



Total Health Team
People & Organization

New Benefits Partnerships - Transition Update

May 29, 2024

Dear Colleagues,

We recently shared the exciting [announcement](#) of two new benefit partners that we are transitioning to on **July 1, 2024**:

- **Empyrean** will be replacing Alight as our new benefits administrator. We are currently working with Empyrean on developing an enhanced employee experience with newly designed benefit guides, decision support tools, and personalized communications that will help you optimize your Avangrid benefits journey.
- **MetLife** will be replacing The Standard as our life insurance and disability benefits provider, along with administering accommodations and leave management. We are working with MetLife to integrate your benefits into their robust online platform and also developing comprehensive communications to keep you informed.

We are committed to making these transitions as seamless as possible for you and will soon be sharing more detailed information, including what actions you can take to stay connected.

Here's what you can expect:

- **Blackout Period Dates:** During this phase, the benefits platform and certain transactions will be temporarily unavailable while your benefits information transitions to Empyrean. We'll provide updates before and after the blackout period to ensure that you're always in the loop.
- **Multi-Touch Communication Approach:** We will keep you informed every step of the way through a variety of communication channels, including emails, Viva Engage, digital screens, PULSE, and hard copy mailers.
- **Support Resources:** We will be sharing step-by-step guides, FAQs, and helpful tips to support you throughout the transition and moving forward to Annual Enrollment (**which will be an ACTIVE enrollment this year for ALL employees, meaning you will be required to make affirmative benefit elections via Empyrean, NOT a passive enrollment** where benefit elections are automatically continued into the new year).
- **Webinars/Informational Sessions:** We will be offering the opportunity to access informational sessions and resources to help you familiarize yourself with your enhanced benefits platforms.

Our goal is for you to feel confident and comfortable with your new benefits experience, platform, and offerings. If you have any questions, please contact the Total Health team by emailing benefits@avangrid.com.

Total Health Team

Internal Use