

The NU Smart Meter Replacement Project is Underway!



December, 2019

In the next few weeks, Newport Utilities will be working in your area to install new digital electric meters and water meter modules as part of the Smart Meter Replacement project. The project will upgrade our electric and water distribution systems with new technology to improve our ability to meet future needs.

Here is what you need to know:

- A technician will come to your home during business hours within the next two to three weeks to install your new meter. The technician will be wearing a photo ID badge with our logo on it and knock on your door before performing the meter installation. You do not need to be home for the installation. All work will be performed outside your home and there is no need for the technician to gain access to the inside of your home.
- Typically, it will take approximately 30 minutes to remove the existing meter and install a new one. For a few minutes while the new electric meter is being installed, your home will be without power. The installer will confirm that power is restored and that the new meter is communicating properly with NU's network before moving on to the next address.
- After the meter installation is complete, the technician will leave a door hanger to confirm that the work was performed. The door hanger will also provide additional information about the new tools available to you on our website and via our mobile app to manage your energy use.
- If for some reason we cannot access your meter when the technician arrives (such as due to pets or a locked gate), the technician will leave a door hanger with the telephone number for you to call and schedule an appointment for a future date.
- While we do not anticipate any problems during the meter replacement, we recommend that you take any precautions you feel are necessary to protect sensitive electronics and appliances from possible damage, such as unplugging the devices.

If you have any questions, please contact Customer Service at 423.625.2800.

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