



# NYSEG Meter Reading Information

## General Information:

- NYSEG strives and plans to read a customer's meter every other month, with customers receiving an estimated bill for the month that their meter is not read.
- When customers do receive an estimated bill, the estimate is based on that customer's historical usage trends and patterns.
- NYSEG does not and will not modify our meter reading and billing routine based on the supply costs of electricity.

## Impact of COVID-19 on Meter Reading:

- COVID-19 has required the company to make some modifications to our meter reading program.
- To keep both our employees and the public safe, indoor meter reading has been suspended since last year. We briefly restarted indoor meter reads in the summer of 2020, but again suspend the program as COVID-19 rates increased. Our top priority is to always keep our customers and employees safe.
- In the Brewster division, indoor electric meters account for a small percentage of customer meters.
- Due to COVID-19 procedures, there have been some instances where circumstances as a result of COVID-19 prevented us from reading meters. Primarily, those instances were impacted by workers taking necessary safety precautions, such as the need to quarantine.

## What Happens if NYSEG Cannot Read a Customer Meter:

- NYSEG schedules its work with the intention of reading a customer's meter every other month. In the event that a meter reader cannot read a meter on a particular day, they will attempt to read the meter for an additional two consecutive days after. After that, if it isn't read, an estimated bill for that month will be sent.
- In cases where a meter is not read and an estimated bill is issued to the customer, the meter will not be read until the next regularly scheduled time.
- For instance, if a customer is supposed to have their meter read in January and we are unable to read it, the next meter read will occur in March, as scheduled.



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## What Would Cause NYSEG Not to Read Meters:

- As noted, COVID-19 has had some impact on our meter reading schedule.
- However, one of the primary disrupters of our meter reading effort is storms.
- Meter Readers are used in storm response efforts to provide critical resources to help respond and keep the public safe. An example of this is our use of meter readers as wire guards.
- When the company forecasts a pending storm, meter reading operations are suspended to allow meter readers to transition into their storm roles.
- The end of 2020 and early part of 2021 was a particularly active storm season.

## How Can Customers Avoid Estimated Bills Today:

- To avoid estimated bills, customers can submit their own meter reads directly to the company.
- To submit a meter read, customers can use the customer portal on NYSEG.com, use our mobile app (available for iOS and Android), or call our customer care team.
- The company strongly recommends that customers seeking to avoid estimated bills provide monthly meter reads.

## What is NYSEG Doing to Eliminate Estimated Bills Long-Term:

- In the recent Joint Proposal Agreement, adopted by the New York Public Service Commission in November 2020, NYSEG was approved to begin the implementation of smart meters.
- Smart meters will eliminate the need for estimated bills and will allow the company to bill customers for the actual consumption of energy each month.
- In addition, as part of our smart implementation process, the company also plans to upgrade our billing systems and implement customer usage systems that will provide customers with more detailed data about their energy usage (15-minute intervals for residential customers and 5-minute intervals for commercial customers).
- This will allow for better energy management by customers and empower customers to better manage their energy usage.