

What to expect from your new smart meter



What is a smart meter?

A smart meter is an electric meter or natural gas module that communicates energy use and meter status to us.

Smart meter facts

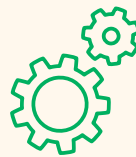
- Smart meters are safe.
- Smart meters meet industry-leading standards.
- Smart meters are approved by New York state regulators.
- More than 100 million smart meters are safely operating across the U.S.

Key benefits of smart meters



Fewer estimates

Smart meters automatically measure hourly energy use, which means monthly bills are based on actual energy use.



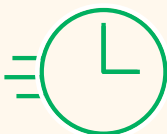
Automated meter readings

You no longer need to provide a meter reading or access to the meter to ensure your bill is based on actual energy use each month.



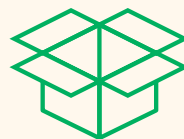
Fewer on-site visits

Automatic meter readings mean fewer on-site visits.



Automated outage detection

If you experience a power outage, your smart meter reports it automatically, allowing for faster diagnosis and quicker response.



Easier moving experience

In most cases, you can start or stop your electric service without scheduling a field visit.



Better understand energy use

Energy Manager provides personalized recommendations and hourly energy use, so you can better understand and control your energy use.

How smart meters give you more control



Energy Manager

This free, online tool provides detailed, hourly energy use and customized recommendations.

What you can expect during your upgrade

You will receive a postcard several weeks ahead and an automated phone call in the days prior to our visit. Our experienced contractor partner, Grid One Solutions, will arrive in a vehicle marked with our logo and will carry photo ID. Meter upgrades take just minutes. You can prepare by making sure there is access to and a clear working space around your meter.



Find out when we're coming to your neighborhood.

Smart meter installation began in April 2023, and we expect to complete installations in 2025. Deployment schedules by service area may change. You'll receive information about your installation as we get closer to visiting your community.



Visit rge.com/installation to find out when your meters will be upgraded.