

# Advanced Metering Infrastructure Smart Meter Program Update

**nationalgrid**

August 16, 2023

T2\*\*B2\*\*416\*\*\*\*\*AUTO\*\*MIXED AADC 021

Supervisor Mike Falk

Town of Lima

7329 E Main St

Lima NY 14485-9759



Dear Community Partner,

We are in the process of replacing 1.7 million electric meters and 600,000 gas modules across Upstate New York with smart meters, also known as the Advance Metering Infrastructure (AMI) program in many of the communities we serve and want to provide you with a general timeline for this project in your municipality.

As we communicated in a previous letter, smart meters will improve service and reliability, enable customers to control energy usage and allow us to provide faster outage response. Smart meters are a part of our ongoing commitment to build a more reliable, robust and sustainable energy grid.

The New York Public Service Commission approved the plan in 2021.

In preparation for smart meter deployment, we have begun to install field area networks on our poles to collect and transfer the smart meter data back to our data system. You may notice an increased National Grid presence while we complete this part of the project.

## **What to expect for your community.**

The field area network (FAN) installation work is underway in Central New York and will expand North and East over the coming months to the Capital Region, Mohawk Valley, Northeast Region, and Northern Region of the state. We expect to finish FAN installation in Western New York in 2025.

In May, we began installation of electric smart meters in homes and businesses in the Fabius, Cortland and Homer regions of Central New York, and will continue throughout the summer, adding areas in Southern Onondaga and Madison counties.

Meter deployments will begin in Eastern and Northern New York in 2024 and end in Western New York beginning of 2027.

To help customers and communities learn more about their installation and the benefits of smart meters, we have developed a comprehensive customer outreach plan including ways for customers to opt-out if they do not want a smart meter installed at their home or business. We invite you to learn more at [ngrid.com/smartmeter](https://ngrid.com/smartmeter).

We also let customers know that with gas module installation, there should be no disruption in service. Most electric meter installations require an interruption in power, usually for less than 10 minutes. Advanced notice will be provided and installation appointments made for all customers in National Grid's Life Support, Blind and Disabled, or Medical Protections programs.

If you have any questions about this project, please email us at [Box.AMI.Community@nationalgrid.com](mailto:Box.AMI.Community@nationalgrid.com) or contact your regional account manager. In addition, we welcome opportunities to present program information at community events. Please use the same email if you'd like to arrange for a presentation.

Please share this information with others in your municipality.

Sincerely,

**Kenneth Kujawa**  
National Grid, Regional  
Director, Customer &  
Community Management  
UNY West

**Alberto Bianchetti**  
National Grid, Regional  
Director, Customer &  
Community Management  
UNY Central

**Brian Sano**  
National Grid, Regional  
Director, Customer &  
Community Management  
UNY East