

Smart Meter Upgrade Program Ithaca Division



▮▮ Upgrading homes and businesses in the Ithaca Division with smart meters

What: NYSEG will begin upgrading existing meters in the Ithaca Division with smart meters. Smart meters use two-way wireless communication to securely enable detailed hourly usage information and meter status, so our customers can make informed decisions to get the most out of every energy dollar. These upgrades were approved by the New York Public Service Commission in November 2020.

Why: We're dedicated to meeting the energy needs of our customers and taking steps to build a smarter energy infrastructure. Smart meters offer convenience, more control and expanded choice in understanding and managing energy use.



Anticipated installation schedule



When: Installations in NYSEG's Ithaca Division are scheduled to begin in 2022 and expected to continue through May, 2023.

Where: Installations will occur throughout NYSEG's Ithaca Division. This includes portions of Tompkins, Schuyler, Seneca, Cayuga, Chemung, Tioga and Cortland counties.

Installation: What customers can expect



Mail notification

Customers receive a postcard approximately 3 weeks before installation.



Phone notification

Customers receive an automated phone call the day before installation.



Installation field visit

A technician visits the customer to install smart meter.



Successful installation

A doorhanger is left to let the customer know the installation is complete.



That's it!

Mail Notification Sample (Postcard)



FRONT




**Your smart meter
is coming soon.**

We'll knock when we arrive, but you don't need to be present for your upgrade unless your meter is inside or difficult to access. For your safety, all Grid One vehicles are marked with our logos for easy identification, and all Grid One employees will have photo identification verifying they are an authorized contractor for RG&E.

Learn more about smart meters at rge.com/smartmeters



BACK



RG&E
An AVANGRID Company
89 East Ave., Rochester, NY 14649

Get ready for a fast, easy installation.
In the coming weeks, our authorized contractor partner, Grid One Solutions, will be installing smart meters in your neighborhood. The installation process will take just minutes, and your power may be briefly interrupted.

We will be upgrading your meter(s) at:
[House number, Street, Town]

RGAD002 | Rev 06/2022

First Name Last Name
Address Line 1
Address Line

Installation: What customers can expect

Meter upgrades and replacements

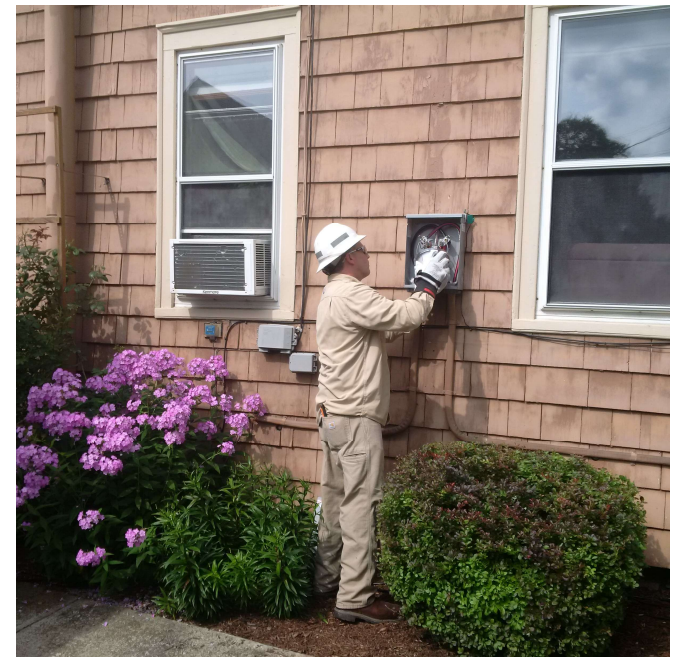
NYSEG representatives will be upgrading/replacing meters in the Ithaca Division. They will be carrying a photo ID, and their vehicles will display the NYSEG logo. Meter upgrades and replacements take just minutes.

The **gas meter upgrade** process includes:

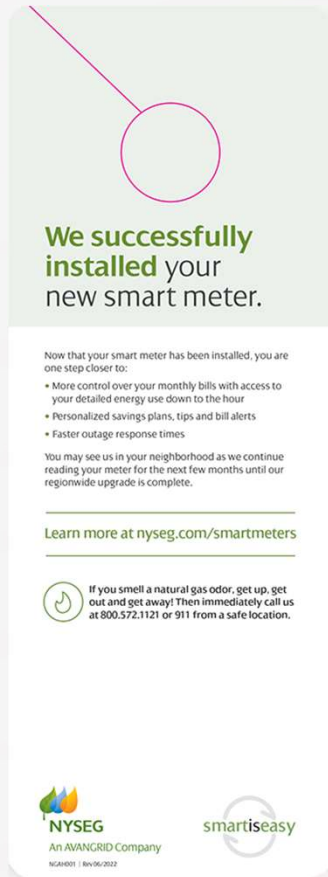
- An inspection of the existing meter
- The addition of a module that allows the meter to communicate with our network
- Service *will not* be interrupted

The **electric meter replacement** process includes:

- Removal of the old meter and inspection of the meter box
- Installation of the new meter
- Documenting both old and new meter numbers and readings
- Service *will* be briefly interrupted



Installation Notification (Door Hangers)




We successfully installed your new smart meter.


Now that your smart meter has been installed, you are one step closer to:

- More control over your monthly bills with access to your detailed energy use down to the hour
- Personalized savings plans, tips and bill alerts
- Faster outage response times

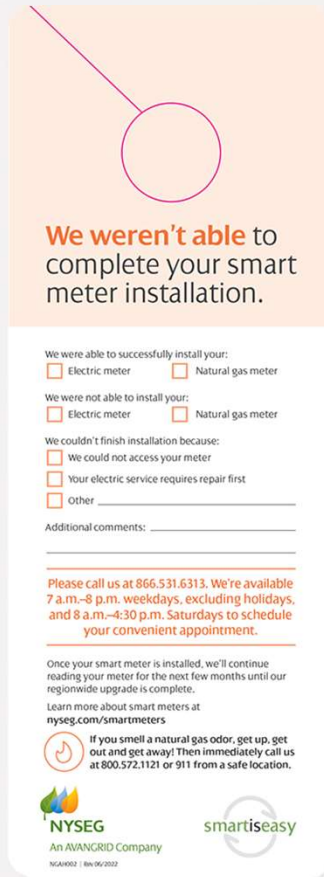
You may see us in your neighborhood as we continue reading your meter for the next few months until our regionwide upgrade is complete.

Learn more at nyseg.com/smartmeters

 If you smell a natural gas odor, get up, get out and get away! Then immediately call us at 800.572.1121 or 911 from a safe location.

 
An AVANGRID Company

NGA001 | Rev 06/2022



We weren't able to complete your smart meter installation.

We were able to successfully install your:

Electric meter Natural gas meter

We were not able to install your:

Electric meter Natural gas meter

We couldn't finish installation because:

We could not access your meter

Your electric service requires repair first

Other _____


Additional comments: _____

Please call us at 866.531.6313. We're available 7 a.m.–8 p.m. weekdays, excluding holidays, and 8 a.m.–4:30 p.m. Saturdays to schedule your convenient appointment.

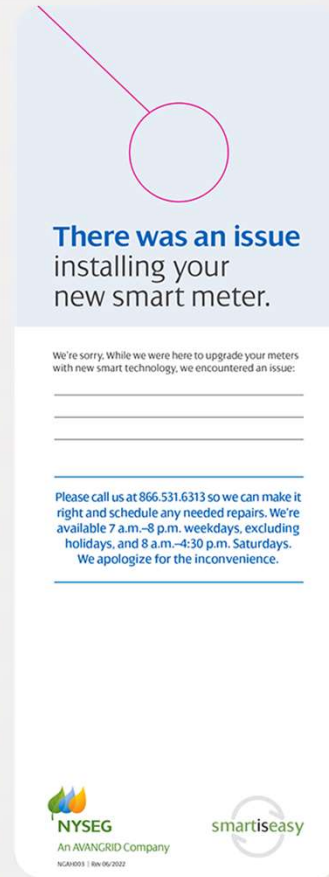
Once your smart meter is installed, we'll continue reading your meter for the next few months until our regionwide upgrade is complete.

Learn more about smart meters at nyseg.com/smartmeters

 If you smell a natural gas odor, get up, get out and get away! Then immediately call us at 800.572.1121 or 911 from a safe location.

 
An AVANGRID Company



NGA002 | Rev 06/2022



There was an issue installing your new smart meter.

We're sorry. While we were here to upgrade your meters with new smart technology, we encountered an issue:

Please call us at 866.531.6313 so we can make it right and schedule any needed repairs. We're available 7 a.m.–8 p.m. weekdays, excluding holidays, and 8 a.m.–4:30 p.m. Saturdays. We apologize for the inconvenience.

 
An AVANGRID Company

NGA003 | Rev 06/2022

Installation: What customers can expect

Hours for meter installations:

Monday through Friday from 8 a.m. to 4 p.m. (Some Saturday hours may be available.)

Customer preparation:

Please have the area around the meter clear to provide sufficient space for the technician to work safely. If a customer's meter is located indoors, the technician will require access to the meter.

COVID-19 safety protocols:

We provide safe, reliable service to our customers every day, and we have taken a number of precautions in response to COVID-19 to protect our customers and our employees. We continue to monitor the situation closely and rely on guidance from health and government experts.

For everyone's safety, if a customer's meter is located indoors, when we arrive, we will confirm if anyone in that household is sick, experiencing symptoms or tested positive for COVID-19 so we can reschedule or take appropriate measures as needed.

Installation: What customers can expect

If a customer is having an electric meter replaced, will they be told when their electricity service will be interrupted?

Our installers will attempt to notify residents that they will be starting the installation process. If they can't be reached, we will leave a door hanger confirming the new smart meter has been installed.

For larger commercial customers, we will attempt to schedule appointments to minimize any impact on their operations. If necessary, this can include early mornings or weekends.

Where can customers find out more information?

Fact sheets, FAQs and other information about smart meters and the installation process can be found at nyseg.com/smartmeters.

* For heightened awareness, we recommend local law enforcement be notified that these upgrades will be happening in their communities.



Installation: Wireless network

NYSEG is installing wireless components that will support the smart meter network.

Equipment you may see NYSEG crews installing on power poles in your area include relays and access points which allow the meters to connect to our network.

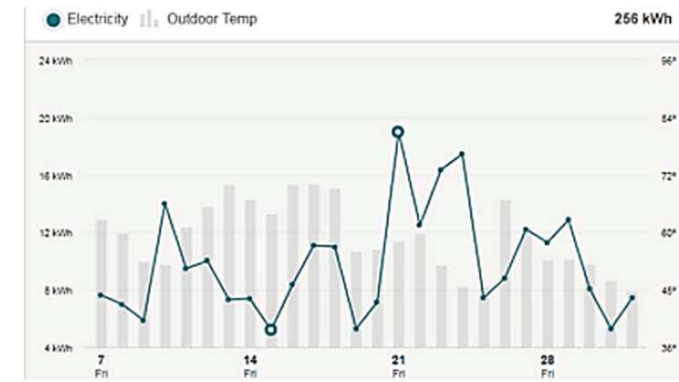


Smart meter benefits: Convenience

- **Fewer estimates** — Smart meters measure detailed hourly energy use so monthly bills are based on actual energy use.
- **No more customer reads** — If customers provide a meter reading on the months we estimate or have an indoor or difficult-to-access meter, they won't need to provide a meter reading. A smart meter does it automatically.
- **Fewer onsite visits** — Smart meters send meter readings automatically, reducing the need for visits to homes and businesses for regular readings.
- **Faster outage response** — Two-way communication allows for faster diagnosis and quicker response by pinpointing outages based on smart meter status.
- **Makes moving even easier** — With faster access to customers' electricity service when they need it and stopping service when they don't.

Smart meter benefits: Understanding

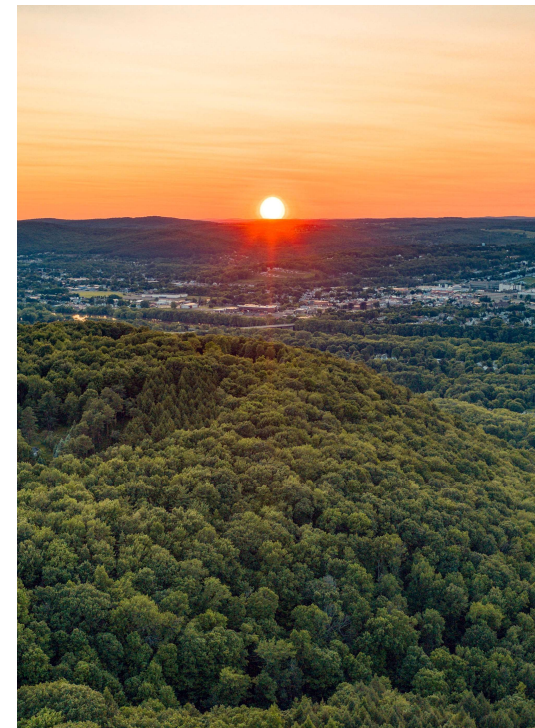
- **Energy Manager** — Our online tool connects our customers with their energy use and customized recommendations to save energy. After a smart meter is installed, customers will have access to detailed energy use down to the hour to better understand how they are using energy in their home or business.
- **EnergyTrack Usage Reports** — These reports deliver a monthly snapshot of a customer's electricity use directly to their inbox, so they can identify trends and make smart adjustments. Customers should update their email address in My Account to make sure they don't miss out!
- **Usage Alerts** — In the future, our customers will be able to sign up to receive Usage Alerts. Similar to our Meter Read and Outage Alerts, customers can receive updates about their energy use and costs to better manage changes and plan for monthly energy bills.



Smart meter benefits: Choice

Knowledge is power.

- **Use less energy** — Detailed usage information and recommendations let our customers choose from ways to use less energy and potentially save money.
- **Smart pricing options** — Future smart pricing options let our customers shift electricity usage to lower-cost times of day, so they may be able to lower their bills.
- **Access beneficial programs** — Select from rebates and promotions on energy-saving products or explore energy options.



Open House Outreach

To reach a wide variety of people and address questions from curious individuals and concerned citizens, NYSEG will hold open house-style information sessions at the following locations:

Moravia Town Hall

1630 State Route 38, Moravia - July 26, 5:00-7:00 p.m.

Tompkins County Public Library

101 East Green Street, Ithaca - July 27, 5:00-7:00 p.m.

Trumansburg Village Fire Station

74 West Main Street, Trumansburg - July 28, 5:00-7:00 p.m.

▮▮ Ithaca Division: Open house approach

Open houses will be held in the Ithaca Division starting in the months before installation.

- **Open house format** — Guests will be invited to show up anytime during a specified window of time.
- **Posterboard-focused setup** — Guests will be welcomed at a sign-in table and encouraged to learn more about the project by reviewing handouts and posterboards positioned around the room.
- **Convenient locations** — Preference will be given to large rooms near public transportation. Should the need arise, NYSEG will arrange for interpretation services at the meeting.



Event Participation

To reach a wide variety of stakeholders, NYSEG will participate in area events to engage with the public and provide information on smart meters.

▮▮ Ithaca Division: Event participation

Existing events and presentation opportunities will be used to explain NYSEG's plans, communicate the benefits of smart meters and answer questions in a one-on-one or small-group setting.



Questions

NYSEG is dedicated to meeting the energy needs of our customers and taking steps to build a **smarter energy infrastructure**.

Smart meters use two-way wireless communication to securely enable detailed hourly usage information and meter status, so our customers can **make informed decisions** to get the most out of every energy dollar.

Smart meters offer **convenience, more control and expanded choice** in understanding and managing energy use.

For more information visit nyseg.com/smartmeters