

Why advanced meters?

The purposes of installing advanced meters are to improve reliability, promote beneficial electrification (electric vehicles, heat pumps, solar), save energy, more fairly allocate costs and enhance customer service.

New Functionality

- Reads your meter electronically.
- Eliminates the need for us to visit your property every month.
- Improves reading accuracy and eliminates estimated readings.
- Helps CMLP engineers and line crew locate and restore outages more quickly.
- Enhances power quality and reliability through better voltage and system load monitoring.
- Provides hourly and daily electricity usage information that can help you control energy costs and improve efficiency.



Submit your AMS questions to:

AskAboutAMS@concordma.gov
or call Customer Service 1-978-318-3101
email: concordutilities@concordma.gov

Increasing efficiency and reliability for our customers with
Advanced Metering
from **CMLP**



**CONCORD MUNICIPAL
LIGHT PLANT**

ELECTRIC | BROADBAND | ENERGY MANAGEMENT



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What to expect during the installation of your Advanced Metering System:

- CMLP will install the advanced metering system and electric meters beginning mid-2023 through 2024*.
- We will continue to provide information about this project as it becomes available. Refer to the CMLP Advanced Metering System web page: <https://concordma.gov/2904/Advanced-Metering-System> for updates and tentative schedules.
- A few days prior to your meter being replaced, you will receive notification from CMLP by mail notifying you of the planned upgrade. Please ensure your contact information (including phone number and email) is current on your account in SmartHub or by calling Customer Service.
- Residential meters will be installed by CMLP Meter Technicians who will have proper identification and clearly marked vehicles.
- As your new electric meter is installed, there will be a brief interruption in service – up to 15 minutes. Our technician will be on your property approximately 30 minutes.
- You do not need to be home during the meter replacement.
- If no one is home during the meter replacement process, you will receive a message on your door as notification that the meter installation is complete.

*Customers who do not wish to have an advanced meter may opt out by completing the Meter Opt Out form – <https://concordma.gov/DocumentCenter/View/31257/Meter-Opt-Out-Form>



When your new meter is installed, you will have the ability to view your daily usage information on line with the customer portal.

How the Advanced Metering System works

The advanced metering system uses digital meters and two-way communications to collect and send information between your electric meter and CMLP:

- Your meter records information about your electricity usage and reports back through the secure, encrypted communications network to CMLP with near real time usage, voltage, and outage data.
- Using the meter data reported, we can analyze the data to determine if there are irregularities with the meter reading and avoid billing problems.
- Our office receives your energy usage information electronically and the billing system generates a monthly bill.



Although the Advanced Metering System will not automatically notify us of a power outage at your location, it will help us determine wide-spread service interruptions and aid in the restoration process.

Bringing you information about the Advanced Metering System Project

	Current Meter	Advanced Meter	How AMS Benefits Customer
View Your Daily Usage	X	Yes	Through a secure and convenient web-portal, you can view details of your daily energy use and associated costs.
Alerts	X	Yes	Set up notifications that can help you budget for utility expenses and manage energy use to fit your needs.
Supports Conservation	X	Yes	With access to hourly utility use information, you can make decisions to fit your lifestyle, budget, and conservation goals.
Outage Detection	X	Yes	The Advanced Metering System will alert CMLP of system failure, helping to restore power to you faster.
Self-Healing	X	Yes	With sensors, automated controls and software, the AMS system will adapt to disturbances, minimizing outages.
Safe & Reliable	Yes	Yes	There are hazards with all forms of electricity. We adhere to standards and take precautions for the safety of customers, staff, and the public.
Secure Customer Data	Yes	Yes	Customer data is, and always will be, confidential. We take steps to ensure customer data is secure and safe.

For more information about the Advanced Metering System project, please visit us at <https://concordma.gov/CMLP>