



# Enjoy greater control over your energy.

New, advanced smart meters are a serious upgrade.

## Smart meters put the latest technology to work to keep your energy flowing.

Smarter energy from sustainable resources is important, not only for the environment and the well-being of our communities, but also for helping you enjoy greater control over your energy usage and costs.

That's why we've been investing in our infrastructure—and in our customers—by upgrading to new, advanced metering technologies. Like the smartphone you probably already have, and the smart cars you've been reading about, your new smart meter is designed to bring you new levels of convenience and control.

## The number one benefit of smart meters.

Smart metering is all about giving you access to more detailed information on your energy usage—giving you the insight you need to control how and when you use your energy.



Actions Speak Louder

### Other benefits include:

#### + Text and email alerts that keep you a step ahead

Eligible customers with smart meters can also sign up for Energy Usage Alerts to stay on top of their energy costs. All customers can set up email and text alerts that let you know when weather events or other factors might impact your electric service.

#### + Smart pricing plans

Smart meters can measure energy usage in small intervals throughout the day, enabling us to offer voluntary pricing plans with rates based on time-of-day usage, giving you even more control over your energy costs.

#### + Timely, accurate power outage detection

Your smart meter can notify us when your power goes out, and when it's been restored.

Sign up for the new Dominion Energy mobile app for even more convenient tools.

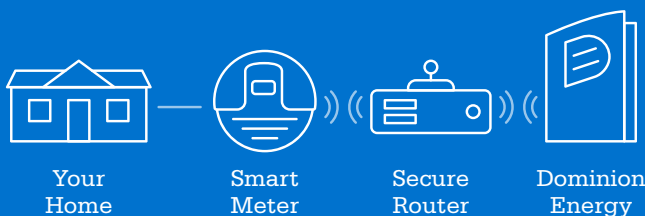


For more information about Dominion Energy's smart meter initiative, visit [DominionEnergy.com/SmartMeter](https://www.dominionenergy.com/SmartMeter).

See the other side for a look at how smart meters work. →

# Here's a look at how smart meters work.

The smart meter system enables remote two-way communication between the meter and Dominion Energy.



## + And here's what that means for the communities we serve.

Smart meters automate some functions that are currently performed by technicians visiting your home, such as meter readings and turning your service on or off when you move. So right off the bat, that means fewer trucks on the road, reduced emissions and less impact on the environment.

Smart meters also help provide information about electricity flow on the grid and other key indicators we use to make the grid more efficient. The meters can notify us when your power goes out and when it has been restored. And they help us integrate new distributed energy resources like solar and wind into the grid, further increasing efficiency and potentially lowering costs for all customers.

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## Frequently Asked Questions

### + When will I get a smart meter?

Smart meter installations are ongoing in the communities we serve and will continue through 2024. You will receive a postcard in the mail at least 10 days before your existing meter is going to be replaced. A certified Dominion Energy professional will also place a door hanger at your home to let you know when the new meter has been installed at your home or place of business.

### + Do I need to do anything to get a new smart meter?

This process is designed to be quick, easy and efficient—in most cases, we will take care of everything. There's really nothing for you to do other than to be aware that the change is taking place. In the rare instance where there were problems with the installation, we will leave detailed information on your front door about scheduling a follow-up visit to correct the problem and get the smart meter installed correctly.

### + What should I expect on the day of installation?

Dominion Energy has partnered with Aclara to provide meter exchange services. The Aclara technician will wear a Dominion Energy badge and drive a vehicle identified as a Dominion Energy authorized contractor. On the day of the meter exchange, the technician will knock on your door. If someone answers, they will explain the work about to be done and will access the meter to complete the work in about 10 minutes or less.

### + Are smart meters safe?

Yes, smart meters are a safe and reliable tool for the electric utility provider. Smart meters simply help us measure electricity usage more effectively, monitor our grid performance and detect power outages more efficiently, all of which help keep everyone safe and comfortable—and helps keep the lights on.

### + Is my privacy still protected with a smart meter?

Smart meters have the power to keep your personal information safe, too. Just like other types of meters, smart meters measure total energy consumption (how much energy is being used), not how the energy is used. No personally identifiable information, such as your name or address is stored in the meter or transmitted across the metering network, which complies with the industry's highest standards for cybersecurity.