



NYSEG RG&E Customer Meter Reading Program and Meter Access Outreach and Education Communications

Customer Meter Reading Program:

NYSEG and RG&E have well-established Customer Meter Reading programs offered as a free option for customers who would like to read their meter to replace an estimated bill or have a difficult to access meter. Our meter reading program, Meter Read Alerts, allows customers to select one or multiple channels to receive reminders via email, text message or voice message on the months they would like to provide a reading. The Meter Read Alert provides a five-day window for meter readings to be entered for billing. Customers can easily submit a meter reading through multiple channels by visiting our website, calling our automated services line, replying to their text message alert or submitting on our Mobile App. Throughout the year customers are also reminded to provide clear access to their meters so we're able to access for regular meter readings and periodic inspections.

Meter Reading Education:

To build understanding of our Customer Meter Reading program, we offer a number of different resources on our websites about our program. Our *Why Read Your Meter* webpage highlights the benefits of reading your meter to replace an estimate, a meter reading guide, how to receive reminders and how to enter meter readings. This webpage also explains the importance of clear access to the meter seasonally.

Why Read Your Meter webpages:

- NYSEG: <https://www.nyseg.com/wps/portal/nyseg/account/meterreads/whyreadyourmeter/>
- RG&E: <https://www.rge.com/wps/portal/rge/account/meterreads/whyreadyourmeter/>

Our *Reading Your Meter* webpage includes a tutorial on submitting a meter reading through our Mobile App, our meter access policy, an explanation of the various types of meters and how to read them.

Reading You Meter webpages:

- NYSEG: <https://www.nyseg.com/wps/portal/nyseg/account/meterreads/readingyourmeter/>
- RG&E: <https://www.rge.com/wps/portal/rge/account/meterreads/readingyourmeter/>

Our contact center agents are also trained on our Customer Meter Reading program and offer Meter Read Alerts to customers calling or emailing that may be interested in providing readings at the start of service to help establish their own historical energy use, when calling about an



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estimated bill or difficult access to the meter and as a tool to better understand and track their monthly energy use.

Meter Reading Outreach:

We frequently highlight our Customer Meter Reading program in our monthly bill inserts, EnergyLines, and include in our Rights & Responsibilities brochure sent to customers in March annually and to all new customers in a Welcome Letter. These documents can be found in our Energy Libraries below.

Energy Library (bill inserts):

- NYSEG: <https://www.nyseg.com/wps/portal/nyseg/networksfooter/support/energylibrary/>
- RG&E: <https://www.rge.com/wps/portal/rge/networksfooter/support/energylibrary/>

Customer meter reading is also highlighted on bills within our messages section. For customers contacting us by phone, on hold messages remind our customers of the option to receive reminders to submit meter readings. Sample messaging used at both companies is included below.

On hold messages (NYSEG samples):

Now there's an easy way to manage your account. With our FREE mobile app, you can view and pay your bill, enroll in eBill and AutoPay, report an outage, submit a meter read and more. Text APP to 697-348 and we'll send you a link to download the app quickly and easily.

You can get bills based on your actual energy use when you provide us your meter reading, and you can do it easily with our mobile app – even in hard-to-read places with our flashlight feature! Download the app today by searching NYSEG in the App Store or get it on Google Play.

Bill Print Message (RG&E samples):

Our FREE Mobile App makes managing your account easy and convenient. You can view and pay your bill, enroll in eBill and AutoPay, report an outage, submit a meter read, and more! Text APP to 743898 and we'll send you a link to download the app.

Receive bills based on your actual energy use by submitting your meter reading using our Mobile App – even in the dark with our flashlight feature! Learn how by watching our new video at rge.com.

For regular company meter readings, we have door hanger leave behinds if we can't access the meter. The door hangers provide customers an option to provide a meter reading to replace an estimate, how to submit the reading with a visual of the meter dials and how they can receive future reminders to read their meter.

In addition, we periodically develop targeted campaigns to customers with difficult to access meters or infrequent regular meter readings. In July, we developed an email campaign to customers with inside meters reminding them that we were resuming indoor meter readings and may be in their neighborhood. This campaign also highlighted the option to enroll in Meter Read Alerts and the easy and convenient ways they can submit a meter reading.



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Email campaigns:

- NYSEG: <https://nyseg-email.com/t/28ID-1RHUV-93A9B354E02913CA2VA6BU48F83C768B1C46AF/cr.aspx>
- RG&E: <https://rge-email.com/t/29EZ-1RIKA-BE3525AB5022A09441C86C4B8D53C82A54EC9E/cr.aspx>

Another targeted campaign was initiated for RG&E customers. Outbound calls were placed to customers with an indoor meter that were not already enrolled in Meter Read Alerts, encouraging them to provide a meter reading to replace an estimated bill and the option to sign up for future reminders to provide a meter reading.

Outbound Calling Campaign (RG&E only):

Hello, this is Jane from RGE. Did you know you can read your meter to receive a bill based on your actual use? Reading your meter is a simple way to avoid estimated bills. If you would like your next bill to be based on actual energy used, please provide us a meter reading within the next 5 days online by going to rge.com or by calling our self-service line at 800.295.7323. You can also sign up for meter read alerts online or through our app and be reminded each month by text, email or phone to take a simple reading and receive a bill based on actual use! Thank you.

Throughout the year customers are also reminded to provide clear access to their meters so we're able to access for regular meter readings and periodic inspections. As mentioned above, information and tips about clear access are highlighted on our *Why Read Your Meter* webpages as well as our EnergyLines inserts in winter months when access may be more difficult due to weather conditions.