



**Public Service
of New Hampshire**

A Northeast Utilities Company

September 8, 2014

AMR Technology Coming Soon for Service

Dear Valued Customer,

PSNH is enhancing technology that collects your electric usage every month by installing AMR, or Automated Meter Reading, for you and all our customers across New Hampshire. This safe, proven technology enables our meter readers to read your meter remotely, safely, and accurately, via wireless radio signals.

What you can expect

- In the next few weeks our contractor, Itron, will be in your area to install your new meter. Our installers will wear clearly marked uniforms, carry PSNH identification badges, and use vehicles featuring a prominently displayed logo. They will knock on your door to notify you that work is beginning. You do not need to be home as long as we have access to your existing meter.
- The installers will not request any payment from customers to complete the installation.
- Meter installations will take place Monday- Friday, from 8 a.m-6 p.m., excluding holidays.
- In order to upgrade your meters, your service will be briefly interrupted. We apologize for this inconvenience.
- You will not hear from us once we have completed installation. If we are unable to get access to your meter, we will leave a notice on your door with instructions to call a special information line to make an appointment.

What you need to know

AMR is a faster, easier way to measure your usage.

- This new technology will enable us to continue providing consistent, accurate meter readings for you and all PSNH customers at a lower cost. Controlling our costs is an important factor in determining customer rates.
- AMR meters enable our employees to automatically get fast, accurate readings from your meter from a distance, such as at the end of a driveway. As we transition to our new technology, during the first few months after your new meter is installed, a PSNH employee will visit your property to manually record your usage.

We are not using "Smart Meters."

- Smart meters are capable of two-way communication that records energy usage in much more detail. They use higher power transmitters and communicate information via a secure network.
- With AMR meters, we will continue to capture the same information we collect today, only from a greater distance. In addition, we are using a much lower signal strength to transmit this data than many everyday appliances, including microwave ovens, garage door openers, wireless routers, and cell phones.

More information on psnh.com

Please visit our website to learn more.

- Facts about AMR, its safety and effectiveness
- Answers to our customers' most frequently asked questions

Our special AMR information line is available for answers to your questions or scheduling an appointment if needed. Please call toll-free (844) 796-4094. Trained representatives are available Monday-Friday, 8 a.m.- 6 p.m.. We would be happy to help.

Sincerely,

Daniel S. Comer
Director, Meter Reading and Field Operations