



Smart Meters

Keep track of your energy usage
and help manage your bill.



[oru.com/
smartmeters](http://oru.com/smartmeters)
877-434-4100

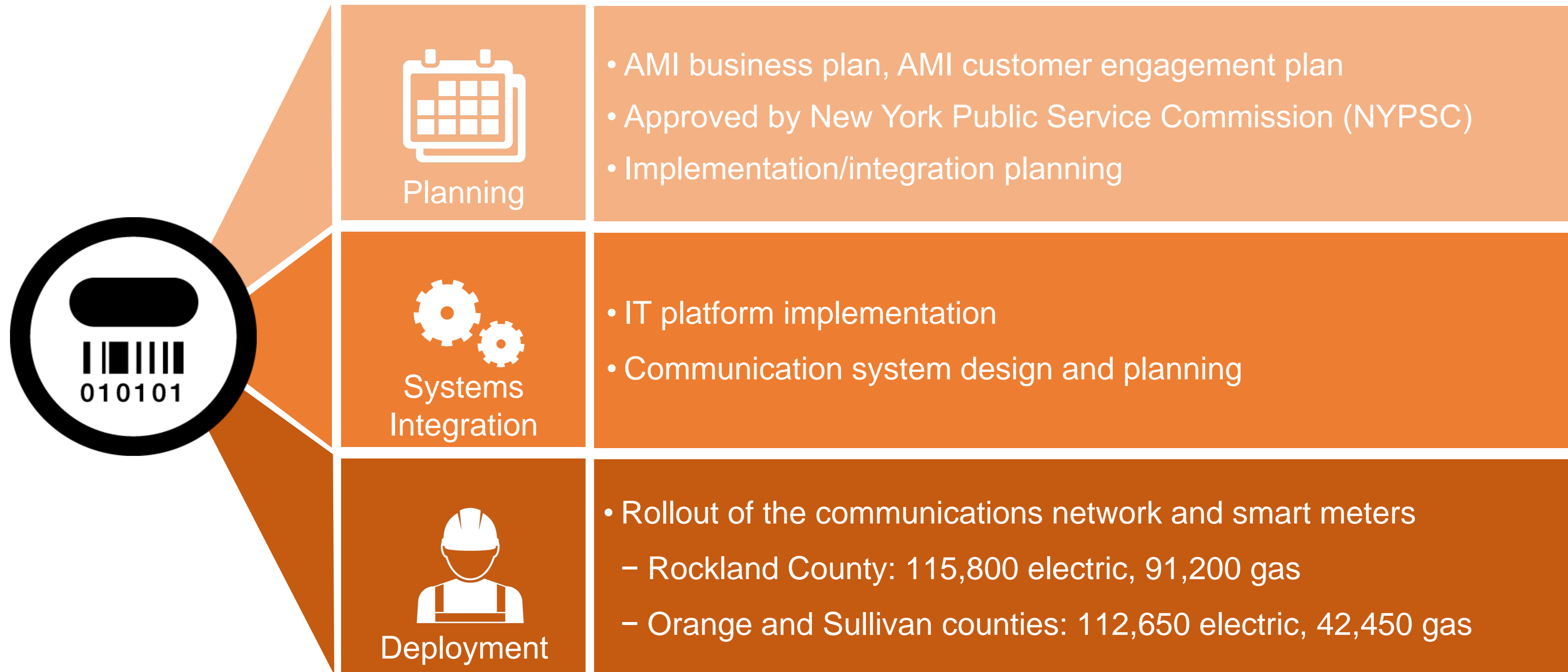
Smart Meter Infrastructure

Keith Scerbo

Director - AMI Operations



Program Overview

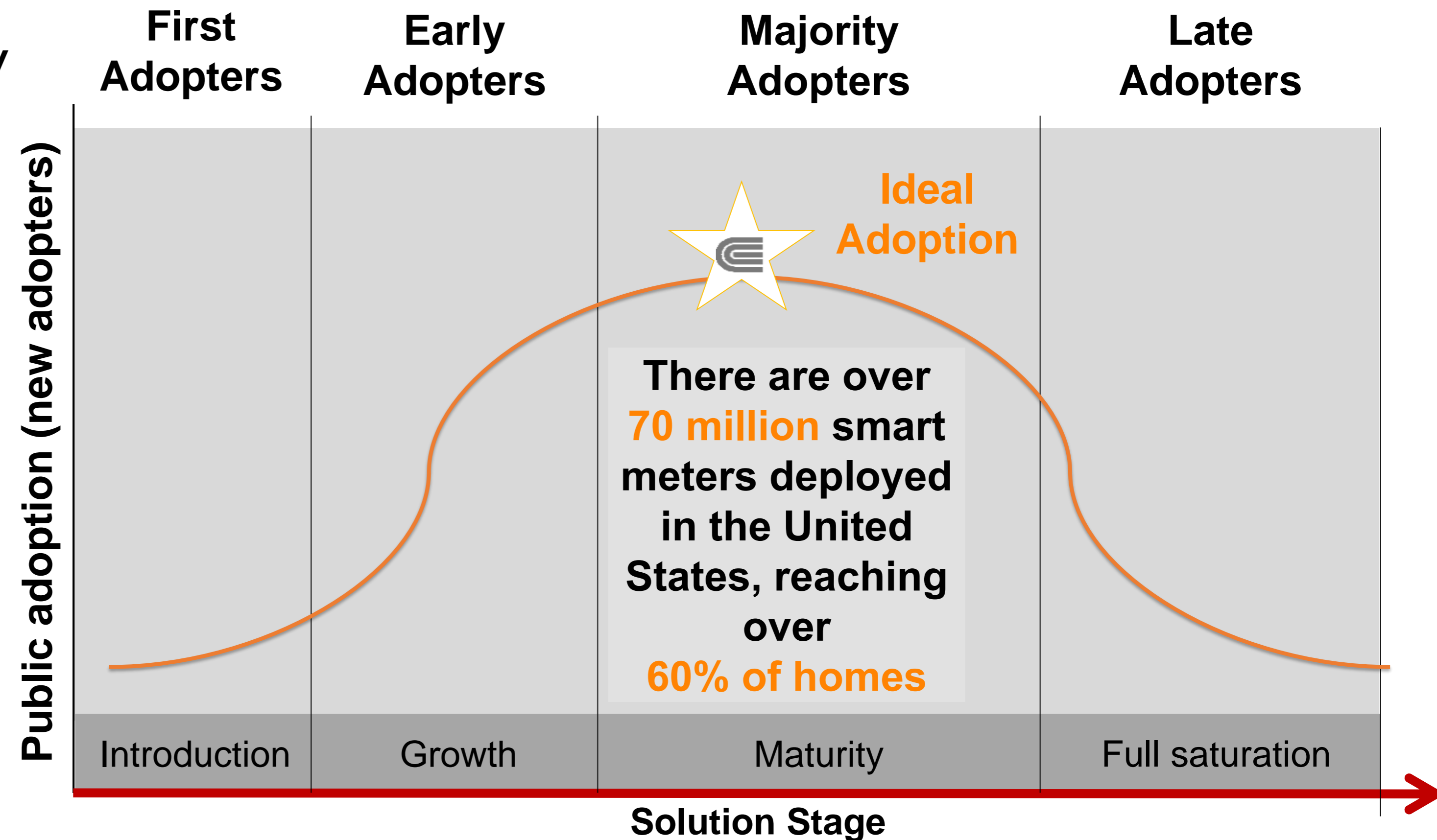


Foundation for Smart Meter Project



- Benefits of majority adoption
 - Most advanced technology
 - Competitive pricing
 - Strong system security

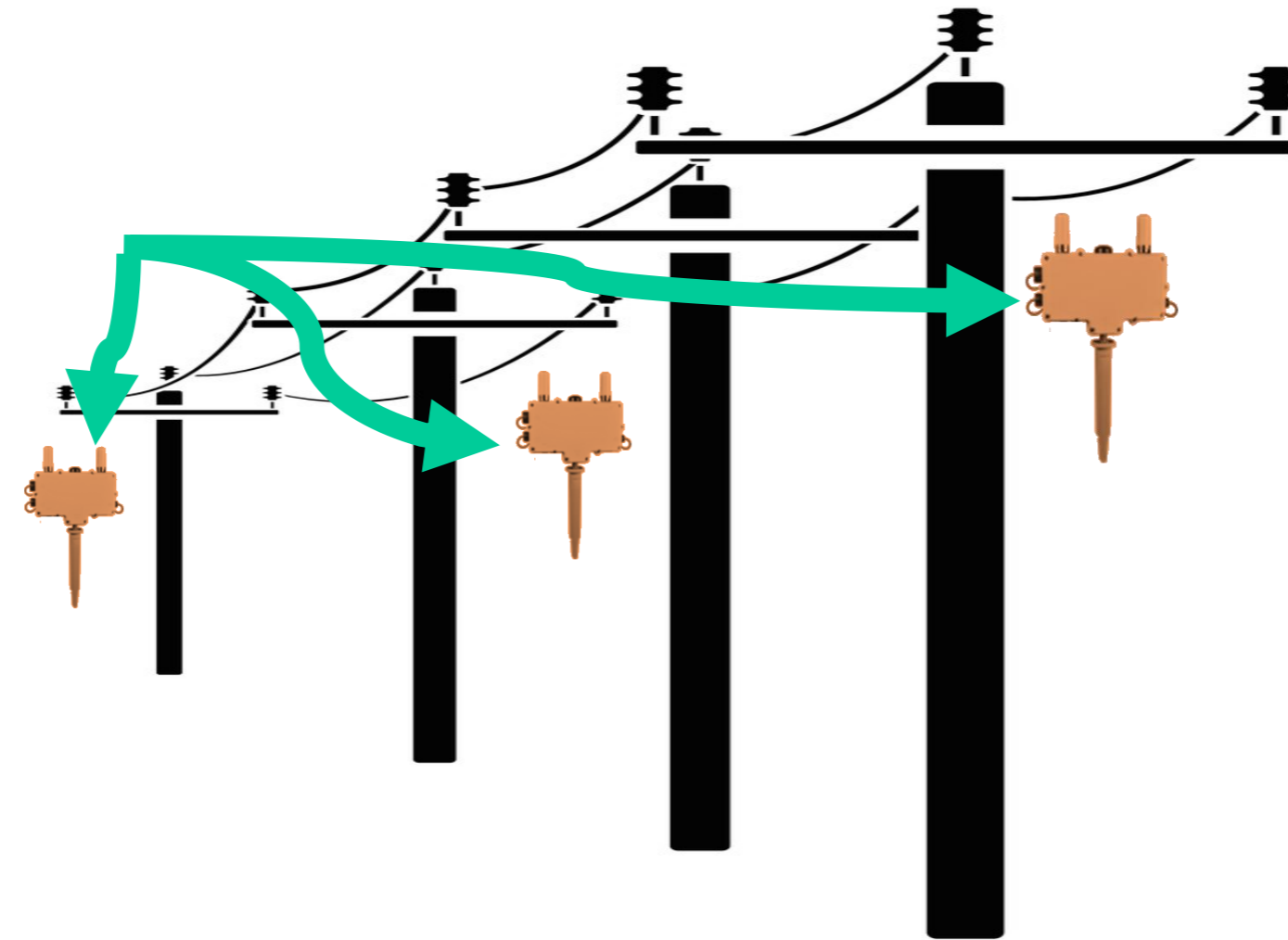
Stages of Smart Meter Adoption



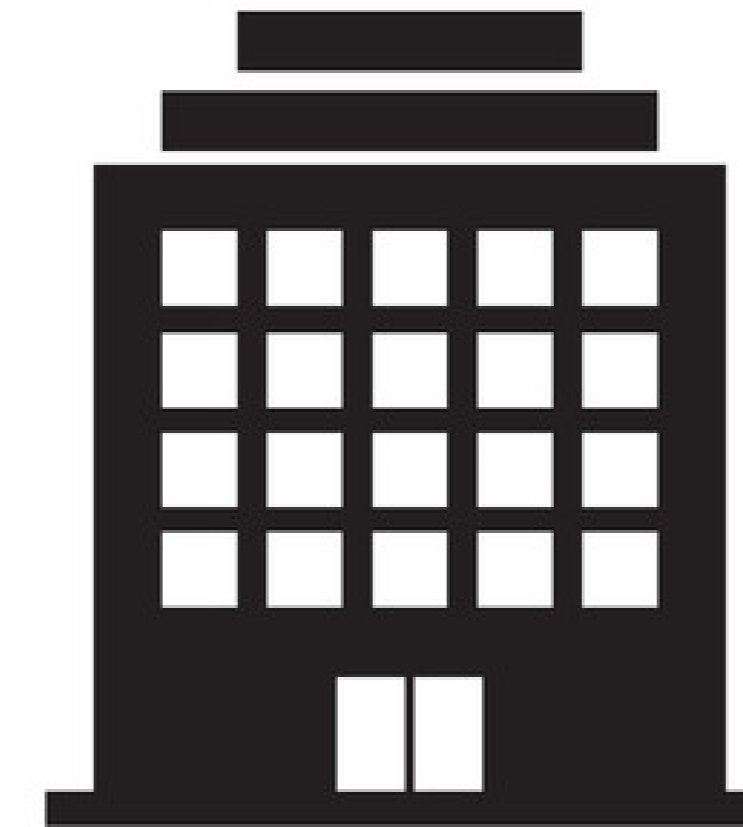
Smart Technology Overview



**Electric Smart
Meters and Gas
Modules**



Communication Network



**Business
Applications**



**Customer
Data
Presentment**

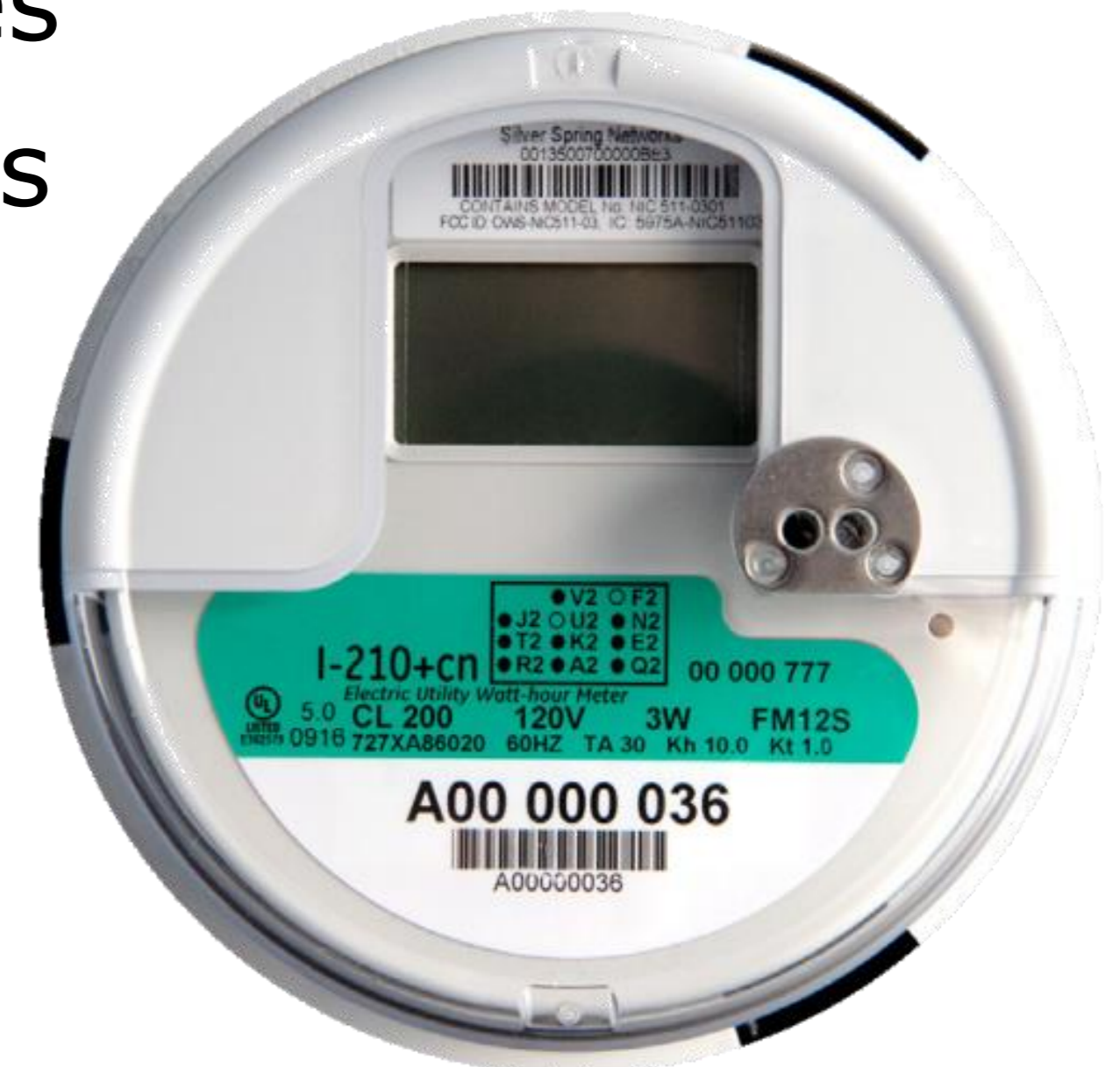


**Smart meters enable two-way communications between O&R
and its customers.**

Electric Smart Meter



- Securely communicates with each other and with the company's communication network
- Collects data
 - Usage data for residential customers every 15 minutes
 - Usage data for commercial customers every 5 minutes
 - Voltage data
 - Outage data
 - Events and alarms



Smart Gas Module



- Attaches to existing gas meter
- Records hourly gas readings
- "Wakes up" once a day to securely transmit usage data
- Battery powered



Communication Network Devices



- Access Points (APs)
- Relays
- 455 network devices needed for Orange & Sullivan counties
- Installed in communication and secondary zones





- Enables customer convenience
- Engages customers to be active energy consumers
- Improves operational excellence
- Helps the environment
- Allows for future operating benefits



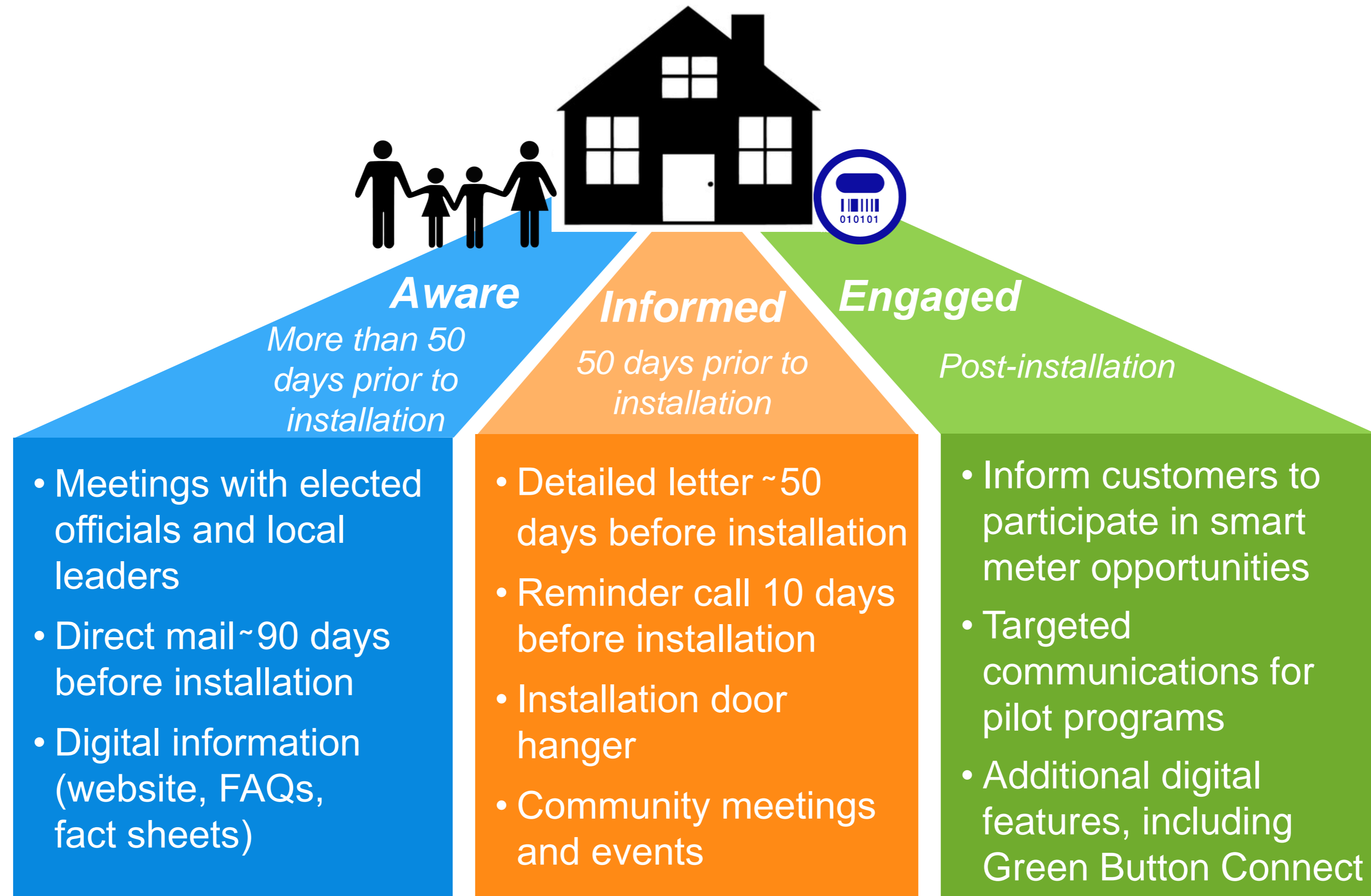
Informing Our Customers

Michael Pinto

Senior Specialist - AMI Operations



Customer Education Plan



Post – Installation Communications



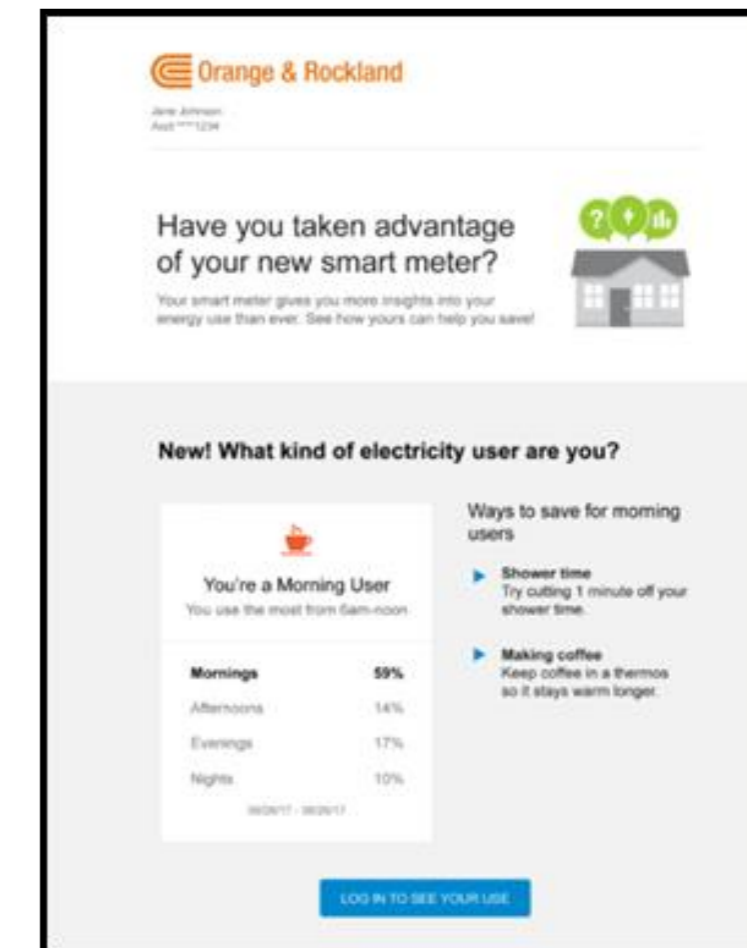
Welcome Letter

Introduces the benefits of smart meters



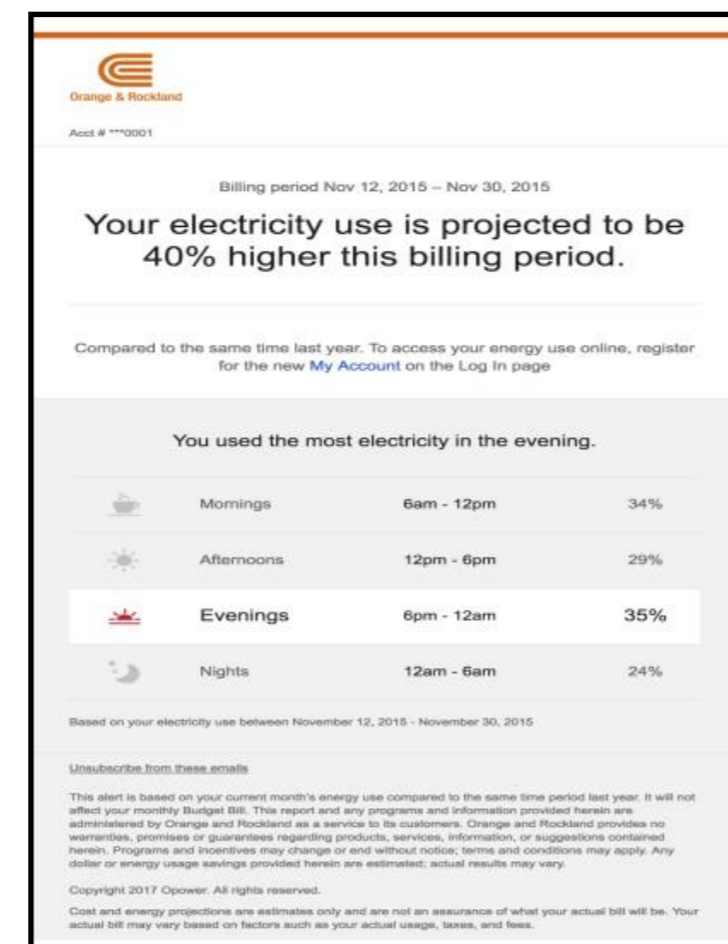
Participation Letter

Highlights new smart meter technology and drives customers to enroll online



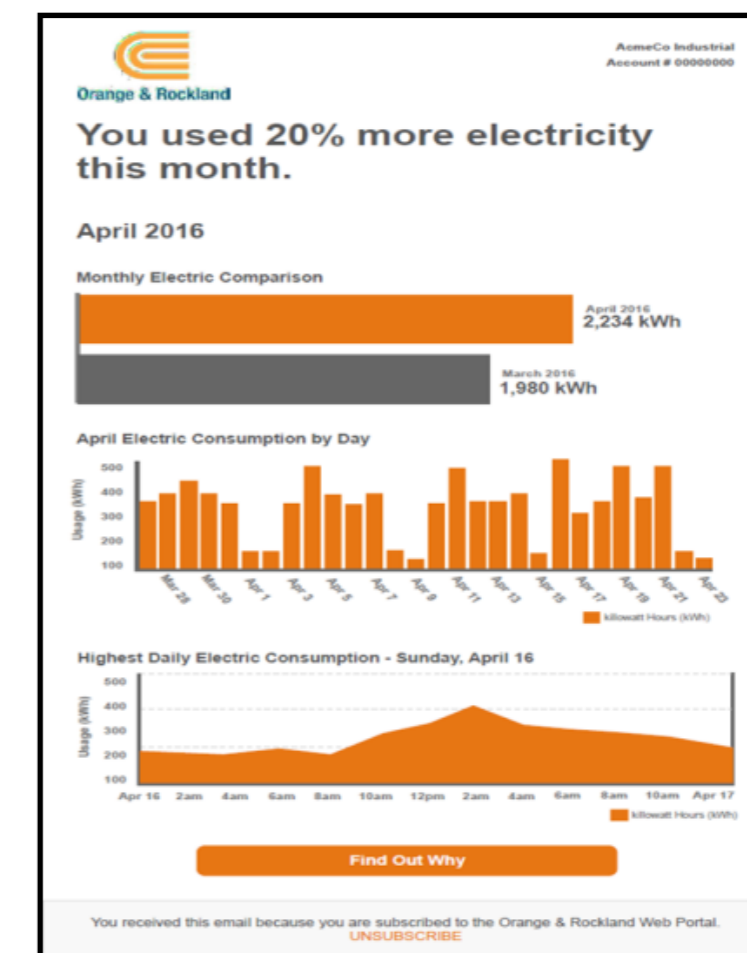
High Bill Alerts

Informs and provides insight into customers' energy usage

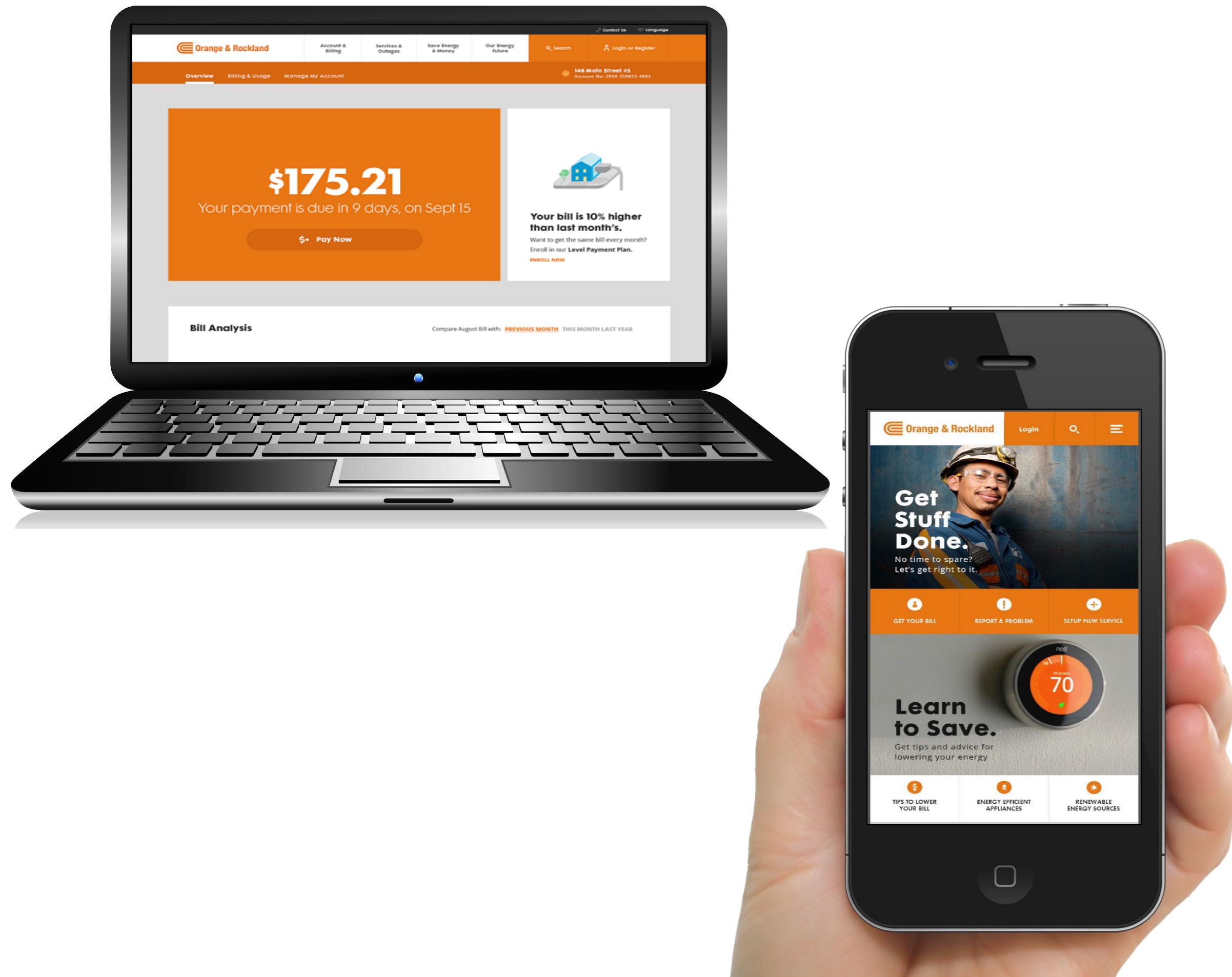


Weekly Energy Reports

Helps customers analyze their energy usage



Energy Information, Wherever You Are

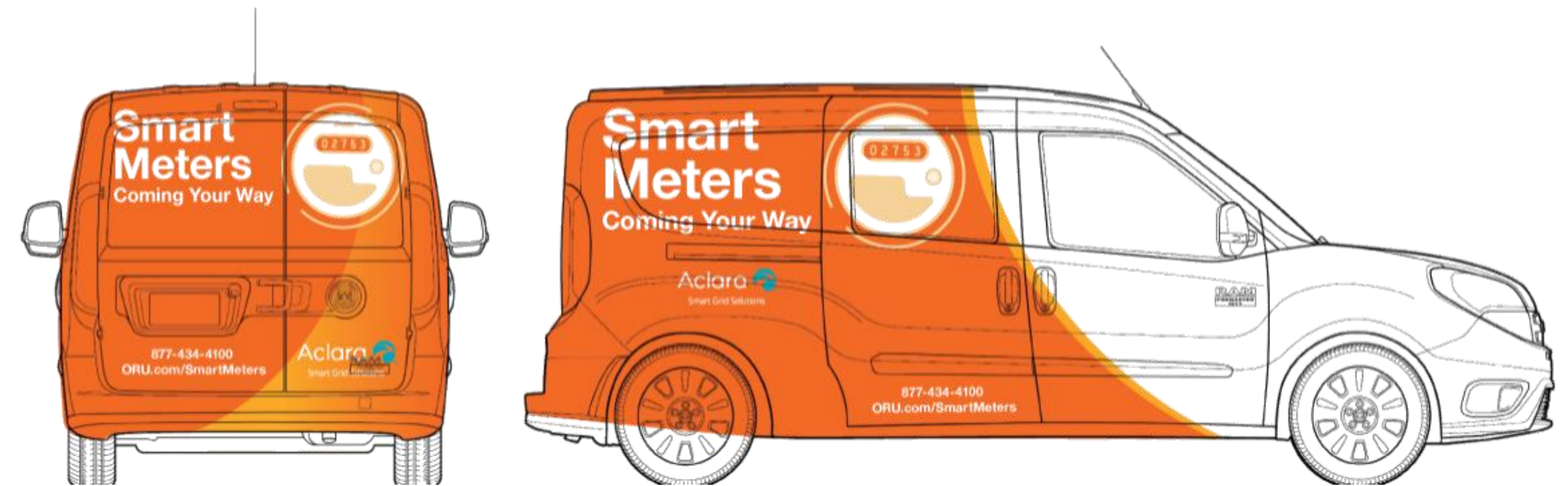


- Primary benefit of smart meters is **customer data presentment**
- The Digital Customer Experience Project, or DCX, will transform how customers get this data
- Through the new web portal, **O&R will provide usage information** to all digital devices
- We want customers to make informed decisions on their energy usage

Privacy and Security



- **Smart meters will not collect** customers' personal identifying information
- **Security and encryption** technology will safeguard our smart meter network and data
- Installers will have **Company-issued ID** and **clearly labeled vehicles**
- Customers will be **notified in advance**



Orange & Rockland EVERYTHING MATTERS

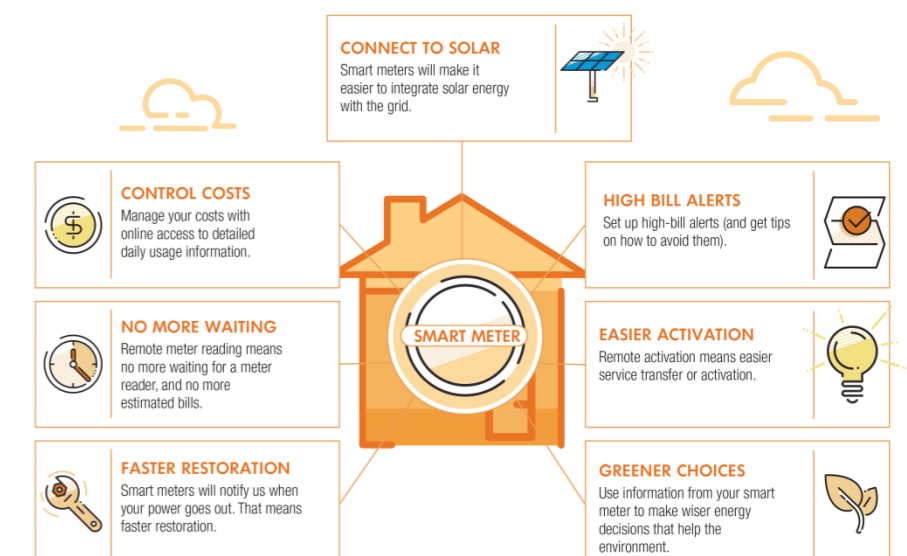
**Choice.
Control.
Convenience.**

COMING SOON, ALL IN ONE LITTLE SMART METER.



What's So Smart About a Smart Meter?

Unlike your current meter, smart meters will let you monitor how you're using energy and help you manage your bill.



Common Concerns



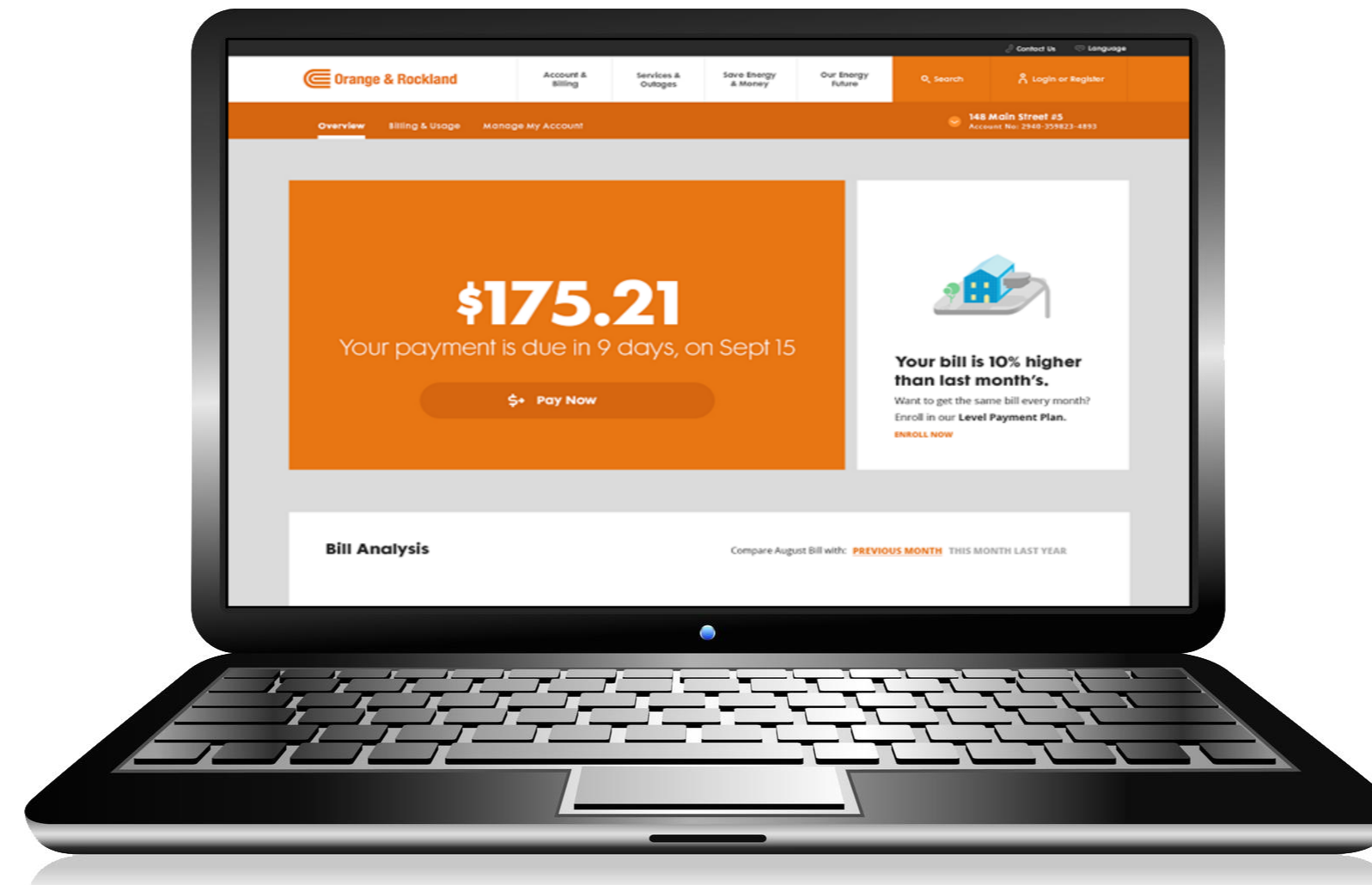
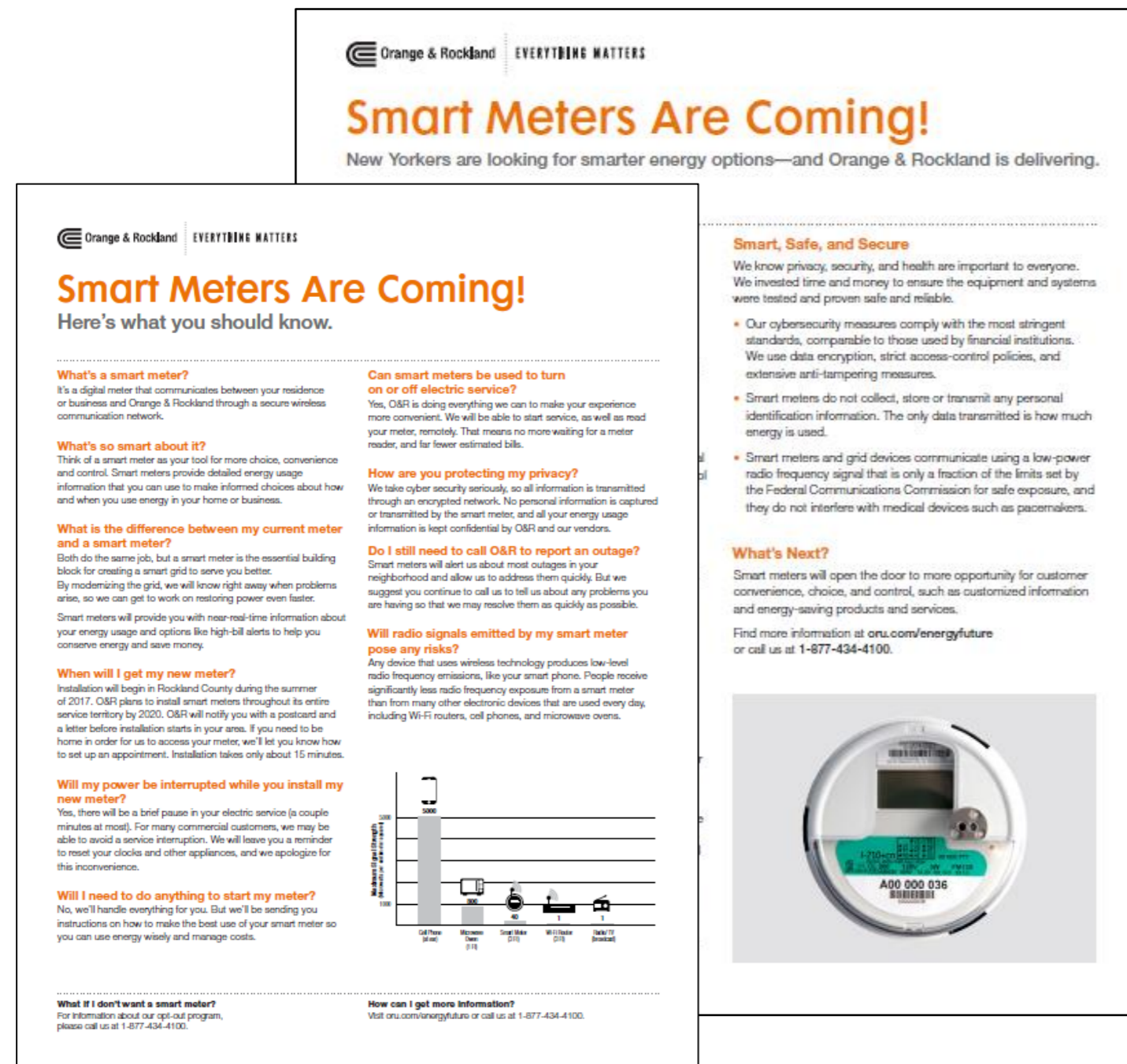
- **Smart meters will not collect** customers' personal identifying information
- **Security and encryption** technology will safeguard our network and data
- Installers will have **company-issued ID** and **clearly labeled vehicles**
- Smart meters and devices are ANSI **tested and certified**
- Electric meters are third party tested and certified by the **Underwriters Laboratories, Inc. as well as the NYPSC**





- Customers who do not wish to have a smart meter, will be able to opt-out
- Details described in the 45-day notification to all customers
- \$10 or \$15 monthly fee
- \$45, \$55, or \$90 exchange fee

Resources



- Fact Sheets
- FAQs

- O&R Corporate Affairs contacts
- 877-434-4100 Customer Service

Questions?

