

Gainesville Regional Utilities (GRU) is making smart meters and smart technology a standard part of our service to benefit all customers and improve our community. We're requiring all residential customers to have smart meters installed.

1. What This Means: This policy mandates the installation of smart meters for all GRU customers as a standard component of GRU's utility service. Customers are required to have a smart meter / module installed on their property as a **condition of service**.

2. How It Works:

- **Installation Schedule:** We'll install smart meters in phases throughout GRU's service territory.
- **Customer Notice:** Before installing, we'll let you know through various communication methods that we will be in the area.
- **Installation Process:** Trained technicians will install the smart meters. If access is unavailable, a representative will contact you to schedule a time to change out the meters.

3. Benefits of Smart Meters: Smart meters help us:

- **Accurate Billing:** They measure energy use precisely, so you're billed for what you actually use.
- **Energy Insight:** You can see how much energy you use and make choices to save money.
- **Better Grid:** Smart meters help us respond faster to power outages and manage the energy grid better.

4. Your Concerns:

GRU acknowledges that some customers may have concerns about smart meter technology, including privacy and data security. GRU is committed to addressing these concerns transparently through communication and education initiatives, outlining the measures in place to safeguard customer data and privacy.

Additional information can be found at <https://www.gru.com/MeterUpgrade.aspx>

5. Review and Communication:

This mandatory smart meter policy will undergo periodic reviews to ensure its effectiveness and alignment with industry standards. Any updates or changes to the policy will be communicated to customers using appropriate channels.

6. Effective Date:

This policy begins on September 1, 2023. All GRU customers will be required to have a smart meter installed upon change out schedule.

Our goal with this policy is to give everyone better, more reliable service and contribute to a more energy-efficient community.