

A smart meter will arrive soon.

We will be installing your new advanced smart meter shortly.

Your new electric meter installation is happening soon. Like any aging appliance, your meter needs to be replaced. The typical installation should take our trained technicians only minutes to complete, and will not require you to be at your home or business. However, if you have an indoor meter, we will need someone there to allow us access to it.

With your new smart meter, you can look forward to benefits including:

- **More customer control**, with secure access to how and when you use energy—which could help you lower your bill
- **Faster, near real-time readings**, available within minutes
- **Enhanced outage monitoring**, storm response and more

If you’re an electric and gas customer, your electric meter will be installed first and your gas module will be installed at a later date. **Most electric meter installations require an interruption in power, usually for less than 10 minutes.** *For all customers in National Grid’s Life Support, Blind and Disabled, or Medical Protections programs, your meter will not be changed without making contact with you in advance.*

Your new meter will be installed regardless of account status or current balance.

Learn More About Smart Meters

Review Your Welcome Brochure



National Grid



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