



# Smart meters



## Upgrading New York homes and businesses with smart meters

**WHAT:** Over the next three years, NYSEG and RG&E will begin upgrading existing meters with smart meters. Smart meters use two-way wireless communication to securely enable detailed hourly usage information. These upgrades were approved by the New York Public Service Commission in November 2020.

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

## 2023 schedule

Over the next year, NYSEG and RG&E will begin installation activities in our Ithaca, Brewster, Sodus, Rochester, Ontario, Liberty, Binghamton and Geneva service areas.

Division	Ithaca	Brewster	Sodus	Rochester	Ontario	Liberty	Binghamton	Geneva
Installation	2022 – 2023	2023	2023	2023 – 2025	2023	2023	2023 – 2024	2023 – 2024
Geography	Portions of Cortland, Cayuga, Seneca, Schuyler, Tompkins, Tioga and Chemung counties.	Portions of Dutchess, Putnam and Westchester counties.	Portions of Cayuga and Wayne counties.	Portions of Monroe, Orleans, Wayne, Genesee and Livingston counties.	Portions of Ontario counties.	Portions of Sullivan, Delaware and Ulster counties.	Portions of Broome, Cortland, Chenango and Tioga Counties	Portions of Ontario, Yates, Wayne and Seneca Counties
Smart meter installations	94,191	90,856	40,120	595,205	44,968	62,790	187,040	105,722
Utility	NYSEG	NYSEG	RG&E	RG&E	NYSEG & RGE	NYSEG	NYSEG	NYSEG

\*Deployment schedules by division are subject to change.

## Smart meter benefits

### Improving convenience

- **Fewer estimates** — Smart meters measure detailed hourly energy use so monthly bills are based on our customers' actual energy use.
- **No more customer reads** — If our customers provide a meter reading on the months we estimate, or have an indoor or difficult-to-access meter, they don'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** — Smart meters allow our customers faster access to their electricity service when they need it and make it easy for them to stop their service when they don't.

## Smart meter benefits (cont.)

### Tools to understand and manage energy usage

Smart meters enable detailed energy use reports, which means bills are based on actual use each month. We've also built new tools that can help our customers better understand and manage their energy usage, including:

- **Energy Manager** — Our online tool connects our customers' with their energy use and customized recommendations to save energy. After a smart meter is installed, they 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** — Our reports deliver a monthly snapshot of customers' electricity use so they can identify trends and make smart adjustments.
- **Usage Alerts** — In the future, our customers will also be able to sign up to receive Usage Alerts. Similar to our Meter Read and Outage Alerts, they will be able to receive updates about their energy use and costs to better manage changes and plan for monthly energy bills.

### Choice

Knowledge is power. With new tools and resources powered by smart meters, our customers can make more informed decisions about their energy choices. Whether it's saving energy, enrolling in new pricing options or taking advantage of renewable energy options, these new benefits are good for our customers and for New York.

- **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 will let our customers shift electricity usage to lower-cost times of day, so they may be able to lower their bills.
- **Access beneficial programs** — Our customers can select from rebates and promotions on energy-saving products or explore energy options.