

AMR:

What You Need to Know

A faster, easier way to measure your usage.

AMR meters are read remotely by specially equipped vehicles or handheld devices carried by our meter readers, and feature a digital display instead of the traditional spinning dials. With a touch of a button on a handheld meter reading device, PSNH meter readers will automatically get fast, accurate readings from your meter from a distance, such as at the end of your driveway.

AMR technology is safe and secure, and is being used successfully by utilities across the country and throughout the world.

Want more
information?
Call our AMR
information line:
844-796-4094.

Representatives
are available
Monday – Friday,
8 a.m. – 6 p.m..

Find FAQs
and more on
www.psnh.com

PSNH's New Automated Meter Reading Technology is Safe, Proven and Effective

PSNH is enhancing the technology that captures your electric usage every month by installing AMR meters to enable our meter readers to read your meter remotely, safely and accurately, via wireless radio signals.



We will continue to capture the same information
we collect today, only from a greater distance.



Public Service
of New Hampshire

A Northeast Utilities Company

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AMR meters are NOT Smart Meters.

AMR meters use low-energy wireless signals to capture customers' usage information. In most cases, the signal will be obtained by a mobile device in one of our vehicles. In other situations, the signals are gathered through devices carried by PSNH employees. In either case, the readings are forwarded electronically to our computer systems to determine your monthly bill.

Smart meters, on the other hand, use higher power transmitters and typically feature two-way communications. They are more expensive and can be equipped to relay data to and from air conditioners, refrigerators and other specially equipped devices within your home or business. Our AMR meters do not have these capabilities.

Cost savings and more.

In addition to more efficient meter reading capabilities, installation of AMR meters will ultimately result in cost savings that can be passed along to PSNH customers.

Other benefits:

- In most cases, our meter readers will no longer need to enter your premises or go near the meter to read it. That means AMR technology will reduce the need to estimate monthly bills because our meter readers are unable to gain physical access to your meter.
- Once we start reading the new AMR meters remotely, you will no longer need to shovel a path for meter readers during the winter months.
- We will continue to capture the same information we collect today, only from a greater distance.

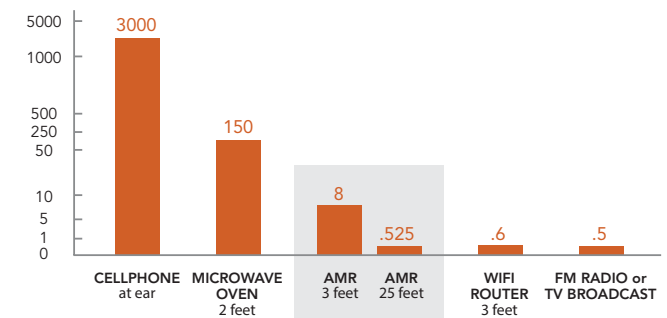
Safe, secure and proven technology.

The AMR meter provides the same one-way communication of your data as a traditional electric meter. It is not linked with any other devices within your home. The energy usage information transmitted wirelessly from your meter to PSNH's collection devices employ technology standards that comply with federal data privacy guidelines and regulations.

AMR meters operate at energy levels that are

1/10th of the "Maximum Permissible Exposure Levels" as defined by the Federal Communications Commission. The brief wireless signals emitted from AMR meters have a much lower power density than the RF emissions that come from your home or cell phone, as well as many everyday appliances, including microwave ovens. (see diagram below)

COMPARISON OF RADIO FREQUENCY LEVELS



- Radio frequency is measured in microwatts/cm²
- The microwatt/cm² provided for each device was calculated by taking the mean of the minimum and maximum microwatt/cm² that may be given off by each device.

Keeping you informed

Most customers will not need to be home, unless installers can't get access to their meter. We will work with these customers to schedule appointments.

For FAQs and more information, please visit www.psnh.com.



Installers will wear clearly marked uniforms, carry PSNH identification badges, and use vehicles featuring a prominently displayed logo. In addition, we will not request any payment from customers to complete an AMR meter installation. If you suspect suspicious activity, please call local police.