

Smart Meter Upgrade



Upgrading to a Smart Meter

We are currently upgrading our customer's existing electric meters with new digital smart meters. These upgrades will be completed by mid-2024. New meters will securely communicate with our operations facility, providing you with better service and reliability. You will receive several communications leading up to your smart meter upgrade, as well as additional information regarding your new meter's features and benefits shortly before it's fully activated. There is no upfront cost for the new smart meter.

The Smart Meter

A smart meter, sometimes referred to as an automated meter or AMI, is an electronic meter with technology that records daily energy use to help customers take better control of their energy costs. Smart meters can also securely communicate with our central operations facility, providing real-time information about energy service.

They also will enable new services, tools and programs that will help customers save money and energy, enhance reliability, provide for improved bill-management tools and allow for better integration of new clean-energy technologies such as clean electric transportation, solar and battery storage.

Smart Meter Installation Timing

Smart meters will be installed between September 2022 through mid-2024. Upgrades will occur Monday through Friday, between 8:00 a.m. and 5:00 p.m., and will take no more than 30 minutes.

What to Expect on Installation Day

On the day of your meter upgrade, a representative from our installation contractor, CCI, will alert you that an upgrade is underway. You may experience a brief service outage while your new meter is being installed. If

there is any life-support equipment in use at your home, it is important that you notify us prior to your meter upgrade by calling 866-524-2982.

What You Need to Do

If your current meter is easily accessible, you do not need to be home or even contact us. If you normally have to be home to give a meter reader access to your meter, or if you prefer to be there for the upgrade, please contact us at 866-524-2982 to schedule an appointment. Most importantly, there are no upfront costs for your new meter.