the case of Earned Sick Leave, which is mandated in RI, PPL will mirror existing NG plans / policies. In the case of Drug & Alcohol programs and Contractor compliance testing, a decision has not been made to transition to PPL's vendor or continue with NG's vendor (JJ Keller). <u>Day 1</u> <ul style="list-style-type: none">Continue participation in NG plans with the intent to transition to PPL plans and policies / administration and vendors in 1/1/2023.	TSAs: For EAP, FMLA, Drug & Alcohol Program, Athletic Trainers, Worker's Comp, and Annual Physicals, there will need to be a clear exit and transition period whose timing is coordinated with other programs. Day 1: For Worker's Compensation, PPL needs to understand who is assuming liabilities on Day 1 for new claims.

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TSA Report-out Summary: *HR*

Key Cross-Functional Dependencies

- Dependencies on other functions, inclusive of IT
- **HRIS / IT** - New file feeds may be required for some benefit plans (e.g. Vanguard 401k plans, Fidelity for DB plans, health & welfare Empyrean)
- **Payroll** - Payroll support required for policies such as Earned Sick Leave, FMLA, etc. to ensure that appropriate file feeds are sent to vendors.
- **DOT** - A new DOT number is required for PPL (pending confirmation on one or two DOT numbers), which will impact Health Services, insurance, others?
- **Change & Comms** - Communication around Alight and the NG Roth plan (1/1/22 roll out date) for DB / DC; Rollovers and loan balance for 401k plans; retirees; overall benefits and vendors

Next Steps

- Working session planned for HRIS / IT / Payroll for June (in-person), with virtual working sessions leading up to in-person meetings
- Finalizing all recommendations for effects bargaining
- Revise appropriate TSAs based on response from National Grid
- DB – Waiting for proposal from Alight; further discussions needed on asset transfer; begin project with trustee BNYM
- DC – Waiting for Northern Trust on standing up its funds in Vanguard; need to take proposal recordkeeping and investment menu to EBPB (meeting 6/2/2021); start contracting and implementation with Vanguard
- H&W – Confirm vendors, contracts, interfaces, feeds and Day 1 disposition

Readout: HSE / Fleet / Training

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Summary of TSA Requirements & Day 1 Considerations: HSE

Summary of TSA Requirements & Day 1 Considerations

RI will continue to use NG applications / systems until PPL systems are established
RI will continue to use NG contracts (and contractors) until PPL contracts are established
NG will perform the activities defined in the TSA in consultation with the following PPL employees:

- Patti Scaramuzzo (Training)
- John Conaboy (Fleet)
- Lori Burkert (Environmental)
- Mark Santayana (Public Safety)
- Chuck Wood (Safety)
- Mike Menges (Emergency Preparedness)

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TSA Report-out Summary: *Training: Trng, Learning, and Dvlpmnt*

TSA Requirements & Day 1 Considerations		# of TSAs: 1
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Apprentice training - Electrical & Gas Field Worker Computer-based training content Training assignment and Records Instructor-Led Training Content	<u>TSA 119-HR Training, Learning, and Development</u> <ul style="list-style-type: none"> Apprentice/Academy, and Annual Expert Training; assignments and record keeping; delivery of training and updating necessary content; maintenance of any qualifications Assign and maintain all third party and in-house developed CBTs and self-paced learning content Assign training, maintain training records, establish/maintain reassignments Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories <u>Day 1</u> <ul style="list-style-type: none"> NG to provide training and training records administration under TSA. 	<ul style="list-style-type: none"> Identify the systems that track assignments and qualifications and how they are entangled Identify all third party training contracts Contract should contain agreements to transition the content Clarify the state of transition to "The Academy" Identify all repositories for content (are all in the LMS?) <u>Items to be clarified or not specifically called out in TSAs:</u> <ul style="list-style-type: none"> Simulators and training systems not called out specifically in TSAs 089-GO, 091-GO, 092A-GO, or 095-GO – identify all Simulations, training systems, tracking systems, and maintenance responsibilities (e.g., IT, Operations, Training, etc.) Regulatory, policy, and compliance training assignments (e.g., Rhode Island specific requirements and policy training, NERC, Environmental, etc.) Training for some electrical positions like Relay Test, Distribution Design, IT systems that impact many employees

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TSA Report-out Summary: *Training: Gas Operations*

TSA Requirements & Day 1 Considerations		# of TSAs: 4
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Heavy Equipment Training	<p><u>TSA 095-GO -- Technical Training</u></p> <ul style="list-style-type: none"> Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories <p><u>Day 1</u></p> <ul style="list-style-type: none"> NG to provide training and training records administration on Day 1 under TSA. 	<p>Identify the systems that track training, third party vendors, and qualifications and how they are entangled</p> <p>Identify if the same training exists for the electrical work or if it is covered elsewhere</p> <p>Identify all heavy equipment and tools that will transfer with the contract</p>
Liquid Natural Gas training	<p><u>TSA 92A: GO LNG Operations, Others??</u></p> <ul style="list-style-type: none"> Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories <p><u>Day 1</u></p> <ul style="list-style-type: none"> PPL - Rhode Island assumes training responsibilities on Day 1 assuming employees transfer on Day 1. NG to provide training records administration under the TSA. 	<p>Identify the systems that track training, third party vendors, and qualifications and how they are entangled</p>
Gas - Operator Qualifications (OQ) training element	<p><u>TSA 089-GO: Pipeline Safety and Compliance</u></p> <ul style="list-style-type: none"> Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories in order to maintain Operator Qualification <p><u>Day 1</u></p> <ul style="list-style-type: none"> See "Liquid Natural Gas training" above 	<p>Identify the systems are used to track assignments and qualifications and how they are entangled</p>

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TSA Report-out Summary: *Training: Gas Operations Training #2*

TSA Requirements & Day 1 Considerations		# of TSAs: 4
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Gas Control Room Operations training	<u>TSA 091-GO: Gas Control Center Operations</u> <ul style="list-style-type: none">Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories <u>Day 1</u> <ul style="list-style-type: none">PPL - Rhode Island assumes training responsibilities on Day 1 assuming employees transfer on Day 1. NG to provide training records administration under the TSA.	<p>Identify the systems that track training, third party vendors, and qualifications and how they are entangled</p> <p>Identify if they do the same training for the electrical work or if it covered elsewhere (we believe <u>078-EO Electric Network Control</u>)</p> <p>Identify team in Gas Operations who own the metering and dispatch function (per 040-CS: Customer Metering Services)</p> <p><u>Items to be clarified or not specifically called out in TSAs:</u></p> <ul style="list-style-type: none">Simulators and training systems not called out specifically in TSAs 089-GO, 091-GO, 092A-GO, or 095-GO – identify all Simulations, training systems, tracking systems, and maintenance responsibilities (e.g., IT, Operations, Training, etc.)

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TSA Report-out Summary: *Training: Electrical Operations*

TSA Requirements & Day 1 Considerations		# of TSAs: 1
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Electric Control Room Operations training	<u>TSA# - 078-EO Electric Network Control</u> <ul style="list-style-type: none">Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories <u>Day 1</u> <ul style="list-style-type: none">PPL - Rhode Island assumes training responsibilities on Day 1 assuming employees transfer on Day 1. NG to provide training records administration under the TSA.	Identify the systems that track training, third party vendors, and qualifications and how they are entangled <u>Items to be clarified or not specifically called out in TSAs:</u> <ul style="list-style-type: none">Simulators and training systems not called out specifically in TSA – identify all Simulations, training systems, tracking systems, and maintenance responsibilities (e.g., IT, Operations, Training, etc.)Identify the personnel who perform training on control systems for Electrical Operations Training
Electric Qualifications	<u>TSA# - 078-EO Electric Network Control</u> <ul style="list-style-type: none">Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories in order to maintain Operator Qualification <u>Day 1</u> <ul style="list-style-type: none">NG to provide training and training records administration on Day 1 under TSA.	

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TSA Report-out Summary: *Training: Customer Service*

TSA Requirements & Day 1 Considerations		# of TSAs: 2
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Call Center Operations	<u>TSA 039-CS: Call Center Operations</u> <ul style="list-style-type: none">Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories for call center operations including call quality monitoring of trainees, coaching <u>Day 1</u> <ul style="list-style-type: none">NG to provide training and training records administration on Day 1 under TSA. PPL Rhode Island will assume training responsibilities in coordination with the transfer from NG system to PPL's (Customer Service System) CSS	Identify the systems that track training, third party vendors, and qualifications and how they are entangled Identify how third party training is performed for any CSR vendors <u>Items to be clarified or not specifically called out in TSAs:</u> <ul style="list-style-type: none">Simulators and training systems not called out specifically in TSA – identify all Simulations, training systems, tracking systems, and maintenance responsibilities (e.g., IT, Operations, Training, etc.)
Customer Metering Services	<u>040-CS: Customer Metering Services</u> <ul style="list-style-type: none">Perform, Assign, and maintain all third party and in-house developed learning content and curricula including tagging, repositories for customer metering and field services and dispatch personnelSame as "Call Center Operations"	Training needs to be added to this TSA for all field services and customer metering roles as well as dispatch personnel Clarify how electrical dispatch is performed and trained; a specific exclusion exists for a central team in Gas Operations

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TSA Report-out Summary: *Fleet*

TSA Requirements & Day 1 Considerations		# of TSAs: 1
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Fleet Management	<u>TSA # is 036-BS Fleet Management</u> <ul style="list-style-type: none">Vehicle leasing, registrations, licensing, maintenance management, training and certifications, vendor contracts <u>Day 1</u> <ul style="list-style-type: none">NG to provide these services on Day 1 under TSA.	Element invoice process is entangled with their SAP fleet management process If necessary, obtain new DOT number for gas and electric vehicles on Day 1 <u>Items to be clarified or not specifically called out in TSAs:</u> <ul style="list-style-type: none">Identify vendors and tracking systems for training and qualifications that are usedIdentify who manages the DQF and what other organizations help perform requirements for DOT driver qualificationVerify whether "FCC Truck Radio License" is captured in an IT TSA
Fuel Services	<u>TSA # is 036-BS Fleet Management</u> <ul style="list-style-type: none">Fuel purchasing contracts, fuel card administration <u>Day 1</u> <ul style="list-style-type: none">See above	Element card and the EJ Ward contract and the Element contract must be transitioned at the same time
Rental Services	<u>TSA # is 036-BS Fleet Management</u> <ul style="list-style-type: none">Vendor contracts, lease and use tax administration, emergency rentals <u>Day 1</u> <ul style="list-style-type: none">See above	

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TSA Report-out Summary: *Environmental (1 of 2)*

TSA Requirements & Day 1 Considerations		# of TSAs: 6
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Environmental	<u>TSA # 055-HSE Health, Safety, Environment (HS&E) and Security, Regulatory Monitoring, Reporting, and Compliance Consulting Services</u> <ul style="list-style-type: none">Environment Consulting Services <u>Day 1</u> <ul style="list-style-type: none">NG to provide these services on Day 1 under TSA.	All tracking systems/applications will remain with NG NG may use external contractors for some field support activities
Environmental	<u>TSA # 059-HSE Site Investigation and Remediation (SIR)</u> <ul style="list-style-type: none">SIR technical support, consultation, budget, rate filing assistance, report assistance, and site inspection, project management, and contractor management/administration <u>Day 1</u> <ul style="list-style-type: none">Same as above	NG uses external contractors for SIR
Environmental	<u>TSA # 060-HSE Environmental Field Support</u> <ul style="list-style-type: none">Environmental Field Support and compliance, including site investigations, complaints, land-owner property damage claim management, property due diligence, solid and hazardous waste management, water and wetlands protection, avian protection, permit compliance, monitor / inspection during construction, PCSM, air emissions management, storage tank management, recycling management, pollution prevention, and site visits/inspections of RI facilities <u>Day 1</u> <ul style="list-style-type: none">Same as above	All tracking systems/applications will remain with NG NG may use external contractors for some field support activities Need to add bullet to TSA for "Coordinate with operations to implement environmental best practices"

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TSA Report-out Summary: *Environmental (2 of 2)*

TSA Requirements & Day 1 Considerations		# of TSAs: 6
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Environmental	<u>TSA # 61-HSE Spill Control/Response</u> <ul style="list-style-type: none">• SPCC planning, manage spill and incident response, coordinate spill cleanup, agency interface, and contractor management/administration <u>Day 1</u> <ul style="list-style-type: none">• NG to provide these services on Day 1 under TSA.	NG uses external contractors for spill response/cleanup
Environmental	<u>TSA # 062-HSE PUC Environmental Filing Support</u> <ul style="list-style-type: none">• Assistance in connection with PUC proceedings supporting Deal Close <u>Day 1</u> <ul style="list-style-type: none">• Same	All tracking systems/applications will remain with NG
Environmental	<u>TSA # 063-HSE Environmental License, Permits and Orders</u> <ul style="list-style-type: none">• Services relevant to compliance with licenses / permits / orders, support permit transfers, and permitting activities during operations and construction <u>Day 1</u> <ul style="list-style-type: none">• Same	NG uses external contractors for permit development

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TSA Report-out Summary: *Public Safety*

TSA Requirements & Day 1 Considerations		# of TSAs: 3
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Public Safety	<p><u>TSA 087-GO Resource Management (TSA managed by Gas Ops - Ryan)</u></p> <ul style="list-style-type: none">• Manage DigSafe program <p><u>Day 1</u></p> <ul style="list-style-type: none">• NG to provide these services on Day 1 under TSA. Beginning Day 1, PPL Rhode Island will perform gas locates. <p><u>TSA 089-GO Pipeline Safety (TSA managed by Gas Ops - Ryan)</u></p> <ul style="list-style-type: none">• Public Awareness programs, First Responder training <p><u>Day 1</u></p> <ul style="list-style-type: none">• Same <p><u>TSA 075B-EO Resource Planning (TSA managed by Electric Ops - Gladey)</u></p> <ul style="list-style-type: none">• Manage DigSafe program <p><u>Day 1</u></p> <ul style="list-style-type: none">• Same	PUC interactions

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TSA Report-out Summary: *Safety*

TSA Requirements & Day 1 Considerations		# of TSAs: 2
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Safety	<u>TSA 131-HSE Safety Policy & Programs</u> <ul style="list-style-type: none">Field support, OSHA reporting and record keeping, process safety, industrial hygiene, root cause analysis, Safety Data Sheets, safety rules & procedures, training, hearing conservation program (Gas employees), athletic trainers, FR & other PPE contracts <u>Day 1</u> <ul style="list-style-type: none">NG to provide these services on Day 1 under TSA.	Beacon Insight system used for Driver Qualification File (DQF). Smith Driver training at Cumberland site JJ Keller for DOT random testing (Health Services) Athletic Trainers contract <u>Items to be clarified or not specifically called out in TSAs:</u> <ul style="list-style-type: none">Determine where TSA 056-Field Safety Support should formally resideDetermine where TSA 130-Health Services formally resides – most likely HR

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TSA Report-out Summary: *Emergency Preparedness (1 of*

TSA Requirements & Day 1 Considerations		# of TSAs: 4
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Emergency Preparedness	<p><u>TSA 082A-EO Emergency Planning and Ops (TSA managed by Electric Ops - Gladey)</u></p> <ul style="list-style-type: none">IT support during emergency ops, storm support logistics coordination and execution, storm room ops, storm restoration planning and training exercises, maintain ERP's, annual ERP filing, maintain restoration assignment lists, assistance for outside-crew invoicing <p><u>Day 1</u></p> <ul style="list-style-type: none">NG to provide these services on Day 1 under TSA. <p><u>TSA 083-EO Aviation Inspection (TSA managed by Electric Ops - Gladey)</u></p> <ul style="list-style-type: none">Aviation storm damage patrols <p><u>Day 1</u></p> <ul style="list-style-type: none">Same	<p>The Seller will provide Mutual Assistance services, in particular, Coordinate Mutual Assistance i.e. acquire outside resources (line, tree, damage appraisal) during storm response</p> <p><u>Items to be clarified or not specifically called out in TSAs:</u></p> <ul style="list-style-type: none">Further discussion needed to add the following language in TSA 082A-EO: "Maintain business continuity plan and IT ERP (SCIP) for electric ops"Further discussion needed to add the following language to a Facilities TSA or elsewhere: "Maintain and refuel emergency generators"

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TSA Report-out Summary: *Emergency Preparedness (2 of 2)*

TSA Requirements & Day 1 Considerations		# of TSAs: 4
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Emergency Preparedness	<p><u>TSA 088-GO Gas Complex Construction (TSA managed by Gas Ops - Ryan)</u></p> <ul style="list-style-type: none">• Maintain gas continuity plan <p><u>Day 1</u></p> <ul style="list-style-type: none">• NG to provide these services on Day 1 under TSA. <p><u>TSA 096-GO Emergency Planning (TSA managed by Gas Ops - Ryan)</u></p> <ul style="list-style-type: none">• Gas emergency response plan, emergency assignment roles, incident command, mutual assistance coordination <p><u>Day 1</u></p> <ul style="list-style-type: none">• Same	<p>TSA 019-BS Storm filings is managed by Electric Ops – not a HSE-specific TSA, but worth maintaining visibility over</p>

Key Cross-Functional Dependencies

Environmental & Training

TSA Report-out Summary: *Training*

Key Cross-Functional Dependencies

- **Human Resources:** Gas and electrical field worker training (have yet to meet with electrical counterparts); identify other positional training (e.g., engineering, distribution design, etc.; and training performed that is more general in nature; Identify who trains heavy equipment for electrical field workers; understand the final state of "The Academy" and where it is in its roadmap; identify curricula and content
- **Gas Operations:** Performance of gas operations, heavy equipment, Control Room training; Identify curricula and content; clarify dispatch functions between Gas Ops and Customer Services
- **Electrical Operations:** Have yet to meet with our counterparts. Performance of electrical operations and Control Room training; Identify curricula and content. Who does electrical dispatch – this organization or customer services??
- **Customer Services:** Have yet to meet with our counterparts. Performance of Metering, Dispatch, and Customer Response training; Identify curricula and content
- **IT:** What are the Learning Management Systems and qualification systems used throughout Narragansett, whether owned by Narragansett or NG? Who does the updates and maintenance of the Learning Management System(s) and qualification system(s)? Identify training systems such as simulators and training/QA environments of IT systems that are used (e.g., Electric Control Room training); Entanglements of qualification, learning management, driver qualification, equipment, and safety systems as well as the responsibilities for administering these systems. Is the equipment used to take training (e.g., computers, mobile devices) covered under IT's TSA for the length of time (~24 months) needed to take training on RI or NG systems?

Next Steps

- Identify all training counterparts in all organizations within Narragansett and National Grid
- Identify all training systems and simulators used when performing training and responsible parties in Narragansett and NG
- Revise appropriate TSAs based upon findings with these meetings

TSA Report-out Summary: *Environmental Compliance*

Key Cross-Functional Dependencies

- **OGC (EU Services):** Legal reviews / considerations; managing of larger claims involving property damage
- **Compliance and Ethics (EU Services):** Compliance reviews and risk management
- **ROW:** Responsible for AAls for D and T sites; handling of complaints/damages when on ROW
- **Engineering:** Engineering oversees civil design and therefore involved with permits for capital projects
- **Project Management:** PM leads capital projects; waste management (residual, C&D, asbestos) related to capital projects
- **System Engineering / Reliability:** performs O&M for PCSM requirements, may be first on scene for Transmission spills and avian incidents
- **Distribution Operations:** Dist Ops typically is first-on-scene for Distribution spills and avian incidents
- **Facilities:** responsible for AAI's for buildings; Facilities owns buildings subject to inspections/audits

Next Steps

- Identify operational groups in RI that implement environmental best practices during operations and construction
- Revise appropriate TSAs based upon findings with these meetings, and interdependencies between TSAs

Readout: Supply Chain

TSA Report-out Summary: *Supply Chain*

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 11
<ul style="list-style-type: none">TSA's covering supply chain functions have been reviewed and revised to V2 across the board.Access to National Grid services and systems will be provided under TSA until exit plans are complete.Waiting on data request process to gain additional insight into current operations, materials and vendor base.		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Supply Chain/ Strategic Procurement	<u>TSA 068-SC</u> <ul style="list-style-type: none">Assistance in efforts to procure continued service considered key to continuity and risk management of Rhode Island. National Grid will reasonably maintain contracts that support Rhode Island and help support replication efforts for contracts not separated by Day 1. On a "best-efforts" basis, National Grid will provide limited ad hoc procurement reporting related to the Company required by the Company to support existing business activities as requested. <u>Day 1</u> <ul style="list-style-type: none">PPL assumes strategic procurement and sourcing events and responsibility for contracts that have been replicated by Day 1.	
Supply Chain/ Inventory Management	<u>TSA 069-SC</u> <ul style="list-style-type: none">National Grid continues to provide inventory management services including analysis and ordering of stock materials, advising on min/max levels and lead times, and maintenance of master data in ERP (SAP) associated with Rhode Island's inventory.	

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TSA Report-out Summary: *Supply Chain*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Supply Chain/Master Data Management	<u>TSA 014-BS</u> <ul style="list-style-type: none">National Grid continues to gather and maintain supply chain master data including contract, material, and vendor/supplier data in a manner that ensures completeness and compliance with data governance and controls. They will continue to comply with IRS requirements and issue 1099 forms.	
Supply Chain/Transactional Procurement	<u>TSA 016-BS</u> <ul style="list-style-type: none">National Grid continues to perform basic procurement functions including reviewing needs and identifying appropriate suppliers, review requisitions and shopping carts to create and distribute PO's. Ensuring suppliers are in compliance with ISN standards. <u>Day 1</u> <ul style="list-style-type: none">PPL will establish DOA levels by Day 1.	TSAs: National Grid was to review and share NERC CIP 13 process. Does this check need to be added to the TSA?
Supply Chain/Manage P2P	<u>TSA 017-BS</u> <ul style="list-style-type: none">All Procure-to-Pay (P2P) activities continue to be supported by National Grid under the terms of this TSA.	

TSA Report-out Summary: *Supply Chain*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Supply Chain/P2P System	<u>TSA 018-BS</u> <ul style="list-style-type: none">National Grid to maintain SAP suite and Right Now systems that enable P2P services, including system health and usability.	
Supply Chain/Capital Delivery and SOBO/ROBO	<u>TSA 020-BS</u> <ul style="list-style-type: none">National Grid to provide activities related to this function (creation of shopping carts and purchase orders, accrual reporting, adjusting PO limits, storm invoice review, reconciliation of storm P-card use for Rhode Island).	
Supply Chain/Card and Expense Administration	<u>TSA 138-BS</u> <ul style="list-style-type: none">National Grid to support administrative functions, expense processing and payments required with the card program.	
Supply Chain/Meter & Rubber Goods Testing	<u>TSA 073B-EO</u> <ul style="list-style-type: none">National Grid to provide electric lab and field testing for meters and rubber goods.	

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TSA Report-out Summary: *Supply Chain*

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Supply Chain/Electric Meter Shop	<u>TSA 074B-EO</u> <ul style="list-style-type: none">National Grid will provide electric meter shop services, which will include managing inventory, performing bench testing, programing and providing general tech support.	
Supply Chain/Warehouse Management	<u>TSA 127-SC</u> <ul style="list-style-type: none">National Grid continues to store, maintain and deliver material from New England Distribution center. Provide In and Outbound logistics for pre-capitalized transformers, recovery services as requested and support freebin devices and software. <u>Day 1</u> <ul style="list-style-type: none">Rhode Island warehouse staff move to PPL on Day 1.	Day 1: Requires coordination with PPL HR and IT for readiness of employees on Day 1.
Key Cross-Functional Dependencies		
<ul style="list-style-type: none">IT – Access for employees to employee information, email and securities.HR – Integration of Rhode Island employees specific to warehousing moving over on Day 1.Gas & Electric Operations – Process for non-stock purchases and inclusion of Meter and Rubber Good Testing on their TSAs.		
Next Steps		
<ul style="list-style-type: none">Gain access to details relative to National Grid contracts and material details.Conduct review of existing PPL contracts to prepare for integration.		

Readout: Facilities

TSA Report-out Summary: Facilities (1/2)

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 8
<ul style="list-style-type: none">Facilities Operations, Capital Improvements, and Continued Use of Relevant NG Sites are largely covered under the currently contemplated TSAs; although, some processes need to be confirmed as in scopePPL needs additional information from National Grid to assess if additional TSAs are needed and to make further progress with Day 1 Planning		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Facilities Operations	Facilities Operations – repairs, maintenance, and third-party contracting – will be covered under TSA	Need to confirm a few processes currently assumed to be covered under the Facilities Repair & Maintenance TSA
Capital Improvements	Capital Improvements will be covered under TSA, with some processes likely to be de-scoped soon after Day 1	Need to confirm coverage of processes under the Capital Project Support TSA
Real Estate Operations	PPL needs to obtain more information from National Grid to assess if a Real Estate Operations TSA is necessary	No Real Estate Operations TSA has yet been drafted
Mail Services	PPL needs to learn how National Grid currently runs mail services at the transferring facilities to assess if a Mail Services TSA is necessary	If the transferring facilities run mail services independently, a TSA will likely be unnecessary; no TSA has yet been drafted
Continued Use of Relevant NG Sites	Continued use of select National Grid sites that are not transferring will be covered under TSA	

TSA Report-out Summary: Facilities (2/2)

Key Cross-Functional Dependencies

- IT: Ensure access to systems

Next Steps

- Obtain additional information from National Grid, especially on processes where the need for a TSA is unclear
- Confirm scope of TSA coverage
- Visit transferring sites (early June)

Readout: Security

TSA Report-out Summary: Security (1/6)

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 1
<ul style="list-style-type: none">Security has designated most processes as either under TSA or absorbable by Day 1; although, a few coverage gaps remainSecurity has major functional dependencies on IT and HR, as pertains to systems access, systems hardware, misconduct investigations, and trainingSecurity will also need to coordinate with PPL Operations, Emergency Preparedness, Cyber Security, and Facilities on processes with functional overlap		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Physical Security Protection	<u>TSA</u> <ul style="list-style-type: none">Substation / critical infrastructure site security servicesMaintain contract security servicesSecurity Command Center – Management / Oversight / StaffingRespond to alarm activations and suspicious activitySupport security for storm and other eventsSecurity clearancesBuilding accessConduct and Evaluate Personnel Risk Assessments- Background Checks (PRA's per NERC CIP-004) <u>Day 1</u> <ul style="list-style-type: none">Support security for Board Meetings and Annual Meeting	TSAs: Need to add language to TSAs to clarify inclusion of NERC CIP-004 personnel risk assessments
Physical Security Systems	<u>TSA</u> <ul style="list-style-type: none">Maintain CCTV Security SystemsMaintain access control monitoring & alarm systemMaintain physical security devices, including card readers, locking systems, lock & key program, panels, etc.Maintain management of employee identification badging systemMaintain system for provisioning/de-provisioning physical access	TSAs: Need to add language to TSAs to clarify inclusion of lock & key program

TSA Report-out Summary: Security (2/6)

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Investigations	<u>TSA</u> <ul style="list-style-type: none">Investigate copper theft incidents and report to local law enforcementInvestigate threats against employees and report to local law enforcementInvestigate violations of criminal statutes and report to local law enforcement <u>Day 1</u> <ul style="list-style-type: none">Conduct and Evaluate employee misconductTrack investigation activities in CCATS and provide reports to leadership	
Law Enforcement Liaison	<u>TSA</u> <ul style="list-style-type: none">Maintain liaison with local, state, and federal law enforcementMaintain federal, state, and local county contact lists <u>Day 1</u> <ul style="list-style-type: none">Participate in critical infrastructure/key resource and industry eventsParticipate in FBI Infragard programAssist with fingerprinting activities	
Security Compliance	<u>TSA</u> <ul style="list-style-type: none">Department of Homeland Security Chemical Facilities Anti Terrorism Standards (CFATS)Maintain compliance to NERC-CIPNERC-CIP Substation Maintenance and Testing of Physical Security ControlsLogging and Controlling the Physical Access of Visitors within NERC-CIP Restricted AreasCIP-004, CIP-006 Self-Certifications	TSAs: Need to add language to Reliability Compliance TSAs to clarify inclusion of NERC CIP-004 self-certifications

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TSA Report-out Summary: Security (3/6)

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Physical Security Audits / Assessments	<u>TSA</u> <ul style="list-style-type: none">• Conduct six (6) wall border assessments• Conduct inspection and certification of PSP's• Conduct Visitor Log Assessments• Security System Outage Response• Conduct physical security assessments of buildings, substations, and property to assess risks and vulnerabilities and recommend mitigation activities• Testing of security equipment <u>Day 1</u> <ul style="list-style-type: none">• Substation Physical Design Specifications / Improvement Recommendations• Review / Respond to Corrective Actions	Day 1: Need to verify with PPL Operations - <i>There is functional overlap in these areas, and we would need see what our partners in PPL are planning to do with regard to corrective actions and related functions</i>
Training	<u>TSA</u> <ul style="list-style-type: none">• Onboarding - guards, operators, security professionals• CBT Training / Certifications / External Training• AMAG (PACS) system training	
Executive Services	<u>Day 1</u> <ul style="list-style-type: none">• Provide driving services to CLC, ECLC and Board Members• Conduct physical security assessments and consultation for executives• Coordinate personal security for travelling executives/ ISOS• Manage Executive Crisis Team• Coordinate and support physical security requirements for Board activities	

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TSA Report-out Summary: Security (4/6)

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Threat / Risk Management	<u>TSA</u> <ul style="list-style-type: none">• Threat Mitigation• Insider Threats• Customer Threats• Identify mitigation strategies and resources in response to hazards <u>Day 1</u> <ul style="list-style-type: none">• Conduct vulnerability and risk assessments for PPL Corporate (separate from Compliance SVA's)• Maintain weapons program / policy	
Security Incident Management	<u>Day 1</u> <ul style="list-style-type: none">• Management of physical security incidents and Emergency Operations Center (EOC)• Provide emergency and/ or storm support for PPL EU Emergency Command Center (ECC)• Implement Incident Command System for Corporate Emergencies; support Executive Crisis Team (ECT)• Support of cyber security incidents and cyber security incident response team (CSIRT)• Security Incident Analysis/ Trend Analysis <u>TBD</u> <ul style="list-style-type: none">• Maintenance repairs	Day 1: Need to verify with PPL Emergency Preparedness and Cyber Security plans for management of RI incidents Day 1 due to functional overlap TBD: Need to verify with PPL Operations responsibilities around repairs due to functional overlap
Physical Security Projects / Change Management	<u>Day 1</u> <ul style="list-style-type: none">• CCURE programming for iStars, doors, door hardware, events, clearances• Facilities / Substations - Commission, Decommission, Security Fence / Camera upgrades, Maintenance / Changes, etc.• CCURE system enhancements / upgrades	

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TSA Report-out Summary: Security (5/6)

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Emergency Management	<u>Day 1</u> <ul style="list-style-type: none">Establish and maintain audit protocol for business continuity and emergency management strategiesMaintain GETS/WPS, Corporate Satellite Phone System, and Everbridge ENSManagement Emergency Preparedness (MEP) <u>TBD</u> <ul style="list-style-type: none">Facility Evacuation Drills	TBD: Need to verify with PPL Emergency Preparedness and Facilities with regard to facility evacuation drills
Records Management	<u>TSA</u> <ul style="list-style-type: none">Records Management, including maintaining required records for NERC-CIP Compliance	TSA: Before TSA exit, will need to receive from National Grid the past 3 years of access history records and the past 7 years of PRA records
LNG Security	<u>TSA</u> <ul style="list-style-type: none">LNG site security services	
Policies & Procedures	<u>TSA</u> <ul style="list-style-type: none">Update, maintain, and audit corporate security policies, and procedures	
Business Continuity	<u>Day 1</u> <ul style="list-style-type: none">Maintain BC program management for PPL Corporate; maintain Fusion Framework System; consultation for PPL Corporation	
Reporting	<u>TSA</u> <ul style="list-style-type: none">Incident Log, AMAG (PACS) reports, Security Statistics / Industry Trends, etc.	

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TSA Report-out Summary: Security (6/6)

TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Emergency Communications	<u>TBD</u> <ul style="list-style-type: none">Mass notification using Everbridge	TBD: Need to verify NG capabilities and / or ensure employees in HCM or Everbridge for emergency notifications
Employee Protection	<u>Day 1</u> <ul style="list-style-type: none">Duty of care and travel security	
Key Cross-Functional Dependencies		
<ul style="list-style-type: none">IT: Ensuring network connections with HCM and CCURE; CCURE hardware; ExaquisitionHR: Ensuring network connections with HCM; Corporate Security assists HR with investigations into employee misconductSupply Chain: Supply Chain negotiates and maintains contracts with vendors supplying contract security services (Allied Universal), Security System Integrators, and other vendors as neededTD&I Training: TD&I maintains the systems used for required security training and assists with maintaining and updating curriculum		
Next Steps		
<ul style="list-style-type: none">Coordinate with PPL functions where there is potential scope overlap or dependencies to finalize Day 1 plan for relevant processesEnsure NERC CIP-004 personnel risk assessments and locks and keys are covered in the next drafts of TSAsObtain necessary data and information from National GridSchedule visits to Narragansett sitesSchedule regular (weekly) meetings with PPL and National Grid		

Readout: External Affairs

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TSA Report-out Summary: External Affairs (1/2)

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 0
<ul style="list-style-type: none">PPL currently assumed to take over all External Affairs processes on Day 1 without any TSA services, but additional review needed in some process areas (e.g., Internal Communications, Customer Communications); potential to add TSA support if needed.Further Day 1 planning largely dependent on whether existing RI-focused FTEs convey; that determination will drive potential hiring needs.		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
PPL Corp - Federal Government Relations	<u>TSA</u> <ul style="list-style-type: none">N/A <u>Day 1</u> <ul style="list-style-type: none">All relationships and communications with federal agencies or policymakers will be managed by PPL on Day 1	
PPL Corp - Global Corporate Affairs	<u>TSA</u> <ul style="list-style-type: none">N/A <u>Day 1</u> <ul style="list-style-type: none">All Public Affairs matters will be managed by PPL on Day 1	
PPL Corp – Corporate Communications	<u>TSA</u> <ul style="list-style-type: none">N/A <u>Day 1</u> <ul style="list-style-type: none">Both Corporate & Financial Communications and Corporate Internal Communications will be managed by PPL on Day 1	Day 1: These are Corporate (PPL Services) functions.

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TSA Report-out Summary: External Affairs (2/2)

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
PPL EU - Public Affairs	<u>TSA</u> <ul style="list-style-type: none">• N/A <u>Day 1</u> <ul style="list-style-type: none">• PPL to manage RI State and Municipal Governmental Relations as of Day 1.	Day 1: PPL EU currently manages PA state and municipal government relations; unclear if RI state and municipal governmental relations will roll up to EU, Corp, or Narragansett.
PPL EU - Communications	<u>TSA</u> <ul style="list-style-type: none">• TBD <u>Day 1</u> <ul style="list-style-type: none">• PPL currently anticipated to manage Customer Communications, Stakeholder Communications, Internal Communications, and Customer Market Research as of Day 1.	TSAs: TSA is being contemplated for Customer Communications activity within Customer Service, depending on FTEs that convey. Day 1: Initial request to transition 2 Strategic Communications FTE, 1 Internal Communications FTE and 1 Market Research FTE to PPL. Need additional alignment with appropriate NG function for Internal Communications and Customer Market Research.
Key Cross-Functional Dependencies		
<ul style="list-style-type: none">▪ PPL Corp/EU: Need to understand future-state alignment of RI-focused processes—will they roll up to PPL EU's existing PA-focused teams, to PPL Corp (which may not currently have the organization to support RI processes), or Narragansett Electric?		
Next Steps		
<ul style="list-style-type: none">▪ Coordinate with NG to understand originating functions for Customer Market Research and Internal Communications, and potential FTEs to convey▪ Coordinate internally to plan future-state org design for external affairs functions		

Readout: Regulatory / Legal

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TSA Report-out Summary: Regulatory/Legal

Summary of TSA Requirements & Day 1 Considerations		# of TSAs: 5
<ul style="list-style-type: none">All Legal processes expected to transfer to PPL at Day 1, with open questions on FTEs to convey; claims handling/investigation provided under F&A TSA.Some Regulatory sub-functions will transfer to PPL at Day 1, with others receiving significant support under TSA (e.g., Rates & Revenue). Further Day 1 planning largely dependent on whether existing RI-focused FTEs convey; that determination will drive potential hiring needs. Detail below reflects currently-anticipated TSA V2 terms.		
TSA Requirements & Day 1 Considerations		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Legal – All Sub-Functions	<u>TSA</u> <ul style="list-style-type: none">N/A <u>Day 1</u> <ul style="list-style-type: none">PPL to absorb/replace all legal processes at Day 1	Day 1: Claims handling/ investigation services provided under an F&A TSA.
Regulatory Affairs – General	<u>TSA (065-REG, 136-REG)</u> <ul style="list-style-type: none">Consultative and support services for 1 year <u>Day 1</u> <ul style="list-style-type: none">PPL takes over responsibility for addressing business line questions on procedures, rules and regulations on Day 1, with as-needed NG support via TSA.	
Regulatory Affairs – Policy & Strategy	<u>TSA (065-REG), (101-EP, 102-EP, 103B-EP, 104-EP, 106-EP)</u> <ul style="list-style-type: none">PUC audit consultative and support services for 1 year; energy procurement support for 24 months <u>Day 1</u> <ul style="list-style-type: none">PPL takes over responsibility for gov't affairs, strategy, etc. on Day 1, with as-needed NG support via TSA in specified areas.	Day 1: Need to coordinate with External Affairs on nature and level of gov't affairs-related support provided by Regulatory

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TSA Report-out Summary: Regulatory/Legal

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Regulatory Affairs – Rates & Revenue	<u>TSA (066-REG, 067-REG)</u> <ul style="list-style-type: none">NG continues actual results reporting for revenue/margin reporting and bad debt reserve per TSA until alignment with data/financial systems transfers to PPLConsultative and support services for 1 year <u>Day 1</u> <ul style="list-style-type: none">PPL takes over responsibility for forecasting and budgeting for revenue/margin, pricing, rates, cost recovery, on Day 1, with ability to consult and receive support from NG as needed per TSA.	Day 1: Tariff rules (non-rate related) are managed by distribution interconnections. Journal entries related to revenue monitoring/reporting and bad debt reserve will be completed by accounting team, not Regulatory.
Regulatory Affairs – Energy Procurement	<u>TSA (066-REG, 067-REG) (106-EP)</u> <ul style="list-style-type: none">NG provides electric procurement support via TSA for 24 months	
Regulatory Affairs – Load Analysis	<u>TSA (066-REG, 067-EP) (101-EP, 102-EP, 103A-EP, 103B-EP, 104-EP, 106-EP)</u> <ul style="list-style-type: none">NG to continue actual results reporting for load per TSA until alignment with data systems transfers to PPL. NG to provide consultative and support services for 24 months <u>Day 1</u> <ul style="list-style-type: none">PPL take over responsibility for forecasting and budgeting for load (long-term (1-5 year load forecasts) used for business planning and rates	Day 1: Short term load analysis for transmission and distribution planning and operations is conducted by the respective business lines at PPL Electric

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TSA Report-out Summary: Regulatory/Legal

Day 1 Plan & TSA Requirements - Process		
Sub-Function / Activity	Proposed Coverage of Processes: TSA or Day 1 Transition to PPL	Additional Focus Areas / Key Considerations
Regulatory Affairs – Scheduling & Settlement (RTO)	<u>TSA (066-REG, 136-REG) (101-EP, 102-EP, 103A-EP, 103B-EP, 104-EP, 105-EP, 106-EP)</u> <ul style="list-style-type: none">• NG to provide ISONE, FERC and EIA consultative and support services under TSA for 1 year• NG responsible for contract execution, load scheduling/settlement, provider of last resort invoicing, and customer network integration/capacity tags for cost allocation per TSA until alignment with data/financial systems transfers to PPL	Scheduling and Settlement transfer depends primarily on data systems transfer.
Key Cross-Functional Dependencies		
<ul style="list-style-type: none">▪ External Affairs: Coordinate on interaction on gov't affairs processes.▪ Finance & Accounting: Coordinate on journaling process related to revenue and bad debt reporting.▪ Information Technology: Coordinate on data and financial system transfer.		
Next Steps		
<ul style="list-style-type: none">▪ Coordinate with PPL functions identified above.▪ Schedule deep dive sessions with NG to continue aligning on transition.		

Joint IMO / TMO Kickoff

April 7, 2021

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Agenda: Joint Planning Kickoff (April 7th, 2021)

Session	Start	Finish	Key Speakers
Today's Agenda & Meeting Objectives <ul style="list-style-type: none">• Agenda• Safety Moment / Value Share• Objectives, Reminders, Introductions	9:00AM	9:15AM	Greg Dudkin and Dan Davies
Transaction Overview & Timeline <ul style="list-style-type: none">• Transaction Details• Legal Guidelines and Gun-Jumping Rules• Regulatory Submission and Requirements• Planning Timeline	9:15AM	9:40AM	Jeff Jankowski / Mitch Carroll Greg Dudkin and Dan Davies
Program Planning & Governance <ul style="list-style-type: none">• Working Together• Target Operating Model• Roles & Responsibilities• Weekly Cadence	9:40AM	10:30AM	Greg Dudkin / Mike Caverly (with support from PwC)
People Workstreams	10:30AM	10:45AM	Angie Gosman, Jen Briere, Keith Hutchison
Initial Focus and Next Steps <ul style="list-style-type: none">• Near Term Program Focus• TSA Review	10:45AM	11:15AM	Dan Davies & Greg Dudkin
Break 11:15 AM - 11:30 AM			
Functional Breakouts (some breakouts will be scheduled for 4/8 and 4/9) <ul style="list-style-type: none">• Introductions• Functional Alignment Discussion	11:30AM	1:00PM	Workstream Leads for PPL and National Grid (Facilitated by PwC)



Safety Moment / Value Share

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Change Fatigue

Looking after Yourself & Each Other & Our People

All of the ingredients for a fantastic growth opportunity and stress



COVID



New Op-Model



New Job



New Deal role



People Impacts



Time Pressure



Busy



Virtual Working

We can influence how we work and how we feel if we decide to...









Create barriers between life and work	Speak up if you are struggling	Check-in on your colleagues	Plan & Take vacation
Use our support networks	Take downtime if you get it	Celebrate the successes & milestones	Get daylight & fresh air


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Stretching!

Deep Breaths  <p>Raise arms slowly overhead as you breathe deeply in through your nose and out through your mouth. Repeat 3x.</p>	Shoulder Rolls  <p>Lift shoulders up and roll backwards – pause – release down. Repeat 8x.</p>	Neck Rolls  <p>Gently lean head to left and pause. Drop chin and roll head to lean right. Do not arch head back. Repeat 8x.</p>	Arm Circles  <p>Raise straight arms out to sides. Make small circles forward. Repeat 8x. Make small circles backwards. Repeat 8x.</p>
Trunk Rotations  <p>Stand with tight thighs, core and glutes. Arms at 90 degrees and slowly twist at waist right to left as back allows. Repeat 8x.</p>	Butt Kicks  <p>Kick heel of foot to butt without lifting thigh. Keep knee pointed toward floor. Alternate right and left. Repeat 8x.</p>	March with High Knees  <p>Alternate raising each knee up to touch your palm above hip height in a marching movement. Repeat 8x.</p>	Calf Raises  <p>Slowly raise up onto ball of feet and then lower back down slowly to flat feet on the ground. Use prop or wall for balance if needed. Repeat 8x.</p>

DeQuairvains


Arm out in front of you. Make a fist around your thumb.
Tilt your fist down to feel a stretch along the top side of your thumb.
Switch hands.

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Introductory Remarks

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Meeting Objectives and Goals

Objective

Our objective is to kickoff project planning for deal close and set the course for near term milestones, with an initial focus on TSA development

Goals



Build Working Relationships: Forge common bonds and align on deal close planning requirements and approach



Set Structure: Introduce the team structures, roles and responsibilities, working cadence, and key tools/templates



Mobilize: Workstream mobilization and coordination of next steps

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Reminders



Use the **chat** feature in MS Teams if you have any questions or comments



Stay on **mute** unless you are speaking



Focus on the conversation, avoid working on other items

Draft

Your Integration / Transition Leadership Team



Dan Davies
Steering Committee /
Transition Lead



Greg Dudkin
Steering Committee
Lead



Duncan Willey
TSA Lead



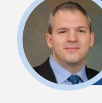
Dave Bonenberger
Operations IMO Lead




Mike Caverly
Corporate IMO Lead



Patrick Brown
Transition Management
Office (TMO) Lead



Matthew Green
Technology Lead

 National Grid Team

 PPL Team

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Who Do We Have on the Call - National Grid

Workstream	Workstream Lead
ESC	Dan Davies
TMO	Patrick Brown
Contracts Separation	Mitchell Carroll; Tom LaFrance
Legal Entity Separation	Mitchell Carroll; Tom LaFrance
Regulatory Approvals and ongoing matters	Bill Malee; Pam Viapiano
People	Jen Briere
Comms and Change	Sheetal Acharya (Change) Darlene Masse (Comms)
TSA Schedules, Management	Duncan Willey
Transformation Programs	Carlos Nouel (ADMS & AMI); Carol Sedewitz (Grid Mod & Intelligent Tx Network); Cameron McKennitt (GBE); Kelly Carney (Customer Digital); David Smith (Electric Digital)

National Grid

Workstream	Workstream Lead
Gas Operations	Pradheep Kileti
Electricity Operations (Distribution)	Al LaBarre
Transmission	Al LaBarre
Customer Service	Jeff Martin
Energy Procurement	MaryBeth Carroll
Procurement	Philippe Montillier
Inventory Mgmt./Warehouse Mgmt./Fleet	William Hilbrunner
HSE	Chris Paglia
Facilities & Property Services	Monica Tawfik
Regulatory Support	Pam Viapiano
Jurisdictions	Brian Schuster
Transformation office (US, Gas, Elec and Customer)	Bryant Yee
IT (separation and ongoing TSA)	Michelle Mcnaught
HR & Employee Relations	Jen Briere
Legal	Mitchell Carroll; Tom LaFrance
Business Services (incl. Payroll)	Edward VanDam
Finance & Accounting	Dave Campbell, Chris McConnachie
Tax	Charles De Rosa
Treasury	Chris McConnachie
Corporate Affairs	Ted Kressee
Pensions/OPEB (pension separation)	Maddie Gothie; Eddie Hodgart

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Who Do We Have on the Call - PPL

Workstream	Workstream Lead
ESC	Greg Dudkin
Core Integration Management Office	Dave Bonenberger, Mike Caverly, Cindy Allan, Matt Green, Steve Gelatko
Staffing and Selection / Workforce Transition	Angie Gosman, Lori O'Conner
Communications and Change Management	Mark Miller, Michelle Fields Frandsen
Business Process and Systems Integration	Matt Green, Steve Gelatko
Financial Management	Mike Caverly
Regulatory / Transaction Close	Ron Reybitz
Electric Distribution	Stephanie Raymond, Dave Gladey
Electric Transmission	Dave Bonenberger, Joel Eline
Gas Operations	Joe Ryan

Workstream	Workstream Lead
Customer Service	Lori Mueller, Phil Walnock
Finance and Accounting	Marlene Beers - Corporate Accounting Steve Breining - Finance, Accounting (EU) Tadd Henninger - Finance, Treasury Andrew Elmore - Tax Renae Yeager - Audit / SOX
HR	Angie Gosman - HR Tom Lynch - Pension & Exec. Comp.
Supply Chain	Bill Pettit, Sandy Schrauger
Facilities	Steve Breining
HSE and Fleet	Paul Ward
External Affairs	Mark Miller - Communications Nikki Jones - External Affairs
Regulatory / Legal	Steve Breining - Regulatory Ron Reybitz - Legal
IT	Matt Green, Steve Gelatko

National Grid

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Transaction Overview and Timeline

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Transaction Overview & Timeline

National Grid & PPL entered into a sales & purchase agreement for The Narragansett Electric Company in Rhode Island

- Purchase price of **\$3.8B**
- Transaction also entails the sale of Western Power Distribution, in the UK, from PPL to National Grid for \$10.9B
- The transaction expected to close within the calendar year, subject to approval by federal and state regulators
- Adjusted net income estimate of \$150M for FY ended March 31, 2021
- National Grid will continue to provide support to RI, post deal close, via a transition services agreement (TSA), across most functions for a period of 18 - 24 months





Gun Jumping and HSR Approval

Planning for separation is legitimate, but actual separation prior to Closing is not allowed under U.S. antitrust laws

Gun Jumping

- The Hart-Scott-Rodino (HSR) Act prohibits an acquiring company from exercising "**substantial operational control**" prior to expiration of the statutory waiting period
- Prior to Closing, the parties can **plan their separation but cannot execute on the plan**, and must continue to act as independent competitors at all times
- Gun Jumping can result in **civil penalties of up to \$43,280** per day and / or may significantly delay the transaction
- We can generally discuss current business operations, processes, operational issues and any regulatory compliance issues/requirements
- We should not discuss pricing, detailed cost information, business and sales strategies or share any competitive or proprietary data
- We should not share any competitive, proprietary or personnel information. Personnel data can only be discussed if cleared through organization design and workforce teams.

If you encounter issues or have questions, refer to the IMO / TMO or Legal point of contacts below.

PPL
Integration Management Office <i>(for directional support)</i>
Mike Caverly MICaverly@pplweb.com
Legal <i>(for legal guidance)</i>
Jeff Jankowski JRJankowski@pplweb.com Skadden

National Grid
Transition Management Office <i>(for directional support)</i>
Patrick Brown Patrick.Brown1@nationalgrid.com
Legal <i>(for legal guidance)</i>
Mitchell Carroll Mitchell.Carroll@nationalgrid.com

National Grid



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Rules of Engagement



DO

CONTINUE to remain separate and independent companies until closing, each pursuing their own respective interests in the ordinary course of their businesses.

CLARIFY that it's business as usual and until this transaction closes, National Grid and PPL are two separate companies

AVOID joint meetings with customers. If a shared customer requests to speak or meet with representatives of both companies at the same time, please inform National Grid and PPL Legal and Customer leads.

ACKNOWLEDGE that we don't yet have all of the answers. The transaction was just announced and has not been finalized.

REACH OUT to the designated Legal contacts if a customer expresses any concern whatsoever about the transaction



DO NOT

DO NOT seek to speak with non-integration / separation team employees regarding the transaction

DO NOT interfere or interject in commercial operations

DO NOT request or discuss competitively sensitive information, including pricing, customer terms, or pursuits including pending or future opportunities

DO NOT stall the negotiation or consideration of any contract

DO NOT request or share non-public information that you wouldn't share in the ordinary course of business

DO NOT discuss integration / separation planning, which will be coordinated through the central Integration Planning leadership team

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Treatment of Confidential Information

Information Category	Activities by Functional Teams	Data Examples
Publicly Available Information	<ul style="list-style-type: none">• This level of data is not restricted• Both companies can look at it and discuss the publicly available data as part of separation planning	<ul style="list-style-type: none">• Externally reported financials• Site locations• Publicly stated strategies and intentions
Non-Public & Non Competitively Sensitive Information	<ul style="list-style-type: none">• This data can be shared, but must be reviewed with Transition Management Office and Legal prior to sharing. Some guiding principles for consideration:<ul style="list-style-type: none">◦ Agree upon a definition of non-sensitive information agreeable to both sides.◦ Create detailed guidelines and training for all separation personnel◦ Set up a process by which all shared data goes through legal counsel on both sides to validate the requests◦ Include legal counsel in all discussions involving both sides, to ensure compliance with guidelines	<ul style="list-style-type: none">• Organizational Charts and personnel costs• Policies and Procedures• High-level systems and infrastructure overview and configuration• Bank Account information• IT systems and tools• General benefit plan documentation
Non-Public and Sensitive Information	<ul style="list-style-type: none">• This is data that cannot be shared broadly and must only be shared with employees who have a need to know (i.e., may not be obtained by or shared with business teams or other individuals (e.g., personnel with line responsibilities for pricing, bidding or purchasing)).	<ul style="list-style-type: none">• Customer contracts and commercial contract pricing• Vendor contracts and product costing• Detailed forecasts• Non-public financial information

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Regulatory Transaction Approvals

Federal		State	
Approval	Description	Target Filing Date	Target Approval Date
Hart-Scott-Rodino (DOJ)	<ul style="list-style-type: none"> Requires companies to file pre-merger notifications with the FTC and Justice Department If regulators find anti-competitive issues, they can negotiate concessions or seek to prohibit the transaction altogether 	<ul style="list-style-type: none"> May 3, 2021 	<ul style="list-style-type: none"> 30 days after filing
Federal Communications Commission (FCC)	<ul style="list-style-type: none"> Transactions involving FCC-licensed spectrum require approval from the Commission 	<ul style="list-style-type: none"> May 3, 2021 	<ul style="list-style-type: none"> 30 days after filing
Federal Energy Regulatory Commission (FERC)	<ul style="list-style-type: none"> To approve a merger, the Commission examines its effect on competition, rates and regulation, potential for cross-subsidization, and ultimately the public interest 	<ul style="list-style-type: none"> May 3, 2021 	<ul style="list-style-type: none"> 4-6 months after filing
RI Division of Public Utilities and Carriers (RIPUC)	<ul style="list-style-type: none"> The Division must approve the purchase of a utility's property, assets, business and/or stock The Division must determine that the purchase will not result in a degradation of services and will be in the public's interest The approval process will likely take 6 - 9 months 	<ul style="list-style-type: none"> May 3, 2021 	<ul style="list-style-type: none"> 6 - 9 months after filing
MA Department of Public Utilities (waiver)	<ul style="list-style-type: none"> National Grid obligation for waiver relating to its foreign utility change in control provision 	<ul style="list-style-type: none"> May 3, 2021 	

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Project Planning & Governance



Working Together

All teams are expected to adhere to the following key guiding principles...

Guiding Principles

-  1 Leverage an integrated approach for all workstreams including representation from PPL, National Grid, and PwC
-  2 Make objective, fact-based decisions based on the business continuity and seamless Day 1 for PPL, Narragansett, and National Grid
-  3 Focus on efficient and timely decision making, accelerated by transparent communication, for all parties involved
-  4 Prioritize Deal Close critical activities in the sign to close phase
-  5 Comply with all laws and regulations, in addition to and related to Hart-Scott-Rodino (HSR) antitrust regulations

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Defining Day 1 Success

Close the Transaction

- Successfully manage regulatory, stakeholder and operational requirements
- Target transaction close by end of 2021

Minimize Disruption

- Conduct integration and transition planning efforts thoughtfully and efficiently
- Minimize disruption to existing operations and in-flight initiatives

Plan the Transition

- Develop transition services that provide for continued safe and reliable operation of Narragansett
- Build clear IT/OT migration plans for rapid transition services exits

Treat People with Respect

- Make and announce decisions in a timely manner
- Ensure employees know how the integration planning is progressing and what it means to them

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PPL's Integration Philosophy

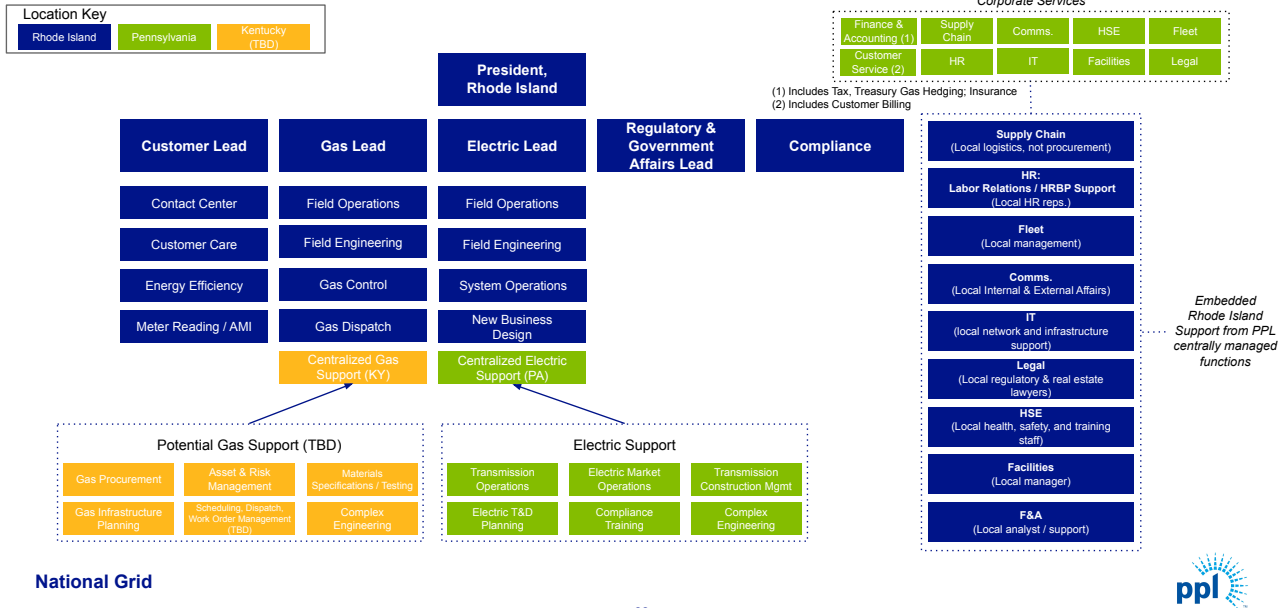
- Incremental PPL corporate and administrative support required to operate Narragansett will reside in PA (e.g, PPL EU or PPL Corp)
- Local Rhode Island leadership will be responsible for Narragansett electric and gas operations
- PPL's electric operating model will extend to Narragansett with local resources responsible for operations and maintenance
- PPL's gas operating model will largely extend to Narragansett unless specific Narragansett best practices identified (e.g, Gas Business Enablement)
- Certain functions to be provisioned out of Rhode Island requiring incremental investment (e.g., gas control center, distribution control and customer call center)
- Transition services exit dependent on efficient Narragansett data migration onto PPL IT/OT platforms
- Direct Narragansett employees supporting gas and electric operations will convey with the transaction
- Certain Service Company employees will be considered to convey with the transaction

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PPL's View of Rhode Island Operating Model - Target State



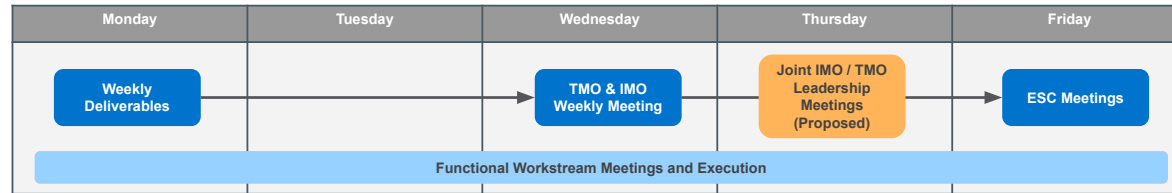
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Roles and Responsibilities – PPL, National Grid

Two Separate Steering Committees (PPL / National Grid)	<ul style="list-style-type: none">• Define transition / integration goals and drive the strategic vision• Oversee integration planning and report progress to executive leaders
Transition / Integration Management Office (<i>separate, supported by PwC</i>)	<ul style="list-style-type: none">• Act as conduit between Functional Teams and Steering Committee• Centrally coordinate day-to-day planning, issue/dependency tracking, status reporting, and facilitation across functional integration teams
Function / Workstream Leads	<ul style="list-style-type: none">• Plan for functional Deal Close readiness• Coordinate and delegate Deal Close readiness activities with sub-team members and other functional representatives• Develop and monitor integration milestones and workplans• Leverage PwC support for planning and Deal Close readiness
Sub-Teams	<ul style="list-style-type: none">• Support Functional Leads with planning and execute Deal Close readiness initiatives at the working level• Regularly report progress and issues to the Functional Lead• Part-time role with periods of high involvement

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Meeting Cadence - What Should I Expect?



- Functional teams will break out either later today or within the next day to plan for next three weeks on TSA refinement
- Subsequent to the RIPUC filing and TSA refinement, functional teams will establish workplans that allow for Day 1 and transition planning
- Functional leads will share weekly status updates with TMO / IMO as required
- IMO/TMO Leadership teams to meet on a weekly basis, to discuss status of program and solve issues
- Each company will establish its own meeting cadence with their respective governance bodies

Calendar above focuses on general cadence of project management meetings and updates. Not inclusive of all joint working sessions or all PPL / National Grid internal meetings

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People Workstreams

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People Workstreams

The employee experience is critical to transition planning and success. We will follow a centrally-led, structured approach to communications, change management and employee transition to facilitate a consistent, seamless Day 1 for employees.

Guiding Principles

- Drive consistent, relevant, and coordinated expectations across all audiences to build trust and confidence in leadership and the transition process
- Manage transition with sensitivity to the concerns and issues of employees and other audiences
- Set the right tone and expectations for the transition in the short and longer term
- Build on information already communicated to employees and to external audiences
- Continue to follow the 'rules of the road' pre-close, avoiding 'gun jumping' by communicating as two separate entities, while providing a window into how the future business will run



Planning Expectations

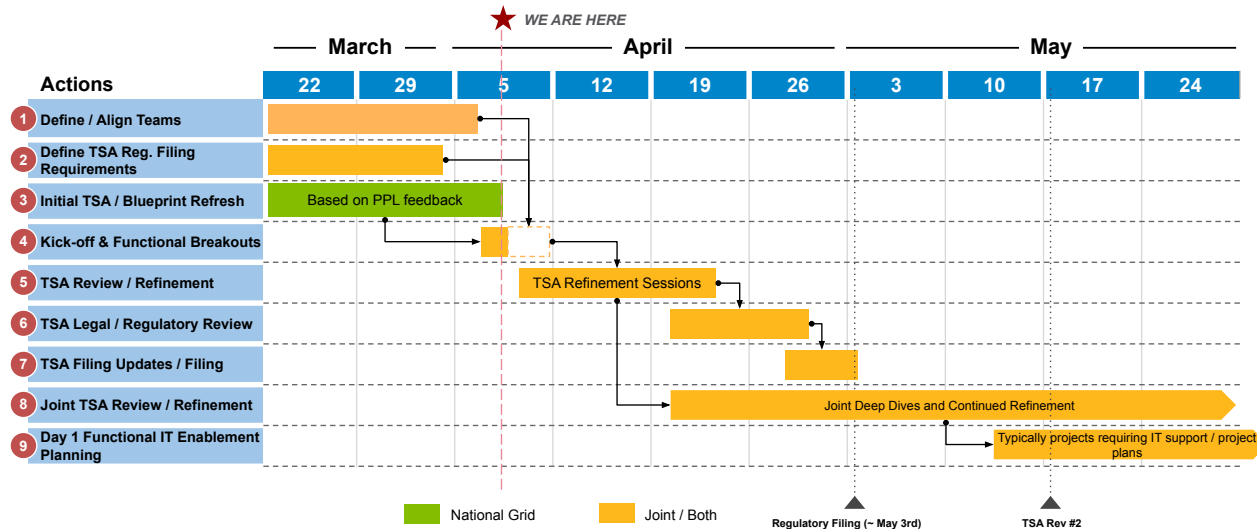
- Centralized and consistent approach to communications, change and employee transition across all business areas
- Centralized timeline and expectations communicated to key stakeholders
- Centrally managed with functional support and execution to ensure consistency and standardization for a consistent employee experience
- Integrated change management and communications plan developed to drive consistency and clarity around when decisions are expected and when decisions are made

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Initial Focus and Next Steps

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High level near term program focus



Calendar above generally focuses on joint activities and does not include independent activities occurring on both sides from their respective teams

National Grid

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Transition Service Agreement (TSA) - Overview

*A **Transition Services Agreement (TSA)** is a contract between buyer & seller where the Seller agrees to provide specific services on behalf of the Buyer to maintain business continuity while the Buyer prepares to receive services to operate the business. These services can pertain to accounting, operations, technology infrastructure, etc.*

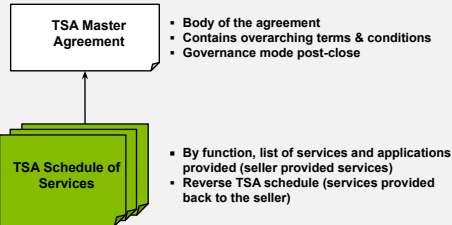
A TSA is:

- An attachment to the Asset and Purchase Agreement (APA) that discusses shared services, assets, facilities and employees after the close of a transaction
- The TSA contract covers key terms and conditions, pricing, governance, etc.
- Schedule of services list each service rendered, providing data on content of service, price, duration, etc.

A TSA is NOT:

- A list of carve-out or separation activities that need to be completed before the sold entity can standalone
- A substitute for a proper carve-out process
- A contract for the Seller to recover costs expected to be incurred post-close
- A way for the Seller to generate additional revenue from its sold entity

A TSA is typically comprised of an Agreement and supporting Schedule of Services



Transition Service Agreement

- Outlines key terms and conditions
- Overall governance process including problem and dispute resolution
- Security and confidentiality of information
- Process for exiting or modifying transition services
- Termination provisions, (e.g., notice period, form and content of notice, etc.)
- Service levels (align with service levels currently in place)

Schedule of Services (supporting schedules)

- The TSA Schedule of Services are governed by the overall terms and conditions contained within the TSA
- Includes details of services rendered, duration, costs, responsible parties
- Typically covers areas that are not transferring with the acquisition or cannot be separated by Day 1 Deal Close (e.g., Information Technology, Accounting, Human Resources, Billing, Centralized Ops Support functions, etc)

Example Schedule of Services

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TSA template used for National Grid's sale of Granite State Electric and EnergyNorth to Liberty Energy in 2011

Service:	<i>A description of the category of service to be provided.</i>
Detail:	<i>A general description of the processes included in the TSA, potentially including identifying tools, applications, and communication procedures, if needed.</i>
Term:	<i>The expected term of the agreement.</i>
Fee:	<i>The manner in which the seller will be compensated.</i>
Seller Service Representative	<i>The named contact on the seller's side responsible for the service.</i>
Company Service Representative	<i>A position on the company's side that will be responsible for the service.</i>

Example level of detail developed by filing

Service: Electric Ops - 4	Electric Engineering and Design
Detail:	<p>The Seller will make available its employees to support the following engineering and design functions in a manner consistent with the provision of such services prior to the Transition Period:</p> <ul style="list-style-type: none"> • Project Engineering and Design (Field Work) • Project Engineering and Design (Central Design) • Power Quality Monitoring (in addition to simple voltage/current monitoring performed by Design) • General Engineering Supervision • Underground cable testing and fault finding
Term:	18 months
Fee:	Allocated Costs plus Direct Charges
Seller Service Representative	Head of Electric Engineering & Design
Company Service Representative	Heads of Engineering/Engineering Services

Source: <https://www.puc.nh.gov/Regulatory/CASEFILE/2011/11-040/INITIAL%20FILING%20-%20PETITION/11-040%202011-03-07%20ATTS%20IT%20PETITIONERS%20BOOK%202%20OF%203.PDF>

Functional Breakouts

Functional Meeting Approach

- Given the virtual nature of kickoff and need for coordination amongst multiple sub-workstreams, we will divide the functional sessions into two sets of meetings – an **Introductory / Alignment Session (TODAY)** and **TSA Refinement Workshops (NEXT 2 WEEKS)**

1. TODAY: Introductory / Alignment Sessions (1 to 2 Hours)

- Logistics:** Participants will include workstream leads from both company
- Focus and Roles of the Session:**
 - Working team introductions
 - Workstream Leads (National Grid and PPL):** Identify team members by each sub-workstream and align on schedule for deep-dive sessions during the rest of the week focused on TSA refinement
 - PwC:** Document team alignment and provide an overview of expectations for the deep-dive session

2. FOLLOWING WEEKS: TSA Refinement Workshops (1 to 2 Hours By Sub-Workstream)

- Logistics:** Timing of sessions and participants in the session will be coordinated at the Introductory Meeting and PwC Facilitators will help coordinate the necessary calendar invites
- Focus and Roles of the Session:**
 - Workstream leads and sub-functional leads:** Prepared to talk specifically about the current state TSAs, additional TSA requirements, and further detailed needed to refine the TSAs
 - PwC:** Schedule, facilitate, and document processes, TSA requirements, key considerations for Day 1, and functional interdependencies

Introductory / Alignment Session: Roles & Responsibilities

NG & PPL Functional Leads

- Provide specific functional knowledge and input
- Share comments, questions, and areas where more information/data is needed
- Provide input on follow-up meetings

PwC Leads

- Facilitate the agenda and timekeeping
- Capture key comments, questions, notes, and coordinate follow-up discussions

Introductory / Alignment Session: Agenda

Breakout Steps	Discussion Topics	Time Guide
1. Introductions	<ul style="list-style-type: none"> Name, background, expertise Each team member to share a fun fact about themselves 	~15 Mins
2. Functional Alignment Discussion	<ul style="list-style-type: none"> Align on TSAs under team scope, required TSA refinement workshops (including attendees) to be scheduled Discuss any known issues/risks and dependencies related to your functional area Identify next steps / action items as required Note: breakout session should not be used for negotiating specific TSA details or pricing 	~60 Mins
3. Set Follow-up Meetings	<ul style="list-style-type: none"> Schedule TSA Refinement workshops (coordinate w/ PwC leads) Schedule Functional PPL / National Grid weekly meetings 	~15 Mins

Key Outputs for Today

Functional/sub-functional team alignment and contact information

- 1 List of TSA Refinement workshops and proposed schedule
- 2 Schedule / cadence for weekly functional leadership meetings
- 3 Issues, risks, dependencies, next steps, and action items

Breakout Room Overview

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Breakout #	Date	Workstream	National Grid Lead	PPL Lead	PwC - National Grid	PwC - PPL	Joint Workshop
#1 (MS TEAMS LINK)	April 7	Gas Operations	Pradheep Kileti, Cameron McKennitt	Joe Ryan	Alex Stocks, Shree Rakshit, Chase Podsiad,	Reza Jenab, David Watts	Chase to schedule
#2 (MS TEAMS LINK)	April 7	Customer	Jeff Martin, Kelly Carney	Lori Mueller, Phil Walnock	Alex Stocks, Shree Rakshit, Tara Soni	Trevor LaRocque, Eric Dowley	Eric and Tara to schedule
#3 (MS TEAMS LINK)	April 7	Electricity Operations (Distribution)	Al LaBarre, Carol Sedewitz, David Smith, Carlos Nouel	Stephanie Raymond, Dave Gladey	Alex Stocks, Shree Rakshit, Mayuri Joshi	Mark Hoffman, Ethan Ma	Mayuri to schedule
		Transmission	Al LaBarre, Carol Sedewitz, David Smith, Carlos Nouel	Dave Bonenberger, Joel Eline			
#4 (MS TEAMS LINK)	April 7	IT (separation and ongoing TSA)	Michelle Mcnaught	Matt Green, Steve Gelatko	Aaron Huykman, In Chan Park	Kevin Heard, Chris Kapfer	April 15, 2-3pm
#5 (MS TEAMS LINK)	April 7	Business Services (Finance only)	Laju Oliver	Marlene Beers	Luke Dalton, Elizabeth Kaiser, Nipun Lamba	Blake Cooper, Amanda Herron, Jenna Barancik	Luke to schedule
		Finance & Accounting	Dave Campbell / Chris McConnachie	Steve Breininger			
		Tax	Charles De Rosa	Andrew Elmore			
		Treasury	Chris McConnachie	Tadd Henninger			
#6 (MS TEAMS LINK)	April 7	HR & Employee Relations	Jen Briere	Angie Gosman	Jamie Traynor, Jaimie Hazebrouck Mark Embree	Jen Farkas	Jaimie to schedule
		Business Services (HR only)	Tom LaVeck	Angie Gosman			
		Pensions/OPEB (pension separation)	Maddie Gothie; Eddie Hodgart	Tom Lynch			
#7 (MS TEAMS LINK)	April 9 1:30PM-3:00PM	Procurement	Philippe Montillier, Pamela Ingersoll	Bill Pettit, Sandy Schrauger	Elizabeth Kaiser/ Aaron Huykman Mark Embree/ Luke Dalton	David Watts, Joshua White	
		Inventory Mgmt / Warehouse Mgmt (IMWM) / Fleet	Bill Hilbrunner	Bill Pettit, Sandy Schrauger Paul Ward (Fleet)			
#8 (MS TEAMS LINK)	April 8 3:00PM-4:00PM	Energy Procurement	MaryBeth Carroll	Clay Murphy, Pam Jaynes, Tom Jessee, Joe Ryan, Yan Gao	Shree Rakshit, Mayuri Joshi, Chase Podsiad	David Watts, Ethan Ma	
		Transformation office (US, Gas, Elec and Customer)	Bryant Yee				
#9 (MS TEAMS LINK)	April 8 9:30AM-11:00AM	HSE	Chris Paglia	Paul Ward	Elizabeth Kaiser/ Aaron Huykman Mark Embree/ Luke Dalton	David Watts, Joshua White	
#10 (MS TEAMS LINK)	April 8 1:30PM-3:00PM	Corporate Affairs / External Affairs	Ted Kresse	Mark Miller / Nikki Jones	Elizabeth Kaiser/ Aaron Huykman Luke Dalton	Eric Dowley, Jenna Barancik	
#11 (MS TEAMS LINK)	April 9 10:00AM-11:00AM	Facilities & Property Services	Monica Tawfik Kris Thebado	Steve Breininger, Shawn Cappellano-Sarver	Elizabeth Kaiser/ Aaron Huykman Luke Dalton	Eric Dowley, Jenna Barancik	
#12 (MS TEAMS LINK)	April 9 8:30AM-10:00AM	Regulatory / Legal Support	Pam Viapiano Celia Tom Lafrance	Ron Reybitz, Steve Breininger	Elizabeth Kaiser/ Aaron Huykman Luke Dalton	Eric Dowley, Ethan Ma	

Closing Remarks

- ***Thank you for your time and attention*** today - we know this was a lot of information to absorb
- Please don't hesitate to reach-out if you have questions or concerns - ***we are here to support and learn from each other***
- This is an ***exciting time for both PPL & National Grid*** and you are serving in an ***impactful role***
- Be sure to ***take care of yourselves and each other*** and ***ask for help*** when you need it

Q&A

Appendix

Breakout Room Contact Information (1/3)

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Breakout #	Workstream	National Grid Lead	PPL Lead	PwC - National Grid	PwC - PPL
#1 (MS TEAMS LINK)	Gas Operations	Pradheep Kileti E: pradheep.kileti@nationalgrid.com Cameron McKennitt E: cameron.mckennitt@nationalgrid.com	Joe Ryan E: joe.ryan@lge-ku.com	Alex Stocks E: alexander.stocks@pwc.com Phone: +44 7872 815687 Shree Rakshit E: shreekumar.rakshit@pwc.com Phone: +44 7483 421863 Chase Podsiad E: chase.m.podsiad@pwc.com Phone: 734-634-2328	Reza Jenab E: reza.jenab@pwc.com Phone: 925-528-9660 David Watts E: david.r.watts@pwc.com Phone: 607-222-2521
#2 (MS TEAMS LINK)	Customer	Jeff Martin E: jeff.martin@nationalgrid.com Kelly Carney E: Kelly.Carney@nationalgrid.com	Lori Mueller E: Lmueller@pplweb.com Phone: 484-634-3248 Phil Walnock E: PJWalnock@pplweb.com	Alex Stocks E: alexander.stocks@pwc.com Phone: +44 7872 815687 Shree Rakshit E: shreekumar.rakshit@pwc.com Phone: +44 7483 421863 Tara Soni E: tara.soni@pwc.com Phone: 972-743-2774	Trevor LaRocque E: trevor.g.larocque@pwc.com Phone: 408-332-8485 Eric Dowley E: eric.dowley@pwc.com Phone: 202-549-5606
#3 (MS TEAMS LINK)	Electricity Operations (Distribution)	Al LaBarre E: alan.labarre@nationalgrid.com Carol Sedewitz E: carol.sedewitz@nationalgrid.com David Smith: E: David.Smith2@nationalgrid.com Carlos Nouel: E: Carlos.Nouel@nationalgrid.com	Stephanie Raymond E: SRaymond@pplweb.com Phone: 610-774-2146 David Gladey dgladey@pplweb.com	Alex Stocks E: alexander.stocks@pwc.com Phone: +44 7872 815687 Shree Rakshit E: shreekumar.rakshit@pwc.com Phone: +44 7483 421863 Mayuri Joshi E: mayuri.joshi@pwc.com Phone: 678-419-2248	Mark Hoffman E: mark.hoffman@pwc.com Phone: 281-451-8997 Ethan Ma E: ethan.e.ma@pwc.com Phone: 214-713-0192
	Transmission	Al LaBarre E: alan.labarre@nationalgrid.com Carol Sedewitz E: carol.sedewitz@nationalgrid.com David Smith: E: David.Smith2@nationalgrid.com Carlos Nouel: E: Carlos.Nouel@nationalgrid.com	Dave Bonenberger E: djbönenberger@pplweb.com Phone: 610-774-6400 Joel Eline JDEline@pplweb.com		

Breakout Room Contact Information (2/3)

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Breakout #	Workstream	National Grid Lead	PPL Lead	PwC - National Grid	PwC - PPL
#4 (MS TEAMS LINK)	IT (separation and ongoing TSA)	Michelle Mcnaught E: michelle.mcnaught@nationalgrid.com	Matt Green E: MBGreen@pplweb.com Phone: 610-774-4784	Aaron Huykman E: aaron.j.huykman@pwc.com Phone: +44 7711 562082 In Chan Park E: in.chan.park@pwc.com Phone: 312-965-0617	Kevin Heard E: kevin.heard@pwc.com Phone: 832-474-9524 Chris Kapfer E: christopher.kapfer@pwc.com Phone: 214-796-8053
#5 (MS TEAMS LINK)	Business Services (Finance only)	Laju Oliver E: Laju.Oliver@nationalgrid.com	Marlene Beers E: MCBeers@pplweb.com Phone: 610-774-5516	Luke Dalton E: luke.j.dalton@pwc.com Phone: +44 7545 456044 Elizabeth Kaiser E: elizabeth.a.kaiser@pwc.com Phone: 678-428-1517 Nipun Lamba E: nipun.lamba@pwc.com Phone: 312-203-9208	Blake Cooper E: blake.r.cooper@pwc.com Phone: 215-275-3556 Amanda Herron E: amanda.c.herron@pwc.com Phone: 704-724-5708 Jenna Barancik E: jenna.barancik@pwc.com Phone: 469-203-0624
	Finance & Accounting	Dave Campbell E: david.campbell@nationalgrid.com Chris McConnachie E: christopher.mcconnachie@nationalgrid.com Chris McCusker E: christopher.mccusker@nationalgrid.com	Steve Breininger E: skbreininger@pplweb.com Phone: 610-774-4677		
	Tax	Charles De Rosa E: charles.derosa@nationalgrid.com	Andrew Elmore E: AWEI@pplweb.com Phone: 610-774-3918		
	Treasury	Chris McConnachie E: christopher.mcconnachie@nationalgrid.com	Tadd Heninger E: TJHeninger@pplweb.com Phone: 610-823-3097		
#6 (MS TEAMS LINK)	HR & Employee Relations	Jen Briere E: jennifer.briere@nationalgrid.com	Angie Gosman E: Agosman@pplweb.com Phone: 610-774-2502	Jamie Traynor E: jamie.a.traynor@pwc.com Phone: 678-575-2449 Jaimie Hazebrouck E: jaimie.l.hazebrouck@pwc.com Phone: 774-287-2943	Jen Farkas E: jennifer.a.farkas@pwc.com Phone: 917-689-3557
	Business Services (HR only)	Tom LaVeck E: Thomas.LaVeck@nationalgrid.com	Angie Gosman E: Agosman@pplweb.com Phone: 610-774-2502		
	Pensions/OPEB (pension separation)	Maddie Gothie E: madeline.gothie@nationalgrid.com Eddie Hodgart E: eddie.hodgart@nationalgrid.com	Tom Lynch E: TJLynch@pplweb.com Phone: 610-774-6883		

Breakout Room Contact Information (3/3)

N/A for Wednesday -
MS Teams Links are
placeholders

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Breakout #	Workstream	National Grid Lead	PPL Lead	PwC - National Grid	PwC - PPL
#7 (MS TEAMS LINK)	Procurement	Philippe Montillier E: philippe.montillier@nationalgrid.com	Bill Pettit E: WEPettit@pplweb.com Phone: 610-774-6164 Sandy Schrauger E: slschrauger@pplweb.com	TBD	TBD
	Inventory Mgmt / Warehouse Mgmt (IMWM) / Fleet	Bill Hilbrunner E: william.hilbrunner@nationalgrid.com	Bill Pettit E: WEPettit@pplweb.com Phone: 610-774-6164 Sandy Schrauger E: slschrauger@pplweb.com		
#8 (MS TEAMS LINK)	Energy Procurement	MaryBeth Carroll E: MaryBeth.Carroll@nationalgrid.com	Clay Murphy Clay.Murphy@lge-ku.com Pam Jaynes Pam.Jaynes@lge-ku.com	TBD	TBD
	Transformation office (US, Gas, Elec and Customer)	Bryant Yee E: bryant.yee@nationalgrid.com	Tom Jessee tom.jessee@lge-ku.com Joe Ryan joe.ryan@lge-ku.com Yan Gao		
#9 (MS TEAMS LINK)	HSE	Chris Paglia E: christopher.paglia@nationalgrid.com	Paul Ward E: pdward@pplweb.com Phone: 484-661-4211	TBD	TBD
#10 (MS TEAMS LINK)	Corporate Affairs / External Affairs	Ted Kresse E: Ted.Kresse@nationalgrid.com	Mark Miller E: mmiller1@pplweb.com Phone: 610-774-5532 Nikki Jones E: njones@pplweb.com	TBD	TBD
#11 (MS TEAMS LINK)	Facilities & Property Services	Monica Tawfik E: monica.tawfik@nationalgrid.com Kris Thebado E: Kris.Thebado@nationalgrid.com	Steve Breininger E: skbreininger@pplweb.com Phone: 610-774-4677	TBD	TBD
#12 (MS TEAMS LINK)	Regulatory / Legal Support	Pam Viapiano E: pamela.viapiano@nationalgrid.com	Ron Reybitz E: RJReybitz@pplweb.com Phone: 610-774-2929 Steve Breininger E: skbreininger@pplweb.com Phone: 610-774-4677	TBD	TBD

Introductions to PwC Leads

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PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-30

Request:

Please explain the meaning of the statement in the testimony of Mr. Dudkin (at 29:19-20) that “[a]s a practical matter, the transition services will not impact the cost structure to customers.”

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-30 for the requested information.

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-31

Request:

Referencing the testimony of Mr. Dudkin at 30:2-5, please explain how "PPL will ensure that the costs paid to the Service Company will not result in increased rates for Narragansett's customers."

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-31 for the requested information.

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-32

Request:

Please provide an accounting of all costs PPL and its affiliates anticipate incurring to achieve this Transaction.

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-32 for the requested information.

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-33

Request:

Please confirm that PPL will not seek recovery of merger-related costs, including any acquisition premium, in Narragansett's base electric or gas rates.

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-33 for the requested information.

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-34

Request:

Please provide PPL's current estimate of the date by which it expects to complete the takeover of the provision of services to Narragansett from National Grid. If the completion of the transfer is contingent on the occurrence of an event or events, please identify or describe with specificity the events the completion of which will trigger such transfer.

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-34 for the requested information.

PPL CORPORATION, PPL RHODE ISLAND HOLDINGS, LLC,
NATIONAL GRID USA, and THE NARRAGANSETT ELECTRIC COMPANY
Docket No. D-21-09
National Grid USA and The Narragansett Electric Company's
Responses to Division's First Set of Data Requests
Issued on June 8, 2021

National Grid USA and The Narragansett Electric Company
Division 1-35

Request:

Paragraph 25 of the Petition states that "PPL also expects that it will have significant opportunities to invest in Narragansett's electric and gas infrastructure to enhance safety, reliability, and customer satisfaction for Rhode Island customers, a core tenet of PPL's strategy in all of the jurisdictions in which it provides utility service." Please explain the basis of this conclusion and identify all investment opportunities that PPL has identified with respect to the Narragansett electric and gas systems. In addition, please provide all related reports and analyses.

Response:

Please see PPL Corporation and PPL Rhode Island Holdings, LLC's response to Data Request Division 1-35 for the requested information.