

We Will Replace Your Electric Meter Soon!

Dear Valued Customer:

We previously contacted you to let you know that PSE&G would be replacing the electric meter at your home or business with a new smart meter.

If the electric meter is located outside and is accessible, we will install the smart meter within the next 15 days. You don't need to be available at the time of the installation and there is nothing you need to do.

If the electric meter at your home or business is located inside or is otherwise inaccessible, please schedule a smart meter installation by calling 800-651-4418. Representatives are available Monday – Friday from 8:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 4:30 p.m.

PSE&G has hired Contract Callers, Inc. (CCI) to perform most smart meter installations. Either a PSE&G employee, or a CCI employee, will install the new smart meter. Both PSE&G and CCI employees will use marked vehicles and carry photo identification. Most installations take only a few minutes, and there will be a brief power interruption while the technician changes the meter.

The new smart meter will, among other things:

- provide you with more information about your electric use
- allow automatic, near real-time meter reading that will eliminate almost all estimated electric bills
- enable near real-time power outage detection and make storm restoration work more efficient

There are more than 100 million smart meters installed in the United States, which is a testament to the usefulness and safety of these devices. PSE&G has a comprehensive cybersecurity plan to protect electric usage data collected by smart meters and we will only use this data to provide better service to customers. PSE&G will not sell this data to third parties.

To learn more about PSE&G's smart meter program, including information on how residential customers can opt out, visit pseg.com/smartmeters. (Business customers cannot opt out of a smart meter installation.)

Thank you for the opportunity to serve you.

Sincerely,

PSE&G Smart Meter Team