How do smart meters help get the lights back on?

A lot of my family and friends have told me that my internet's out, The app is slow, I can't report my outage.

Do you know that my lights are out?

And I'll tell you that our smart meter technology has told us that your lights are out.

And we have people in the background monitoring that 24/7, pinging the meters and trying to determine if your lights are on or off.