

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 Con Edison 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 information about your energy usage so you can 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?

Both do the same job, but a smart meter is the essential building block for creating a smart grid for New York City. By modernizing the grid, Con Edison will know right away when problems arise, so we can get to work on restoring power even faster.

Smart meters will allow us to read your meter remotely. That means no more waiting for a meter reader, and no more estimated bills.

Smart meters will provide you with detailed information about your daily energy usage and options like high bill alerts, and customized information to help you conserve energy and save money.

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

When will I get my new meter?

Installation will begin on Staten Island and in Westchester in 2017, and will continue through 2022 in Brooklyn, Manhattan, Queens and the Bronx. Con Edison will notify you with a postcard and a letter before installation starts in your area. If your meter is outside, you don't need to do anything. If you need to be home for us to access your meter, we'll let you know how to set up an appointment.

Will my power be interrupted while you install my new meter?

Yes, there will be a brief pause in your electric service (15 minutes at most). We will leave you a reminder to reset your clocks and other appliances.

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?

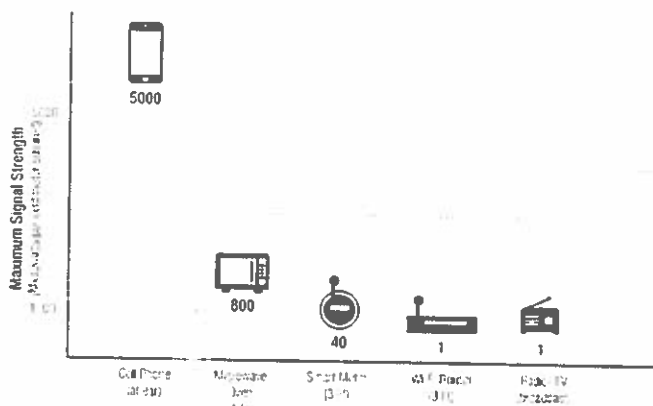
We take cyber security seriously, so all information is transmitted through an encrypted network. No personal information is captured or transmitted by the smart meter, and all your energy usage information is kept confidential by Con Edison and our vendors.

Do I still need to call Con Edison to report an outage?

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 may address them as quickly as possible.

Will radio signals emitted by my smart meter pose any risks?

Any device that uses wireless 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 Wi-Fi routers, cell phones, and microwave ovens.



Source: California Council on Science and Technology Smart Meter Study April 2011

What if I don't want a smart meter?

For information about how to opt out, please call us at 1-800-576-2005.

How can I get more information?

Visit conEd.com/smartmeters or call us at 1-800-576-2005.



conEdison

EVERYTHING
MATTERS

What's So Smart About a Smart Meter?

Unlike your current meter, smart meters allow you to monitor how you're using energy and manage your bill. Think of a smart meter as your tool for more choice, control, and convenience.



Manage your **COSTS**
with detailed **DAILY USAGE**
information.



NO MORE WAITING at home
for a meter reading. No more
estimated bills.



Your smart meter will
notify us when your power
goes out. That means faster
RESTORATION.



Makes integration of **SOLAR**
energy with the grid easier.



REMOTE activation or
transfer of service means
no more waiting.



Make wiser energy decisions
that help the **ENVIRONMENT.**



Smart Meters: Privacy and Security

Beginning in 2017, Con Edison will be installing smart meters throughout New York City. By modernizing the grid, we can give you more choice, convenience and control. For starters, you'll get detailed information about your energy usage so you can make informed choices about how and when you use energy in your home or business.

We want you to know that data security and your privacy are among our top concerns. Because smart meters communicate with us through a secure wireless network, we made sure the equipment and systems were tested and proven safe and secure.

We follow robust cybersecurity protocols.

- Con Edison's cybersecurity measures follow standards for smart meters set by the National Institute of Standards and Technology and are comparable to those used by financial institutions. They include meter security mechanisms, data encryption, strict access-control policies, and extensive anti-tampering measures. For example, each smart meter has separate security credentials, and requires verification from any device attempting to communicate with it.
- We regularly test and update our systems to identify potential weaknesses, and keep our cyber system secure.

Smart meters do not transmit personal information.

- Smart meters do not collect, store or transmit any personal identification information. The only data transmitted is how much energy you use. (What you use it for is your business.)
- Smart meters do collect voltage data that we use to operate the grid more efficiently. They will transmit diagnostic flags and outage alerts so we can respond quickly to any problems.

We keep your usage information private.

- Con Edison uses the data we collect from your meter only for billing purposes, to operate the grid efficiently, and to provide you with customized recommendations for how to save energy.
- We adhere to all New York and New Jersey laws that regulate the use of personal information for business functions, such as billing and customer service. Our privacy policy can be found at conEd.com/privacy

Smart meters, like traditional meters, track only how much energy you use—not how you use it.



Have more questions? Visit

conEd.com/smartmeters or call 1-800-576-3005