

Telephone Connection Instructions

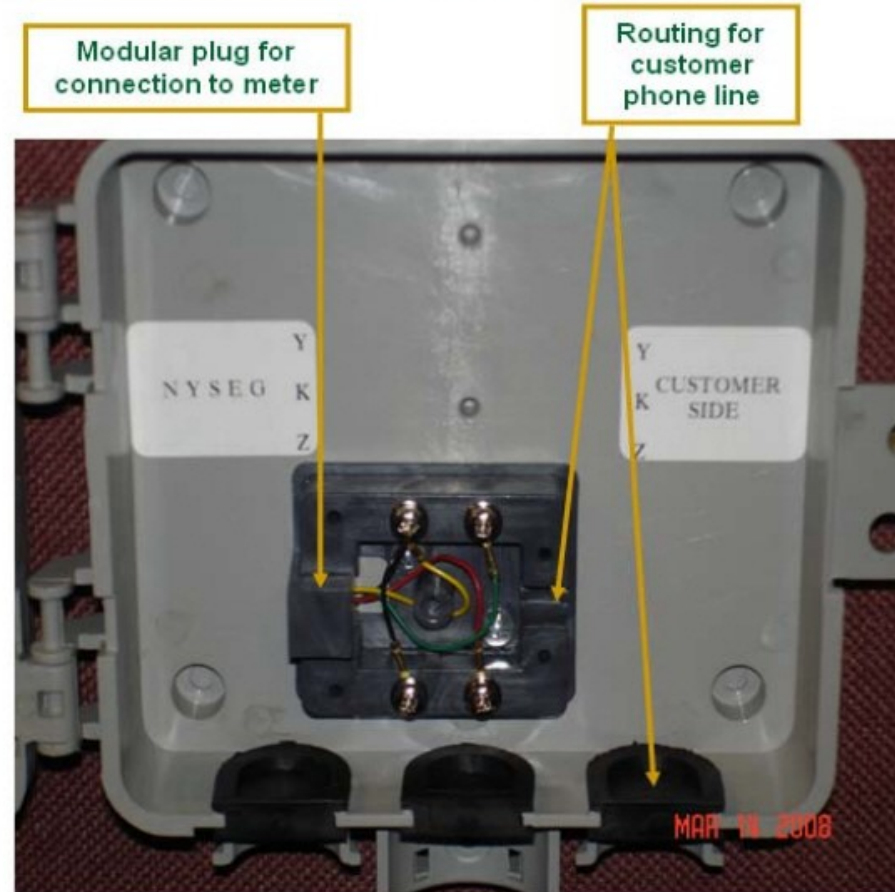
NYSEG will install a demarcation box as shown on the right. This will normally be done when the meter is exchanged.

Connection Instructions

1. Open the demarcation box.
2. Remove the cover from the telephone jack.
3. Feed the telephone line through the access hole on the customer side.
4. Connect the telephone wires to the connection in the jack (red to red, green to green, etc).
5. Replace the telephone jack cover.
6. Close the demarcation box door and tighten the screw.

When the telephone line has been installed please register the telephone number at <https://www.nyseg.com/smartenergy/understandyourusage/hourlypricingcommercial>

Then click **Submit** your meter telephone line connection information.



Please note that it is the customer's responsibility to insure the incoming telephone line is connected to the customer side of the NYSEG demarcation box.

In some instances, the telephone company will install their own demarcation box. In this instance, the customer must run a wire from the customer side of the telephone demarcation box to the customer side of the NYSEG demarcation box.

In other instances, the telephone company will attach a telephone wire next to the NYSEG demarcation box. In this instance, the customer must then attach the wire to the customer side of the NYSEG demarcation box.

Prior to contacting NYSEG with the telephone number for the meter, please check the phone line for proper connection. Call the meter phone number. You should hear a clear and audible tone similar to a fax within two rings. If the test is unsuccessful, it is likely there are issues with the phone channel. Either check to make sure the connection has been made properly or contact your contractor or phone company to repair the circuit and then retest. After a successful test, register the number at the website above.