

CONNECT TO SOLAR \$ CONTROL COSTS NO MORE WAITING

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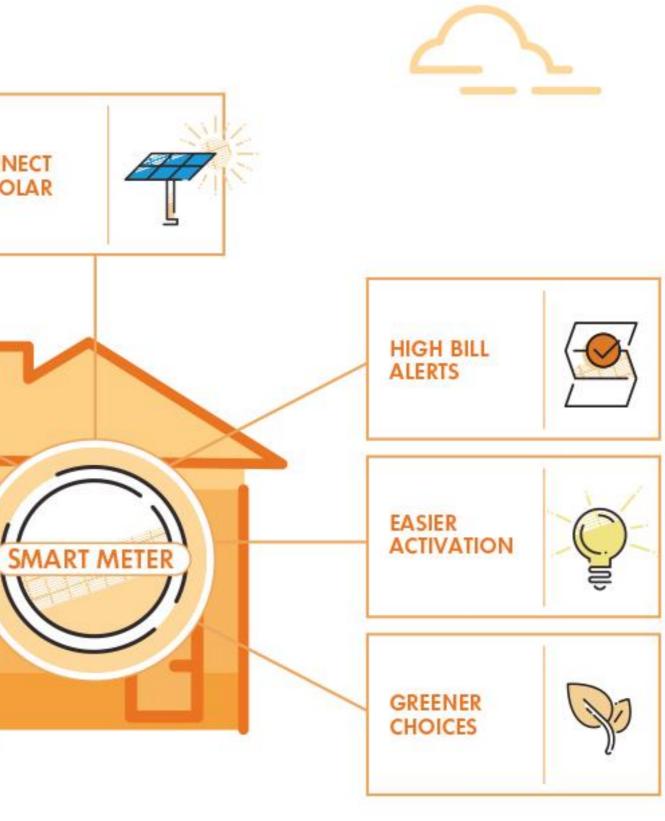
FASTER

RESTORATION



Smart Meters

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



Cange & Rockland

oru.com/ smartmeters

877-434-4100



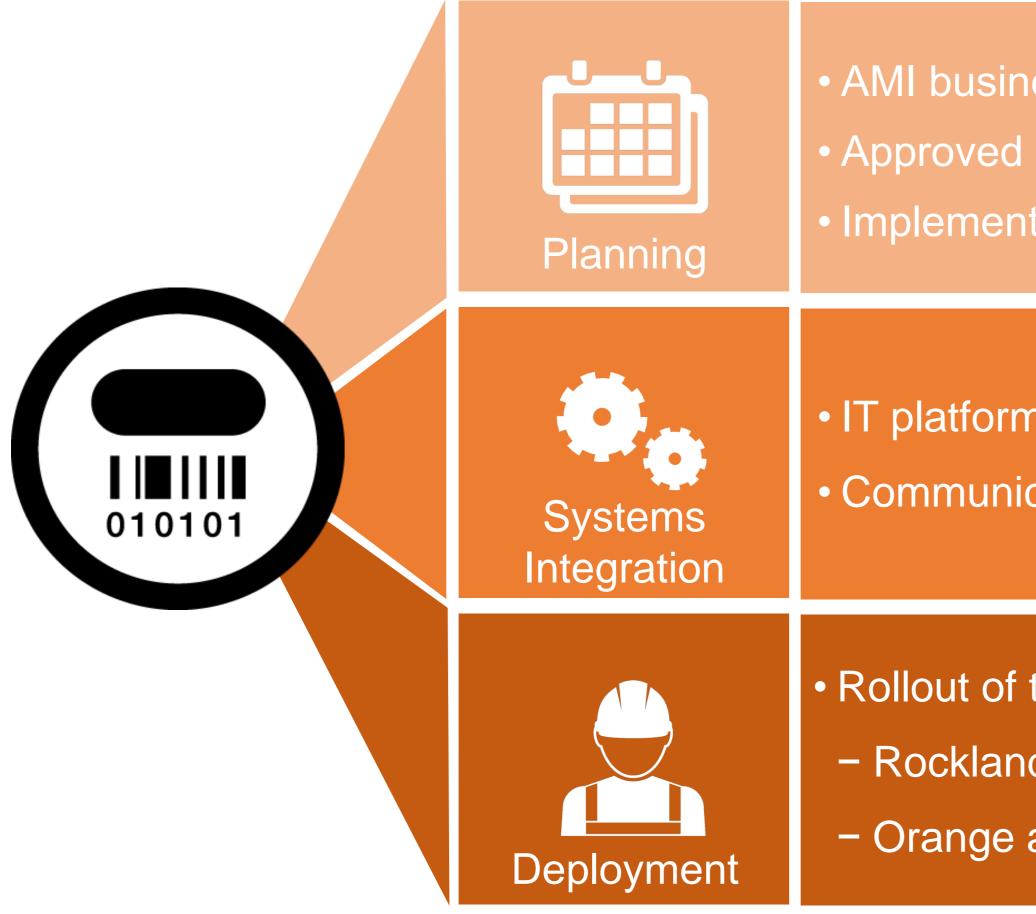
Smart Meter Infrastructure

Keith Scerbo Director - AMI Operations





Program Overview







AMI business plan, AMI customer engagement plan
Approved by New York Public Service Commission (NYPSC)
Implementation/integration planning

- IT platform implementation
 Communication system design and planning
- Rollout of the communications network and smart meters
 Rockland County: 115,800 electric, 91,200 gas
 Orange and Sullivan counties: 112,650 electric, 42,450 gas



Foundation for Smart Meter Project



- Most advanced technology
- Competitive pricing
- Strong system security

adoption (new adopters) ublic





Stages of Smart Meter Adoption

First Adopters	Early Adopters	Majority Adopters	Late Adopters
		Ideal Adoption	
Introduction	Growth	Maturity	Full saturation
Solution Stage			





Smart Technology Overview



Electric Smart Meters and Gas Modules

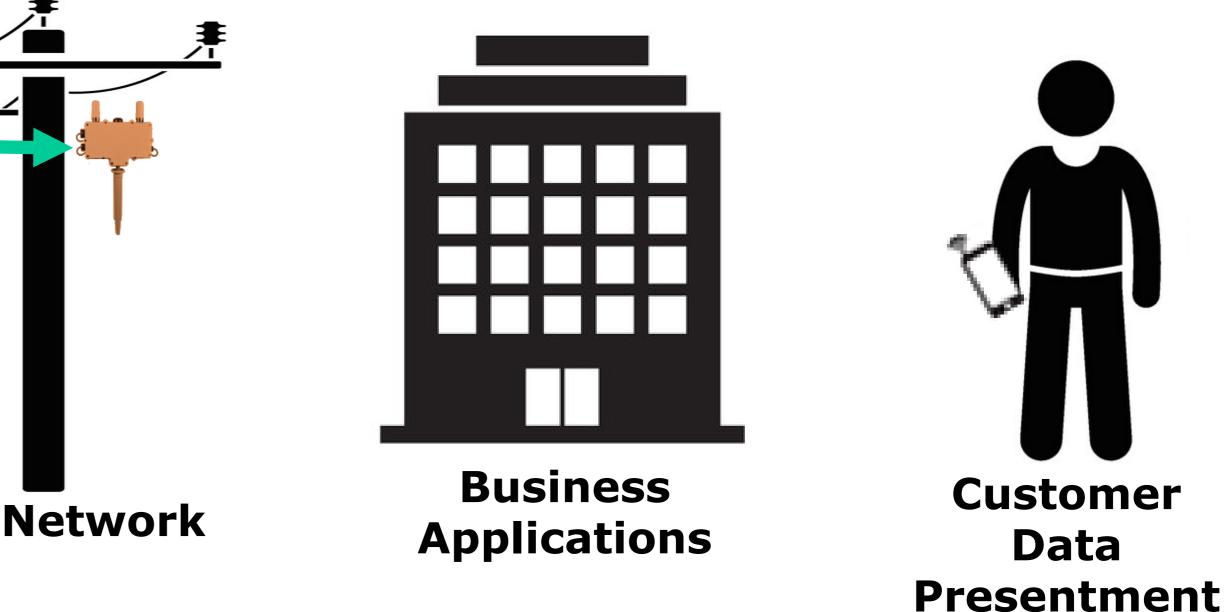
Communication Network

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







HARRINGTON





Benefits

- 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

Aware More than 50 days prior to installation

Informed 50 days prior to installation

- Meetings with elected officials and local leaders
- Direct mail~90 days before installation
- Digital information (website, FAQs, fact sheets)

- Reminder call 10 days before installation
- Installation door hanger
- Community meetings and events







• Detailed letter ~ 50 days before installation

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Engaged

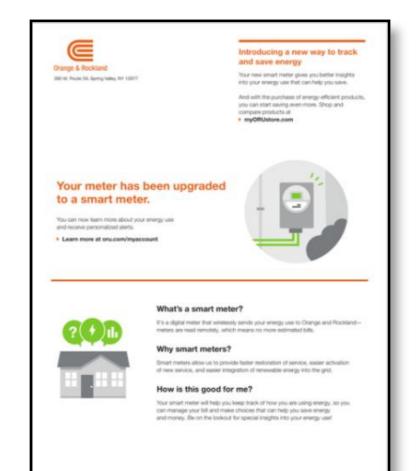
Post-installation

- Inform customers to participate in smart meter opportunities
- Targeted communications for pilot programs
- Additional digital features, including Green Button Connect

Post – Installation Communications

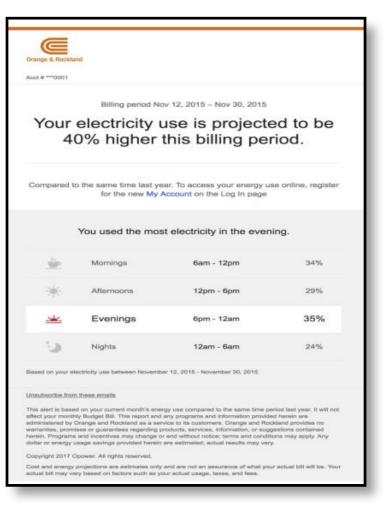
Welcome Letter

Introduces the benefits of smart meters



High Bill Alerts

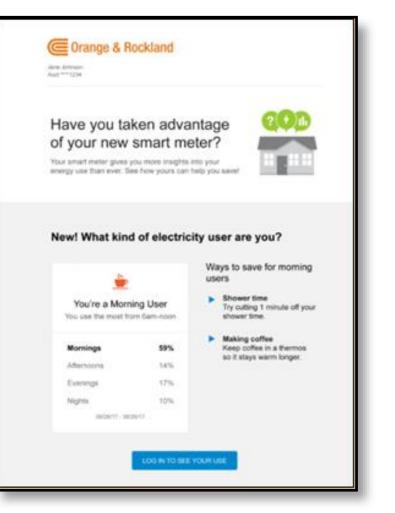
Informs and provides insight into customers' energy usage





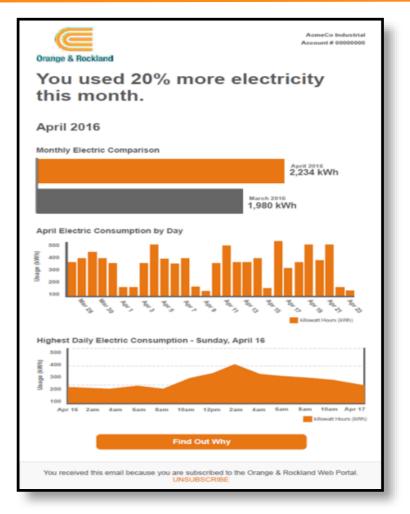
Participation Letter

Highlights new smart meter technology and drives customers to enroll online



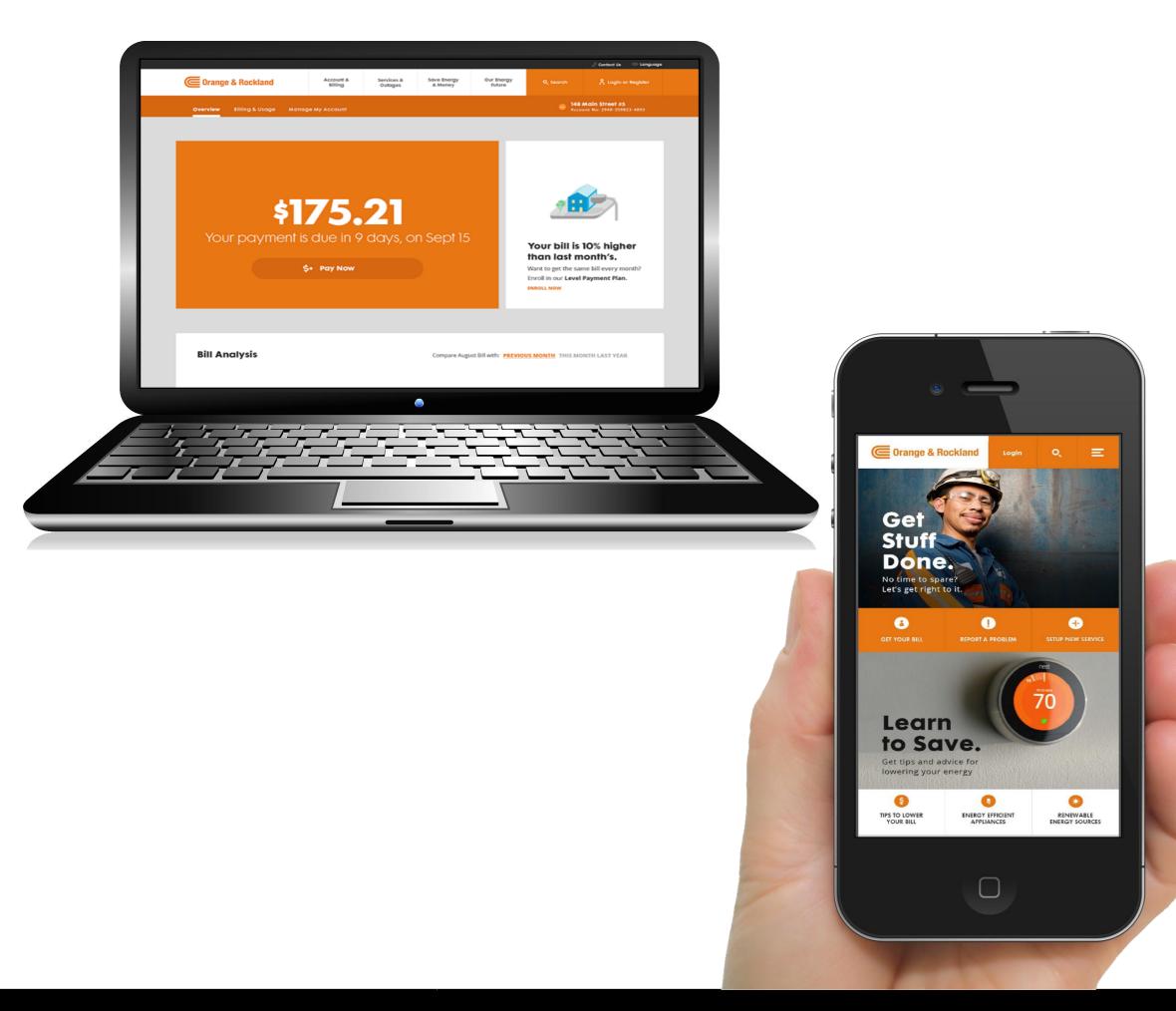
Weekly Energy Reports

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

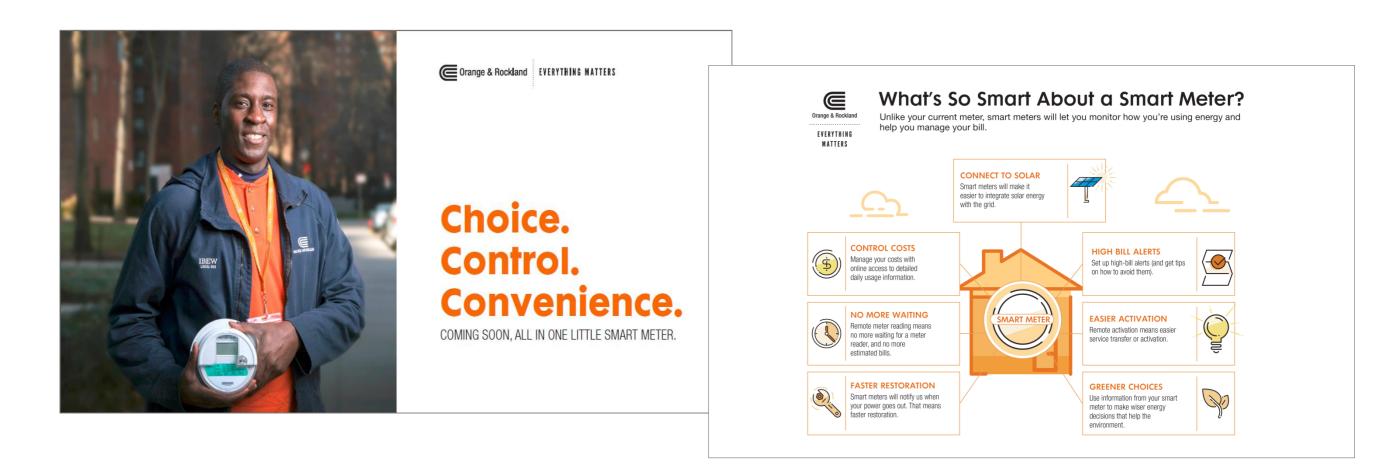


Privacy and Security

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









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

Crange & Rockland EVERYTHING WATTERS

Smart Meters Are Coming!

New Yorkers are looking for smarter energy options-and Orange & Rockland is delivering.

Orange & Rockland EVERYTHING MATTERS

Smart Meters Are Coming!

Here's what you should know.

What's a smart meter?

It's a digital meter that communicates between your residence or business and Orange & Rockland through a secure wireless communication network.

What's so smart about it? Think of a smart meter as your tool for more choice, convenience and control. Smart meters provide detailed energy usage information that you can use to make informed choices about how and when you use energy in your home or business.

What is the difference between my current meter and a smart meter?

and a smart meter? Both do the same job, but a smart meter is the essential building block for creating a smart grid to serve you better. By modemizing the grid, we will know right away when problems arise, so we can get to work on restoring power even faster. Smart meters will provide you with near-real-time information about

your energy usage and options like high-bill alerts to help you conserve energy and save money.

When will I get my new meter?

Installation will begin in Rockland County during the summer of 2017. O&R plans to install smart meters throughout its entire service territory by 2020. O&R will notify you with a postcard and a letter before installation starts in your area. If you need to be home in order for us to access your meter, we'll let you know how to set up an appointment. Installation takes only about 15 minutes.

Will my power be interrupted while you install my

New meter? Yes, there will be a brief pause in your electric service (a couple minutes at most). For many commercial customers, we may be able to avoid a service interruption. We will leave you a reminder to reset your clocks and other appliances, and we apologize for this inconvenience.

Will I need to do anything to start my meter? No, we'll handle everything for you. But we'll be sending you instructions on how to make the best use of your smart meter so you can use energy wisely and manage costs.

What If I don't want a smart meter? For Information about our opt-out program, please call us at 1-877-434-4100.

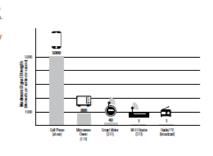
Can smart meters be used to turn on or off electric service? Yes, OSR is doing everything we can to make your experience more convenient. We will be able to start service, as well as read your meter, remotely. That means no more waiting for a meter reader, and far fewer estimated bills.

How are you protecting my privacy? We take cyber security seriously, so all information is transmitted through an encrypted network. No personal information is captured or transmitted by the smart meter, and all your energy usage information is kept confidential by O&R and our vendors.

Do I still need to call O&R to report an outage? Smart meters will ader us about most outages in your neighborhood and allow us to address them quickly. But we suggest you continue to call us to tell us about any problems you are having so that we may resolve them as quickly as possible.

Will radio signals emitted by my smart meter

pose any risks? Any device that uses wheless technology produces low-level radio frequency emissions, like your smart phone. People receive significantly less radio frequency exposure from a smart meter than from many other electronic devices that are used every day, including WH-F routers, coll phones, and microwave ovens.



How can I get more information? Visit on:.com/energyfuture or call us at 1-877-434-4100.

- Fact Sheets
- FAQs



Smart, Safe, and Secure We know privacy, security, and health are important to everyone.

We invested time and money to ensure the equipment and systems were tested and proven safe and reliable. • Our cybersecurity measures comply with the most stringent

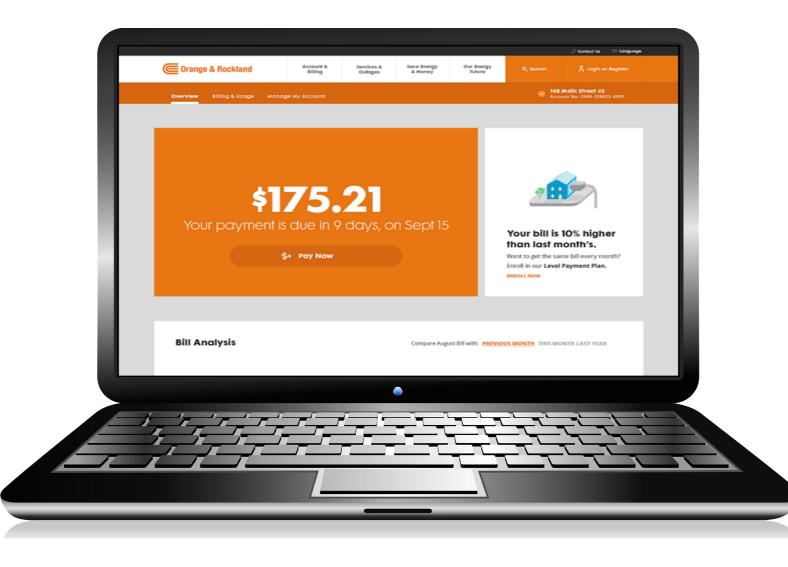
- standards, comparable to those used by financial institutions. We use data encryption, strict access-control policies, and extensive anti-tampering measures.
- Smart meters do not collect, store or transmitt any personal identification information. The only data transmitted is how much energy is used.
- Smart meters and grid devices communicate using a low-power radio frequency signal that is only a fraction of the limits set by the Federal Communications Commission for safe exposure, and they do not interfere with medical devices such as pacemakers.

What's Next?

Smart meters will open the door to more opportunity for oustomer convenience, choice, and control, such as customized information and energy-saving products and services.

Find more information at oru.com/energyfuture or call us at 1-877-434-4100.





• oru.com/smartmeters





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

Questions?



