



Dear [customer],

Like any aging appliance, your meter needs to be replaced. As part of our ongoing commitment to empowering our customers, we are in the process of replacing existing meters with new smart meters.<sup>1</sup>

### Your new smart meter will provide:

- **MORE CUSTOMER CONTROL, MORE WAYS TO SAVE:** continuous, secure access to your energy data means more insight into how and when you use energy—which could help you lower your bill.
- **FASTER, NEAR REAL-TIME ENERGY READINGS:** available within minutes, through your *My Account* portal.
- **FASTER RESPONSE:** enhanced outage monitoring and storm response.

It's all part of National Grid's ongoing commitment to supporting the communities we serve with smarter tools to manage energy consumption and costs—while working to build a more reliable, robust and climate-friendly energy grid for the future.

You can learn more details about your new smart meter and the installation process at [ngrid.com/smartmeter](https://ngrid.com/smartmeter)

<sup>1</sup> If you decide you do not want to receive the benefits of a new smart meter, you can choose to opt-out and have a conventional, or “non-communicating,” new meter installed instead. Since this meter will not transmit any data automatically, your meter will need to be read manually by a utility representative, which carries a cost. Please complete an opt-out request form at [ngrid.com/optout](https://ngrid.com/optout).



For more information, visit  
[ngrid.com/smartmeter](https://ngrid.com/smartmeter)

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