

Smart Meters

Giving you more control over the energy you use.



Electric
Smart Meter
Program

We're exchanging all existing electric meters with smart meters.

When?

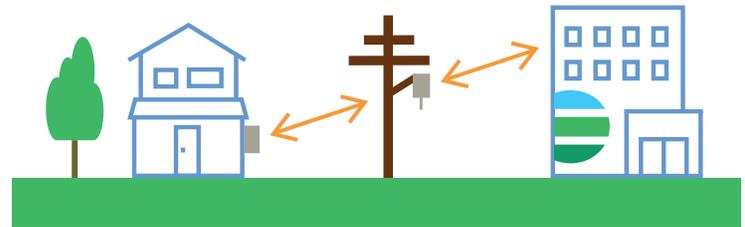
From the second half of 2025 to 2028 we'll exchange the meters, starting in Western Massachusetts and moving east.

Why?

Smart meters are one important part of how we're building a more modern, reliable and clean energy grid for the future. It makes sense to replace your current meter with the latest technology that will also enhance your electric service.

What's in it for you?

- **See the information collected by your smart meter through your online account.** This enables you to monitor and manage the energy you use.
- **See the projected amount of your next bill.** Based on the energy you use daily, you'll see what your next bill may be in your online account.
- **Automatic power outage reporting.** We'll know automatically if your power goes out.
- **Sign up to receive additional notifications:**
 - **High-usage alerts.** If the amount of energy you use goes above a set level based on the amount of energy you've used in the past.
 - **High-bill alerts.** When your bill goes above an amount that you set during a billing cycle.



What is a smart meter?

A smart meter is an electric meter that sends data about the energy you use in your home to a network device, which then provides the data to us. The meter sends data over our secure network and also doesn't send any of your personal information, making for safe communication with our system.

	Current Meter	Smart Meter
Projected bill amounts		✓
Automatic power outage reporting		✓
High energy-use alerts		✓
High bill alerts		✓
Start and end service remotely		✓

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Important information

- Since we're changing all the meters in your area, we can't tell you exactly when it will happen. Specific or complex metering situations may require appointments, but if this applies to you, you'll receive information to schedule an appointment.
- If your meter is located outside of your home or business and easily accessible, you don't need to be present for the technician to switch your meter. When a technician arrives at your home, they'll knock as a courtesy.
- If your meter isn't accessible and you aren't available, the technician will leave a notice with information to schedule a meter change appointment.
- You may experience a very brief power outage, typically 5 minutes or less, while your meter is changed.
- You don't need to do anything once your smart meter is installed. You'll receive additional information through U.S. Mail and email, if we have a valid email address on file, on how to view and use the data provided by your smart meter.

Protect yourself against scams

We want to make sure you remain safe during this process so here are some tips to avoid scams:

- Highly trained technicians from Grid One Solutions will exchange your meter.
- Their trucks and ID badges will clearly state that they are Eversource contractors. Don't hesitate to ask to see ID.
- We won't ask for money or any personal information when changing your meter.

Smart Meter Exchange Timeline

A few months out

Start to receive letters and emails

if we have a good email address on file.

1-3 days out

Receive a text, phone or email alert

if you are signed up to receive outage alerts.

Day of installation

Technician will knock as a courtesy,

but you don't have to be there.

Day of installation

Meter will be changed

if it is accessible.

Day of installation

Information will be left for you to schedule an appointment

if meter isn't accessible.

Post-installation

Start enjoying all your smart meter has to offer!



EVERSOURCE

Frequently Asked Questions about Smart Meters

What is the difference between the meter I have now and a smart meter?

Today's meters collect data on a monthly basis via an Eversource vehicle driving by and reading meters from the street. Smart meters will transmit data automatically to our internal systems in regular intervals without a vehicle driving by.

Do I have to pay for the smart meter?

There is no one-time fee associated with the installation of your smart meter. A charge for smart meters is included in the Distribution Charge listed on page 2 of your monthly billing statement. This program and its associated costs will be reviewed and adjusted every year through 2028 by the Massachusetts Department of Public Utilities.

I rent or lease my residence. How will this impact me?

If you're responsible for paying your electric bill, you'll have access to all smart meter benefits. If your electric bill is paid by your landlord, you won't have direct access to smart meter information.

I am a net metering customer. Will I receive a new smart meter?

Yes. You currently have two meters, a regular meter and a net meter. Your regular meter will be upgraded to a smart meter. Some net meters may need to be upgraded at the same time your regular meter is changed to a smart meter.

What if I don't want a smart meter? Can I opt out of getting one?

You will be able to opt out of receiving a new smart meter if you're classified as a Rate R-1 (Residential), R-2 (Residential Assistance), R-3 (Residential Space Heating) and R-4 (Residential Space Heating Assistance) customer. If you qualify and elect to opt out, we'll replace your current meter with a non-communicating meter. You'll be charged a \$42 one-time service fee for this exchange and a \$34 monthly fee to have your meter read manually every month. You can only opt out once you receive notification via U.S. Mail or email that your meter change will take place in the next few months.

How does a smart meter transmit data?

A smart meter has an embedded radio that enables safe, secure two-way communication between the meter and our systems.

Is the information transmitted by a smart meter secure?

Yes. Data sent from a smart meter is sent over a private network and stored on our secure company servers. In addition, smart meters are not used to transmit any customer personal information, such as name and address.

Will you be able to control how much energy I use and when I use it?

While we will be able to stop or start service remotely, smart meters are not used to control how much or when you use energy in your house or business. The information we collect from smart meters is used for billing and outage purposes and to determine if the meter is functioning properly.



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