

# Learn More About Your New Smart Meter



## Overview

Like any aging appliance, your utility meter will need to be replaced soon. We're in the process of replacing existing electric meters with new "smart meters" in many of the regions we serve. You'll be notified soon about your upcoming installation.

Our smart meter program includes an integrated system of smart meters, communications networks, and various backend systems that enables two-way communication and data flow.

## Your new smart meter will provide you with:

### More customer control



You'll now have much more information about when and how you're using energy, which can provide you with better insights to make decisions about managing your consumption.

### Near real-time energy readings



You'll have access to up-to-date energy use data within minutes, through our My Account portal. If you don't have an account sign-up today, [ngrid.com/myaccount](https://ngrid.com/myaccount).

### Faster response



Smart meters will increase our ability to monitor and respond to power outages.

## What can I expect during installation?

The typical installation should take our trained technicians only minutes to complete, and will not require you to be at home. However, If you have an indoor meter, we require that someone 18 years or older be present to allow access.

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## Is the data collected from my meter secure?

All data collected by your smart meter is transmitted through an encrypted network, so your data remains unreadable and inaccessible to anyone outside of National Grid.

To learn more about our privacy policy, visit [www.nationalgridus.com/Our-Company/Privacy-Policy](http://www.nationalgridus.com/Our-Company/Privacy-Policy)



## Are smart meters safe?

Yes. The low-level radio frequency (RF) produced by a wireless smart meter is a small fraction of the level found in commonly used household items like cell phones, microwaves, wireless internet, and laptop computers. For more information about FCC guidelines regarding RF exposure, visit

<http://www.fcc.gov/oet/rfsafety> and [ngrid.com/metersafety](http://ngrid.com/metersafety)

### Other Radio Frequency (RF) levels in everyday life



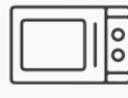
**Smart Meter**  
0.000015



**Natural RF from Earth**  
0.00013  
*9 times greater*



**Wi-Fi signal**  
0.001  
*67 times greater*



**Microwave Oven**  
0.0047  
*313 times greater*



**Cell phone**  
0.19  
*12,667 times greater*

SOURCE: Federal Communications Commission: <https://www.fcc.gov/oet/ea/rfdevice>

## Is there an installation charge?

There will be no direct charge at the time of installation.



**We're here to help you manage your bill, save energy, and find assistance if you need it.**

**Visit [ngrid.com/heretohelp](http://ngrid.com/heretohelp) or scan the QR code.**