

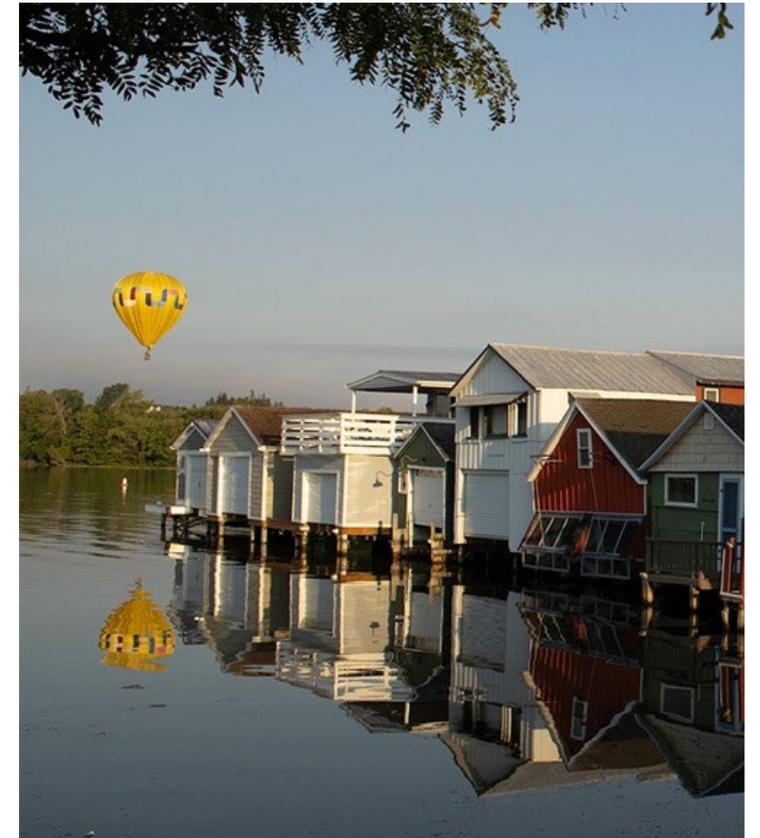
# Smart Meter Upgrade Program Canandaigua Division

# Upgrading homes and businesses in the Canandaigua Division with smart meters

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**What:** We will begin upgrading existing meters in the Canandaigua Division with smart meters. These upgrades were approved by the New York Public Service Commission in November 2020. Smart meters use digital technology to measure detailed energy use and send that usage information back to RG&E.

**Why:** Smart meters provide many important functions that were not previously possible. Our communications network and smart meters enable two-way communication that improves convenience, provides tools to understand and manage energy usage and unlocks potential.



# Anticipated Canandaigua Division installation schedule

## Installation Schedule

- Phase 1
- Phase 2



**When:** RG&E will begin upgrading existing meters in the Canandaigua Division with smart meters. Installations are scheduled to begin in winter 2024.

**Where:** Installations will occur in the towns of Victor, Farmington, Manchester, E. Bloomfield, Canandaigua, Hopewell, Bristol, and South Bristol within the Canandaigua Division.

# Installation: What customers can expect

## Meter upgrades and replacements

RG&E's authorized contract partner will be upgrading/replacing meters in the Canandaigua Division. They will be carrying a photo ID, and their vehicles will display the RG&E logo. Meter upgrades and replacements take just a matter of minutes.

The **gas meter upgrade** process includes:

- An inspection of the existing meter
- The addition of a module that allows the meter to communicate with our network
- Service *will not* be interrupted

The **electric meter replacement** process includes:

- Removal of the old meter and inspection of the meter box
- Installation of the new meter
- Documenting both old and new meter numbers and readings
- Service *will* be briefly interrupted



# Installation: What customers can expect



1

## Mail notification

Customers receive a postcard before installations in their neighborhood.



2

## Phone notification

Customers receive an automated phone call 1-2 days before installation.



3

## Installation field visit

A technician visits the customer to install smart meter.



4

## Successful installation

A doorhanger is left to let the customer know the installation is complete.



5

## That's it!

# Installation: What customers can expect

## Installation Video

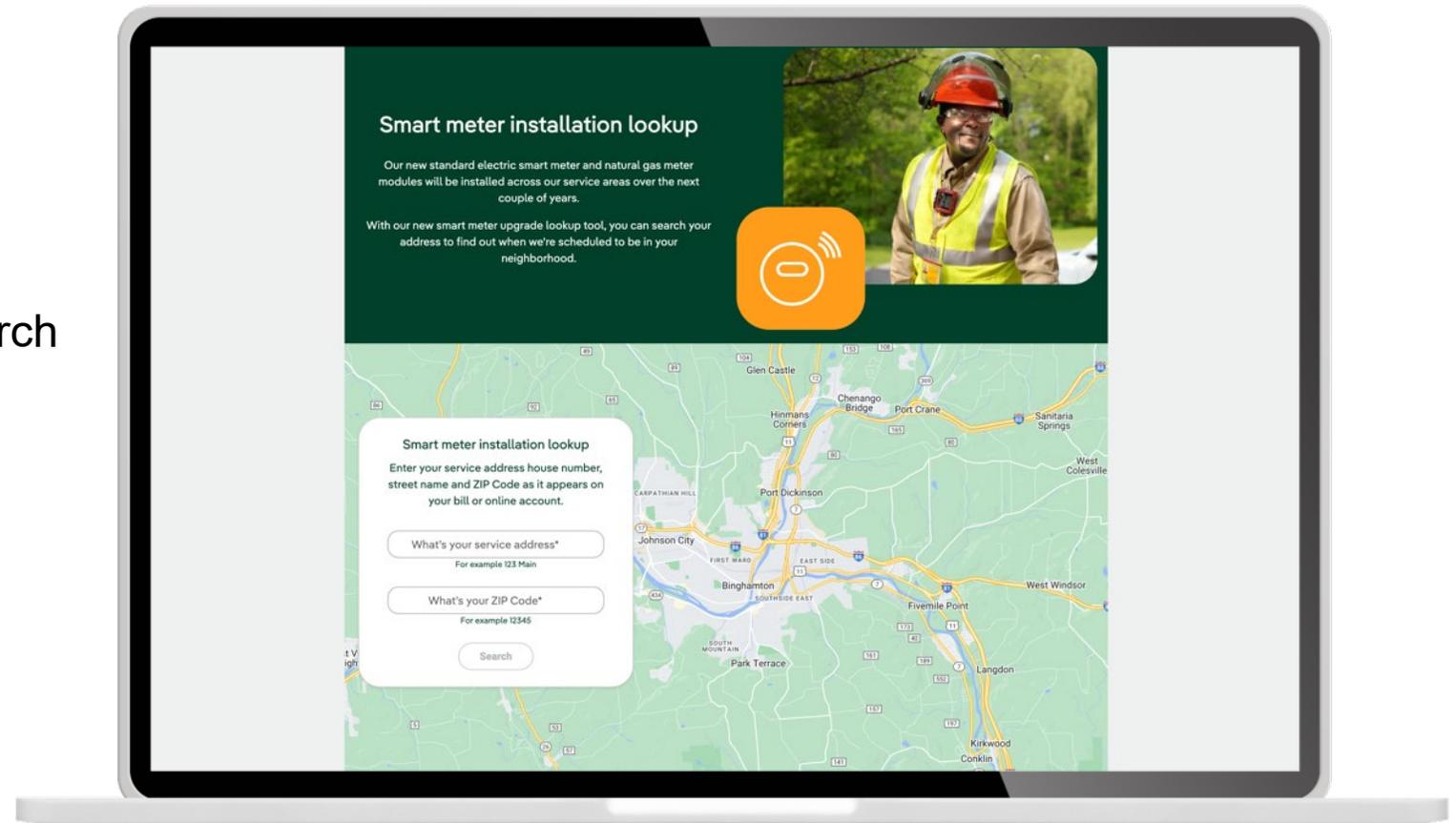
Go to the following video link to see what customers can expect for their smart meter installation – [rge.com/installation](https://rge.com/installation)



# Installation: What customers can expect

## Smart Meter Lookup Tool

Find out when we're scheduled to be in your neighborhood. Search your address and learn more at [portal.rge.com/smart-lookup](https://portal.rge.com/smart-lookup)



# Installation: What customers can expect

## If a customer is having an electric meter replaced, will they be told when their electricity service will be interrupted?

Our installers will attempt to notify residents that they will be starting the installation process. If they can't be reached, we will leave a door hanger confirming the new smart meter has been installed.

For larger commercial customers, we will attempt to schedule appointments to minimize any impact on their operations. If necessary, this can include early mornings or weekends.

## Where can customers find out more information?

Fact sheets, FAQs and other information about smart meters and the installation process can be found at [rge.com/smartmeters](http://rge.com/smartmeters).



# Installation: What customers can expect

**Your smart meter is coming soon!**

We'll knock when we arrive, but your meter is inside or difficult to access. We'll mark your meter with our logos for identification verifying they are smart meters. Learn more about smart meters.

**RG&E**  
An Avangrid company

180 S Clinton Ave.  
Rochester, NY 14604

**We will be upgrading your meter(s) at:**

If you are a residential customer and would prefer to opt out of our new standard smart meter for a monthly fee, visit [rge.com/installation](http://rge.com/installation) for more information.

**Get ready for a fast, easy installation.**

In the coming weeks, our authorized contractors will be upgrading meters in your neighborhood to smart meters. The process will take just minutes.

Presorted  
First-Class Mail  
US Postage  
PAID  
Belmawr, NJ  
Permit No. 435

RGAD002 | Rev 02/24

**We successfully upgraded your meter.**

Now that your smart meter has been installed, you can expect:

- Fewer estimates - Monthly bills based on actual use
- Automated meter readings and power outage detection
- Easier moving experience
- Better understanding of your energy use with personalized recommendations

[Learn more at rge.com/smartmeters](http://rge.com/smartmeters)

If you suspect a natural gas leak, get up, get out and get away! Then call us immediately at **800.743.1702** or **911** from a safe location.

If you have any questions about your meter upgrade, you can reach our team at **866.734.3821**, Monday - Friday from 7 a.m. - 8 p.m. and Saturday from 8 a.m. - 4:30 p.m.

**RG&E**  
An Avangrid company

**smartiseasy**

RGAD002 | Rev 02/24 | Professionally translated to Spanish

**We weren't able to complete your smart meter installation.**

We were able to successfully upgrade your:

Electric meter  Natural gas meter

We were not able to upgrade your:

Electric meter  Natural gas meter

We couldn't finish installation because:

We could not access your meter

Your electric service requires repair first

Other: \_\_\_\_\_

Additional comments: \_\_\_\_\_

It's important you contact us to avoid potential fees if we're unable to upgrade your meter.

Please call us at **866.734.3821**. We're available 7 a.m. - 8 p.m. weekdays, excluding holidays, and 8 a.m. - 4:30 p.m. Saturdays to schedule your convenient appointment.

Learn more about what to expect during our visit at [rge.com/installation](http://rge.com/installation)

If you suspect a natural gas leak, get up, get out and get away! Then call us immediately at **800.743.1702** or **911** from a safe location.

**RG&E**  
An Avangrid company

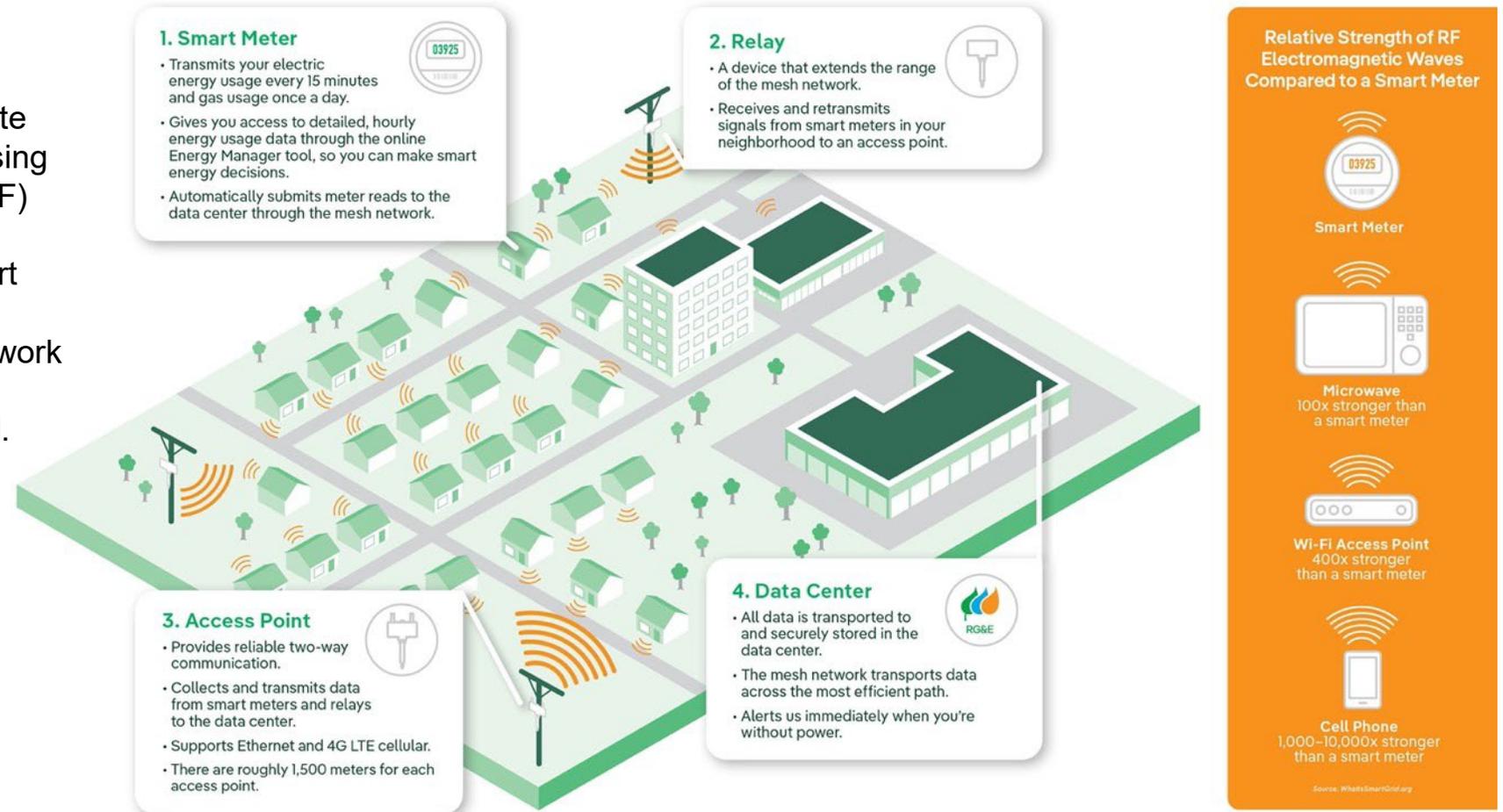
**smartiseasy**

RGAD002 | Rev 02/24 | Professionally translated to Spanish

# Mesh Network

## How do smart meters communicate?

Our smart meters communicate through a mesh network — using low-power radio-frequency (RF) technology — which allows connectivity between the smart meter and the data center. All data sent through a mesh network is encrypted, and we do not sell customer data of any kind.



# Smart meter benefits

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- **Fewer estimates** — Smart meters measure detailed hourly energy use so monthly bills are based on actual energy use.
  - **No more customer reads** — If customers provide a meter reading on the months we estimate or have an indoor or difficult-to-access meter, they won'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** — With faster access to customers' electricity service when they need it and stopping service when they don't.
  - **Energy Manager** — Energy Manager provides personalized recommendations and hourly energy use, so you can better understand and control your energy use.
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# Open House Outreach

To reach a wide variety of people and address questions from curious individuals and concerned citizens, RG&E will hold open house-style information sessions.

## **Farmington Town Hall**

**1000 County Road 8, Farmington – March 4, 4:30-6:30 p.m.**

## **Wood Library**

**134 N. Main Street, Canandaigua – March 5, 4:30-6:30 p.m.**

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# Open House Outreach

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# Canandaigua Division: Open house approach

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Open houses will be held in the Canandaigua Division Division prior to and during the installation period.

- **Open house format** — Guests will be invited to show up anytime during a specified window of time.
- **Posterboard-focused setup** — Guests will be welcomed at a sign-in table and encouraged to learn more about the project by reviewing handouts and posterboards positioned around the room.
- **Convenient locations** — Preference will be given to large rooms near public transportation. Should the need arise, RG&E will arrange for interpretation services at the meeting.



# Event Participation

To reach a wide variety of stakeholders, RG&E will participate in area events to engage with the public and provide information on smart meters.

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# Canandaigua Division: Event participation

Existing events and presentation opportunities will be used to explain RG&E's plans, communicate the benefits of smart meters and answer questions in a one-on-one or small-group setting.



# Questions

RG&E is dedicated to meeting the energy needs of our customers and taking steps to build a **smarter energy infrastructure**.

Smart meters use two-way wireless communication to securely enable detailed hourly usage information and meter status, so our customers can **make informed decisions** to get the most out of every energy dollar.

Smart meters offer **convenience, more control and expanded choice** in understanding and managing energy use.

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