

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 the difference between my current meter and a smart meter?

They both do the same job: They collect information about how much energy you use. While we can only collect your usage information from your current meter once a month, a smart meter sends readings every day, using the same type of extremely low-frequency radio signals that allow you to use your smartphone, listen to the radio, or watch TV. Smart meters will also let us know right away when problems arise, so we can get to work on restoring power even faster.

How will a smart meter help me?

Your smart meter will let you keep track of how you are using energy and help you manage your bill.

Once your smart meter is installed, you'll have online access to detailed information about your daily energy use. You can use that information to make choices that can help you save energy and money.

- See your energy usage in 15-minute increments.
- Get high-bill alerts (and tips on how to avoid them).
- Get information about energy-saving products and services.

Smart meters will allow us to read your meter remotely. That means no more waiting for a meter reader, and no more estimated bills. We will also be able to activate service remotely.

If you use solar energy, a smart meter will help us integrate these renewable resources more efficiently.

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 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 of 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?

Nope, we'll handle everything for you. But we'll be providing you with instructions on how to access and make the best use of information from your smart meter.

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?

Yes. Smart meters will alert us about most outages in your neighborhood. But we suggest you continue to tell us about any problems you are having so that we can address them as quickly as possible.

What if I don't want a smart meter?

For information about how to opt out, please call us at 1-877-434-4100.

How can I get more information?

Visit oru.com/smartmeters or call us at 1-877-434-4100.