

nationalgrid

A smart meter will arrive soon.

We will be installing your new advanced smart meter shortly.

Dear Valued Customer,

Your new electric meter installation is happening soon.* Like any aging appliance, your meter needs to be replaced. The typical installation should take our trained technicians only minutes to complete, and will not require you to be at your home or business. However, if you have an indoor meter, we will need someone there to allow us access to it.

With your new smart meter, you can look forward to benefits including:

- **More customer control**, with secure access to how and when you use energy—which could help you lower your bill
- **Faster, near real-time readings**, available within minutes
- **Enhanced outage monitoring**, storm response and more

NOTE: **Most electric meter installations require an interruption in power, usually for less than 10 minutes.** For all customers in National Grid's Life Support, Blind and Disabled, or Medical Protections programs, your meter will not be changed without making contact with you in advance.

If you are a solar customer, net metering is an incentive that allows you to send any excess electricity your solar panels produce back to the grid for credits on your current or future bill. You will still receive an electric bill if you have solar as there are certain fixed charges associated with maintaining your connection to the electric grid. To see what energy you've used per day, month, or even in 15-minute increments for the previous 24 hours, log into your *My Account Portal*.

You can learn about your new smart meter and find additional information by visiting ngrid.com/smartmeter

***Your new meter will be installed regardless of account status or current balance.**



For more information, visit ngrid.com/smartmeter

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