IMPORTANT NOTICE: YOUR METER IS GETTING AN UPGRADE.

In the coming weeks, your electrical meter will be upgraded to a new smart meter as part of our investment in modernizing Nova Scotia’s electricity grid to provide customers with more convenience, reliability, and control.

nspower.ca/smartmeters
In most cases, meters are located outside, so you won't need to be present for the upgrade. To help us deliver a successful upgrade and to keep our technicians safe, please make your meter easily accessible.

WHAT YOU CAN EXPECT

1. **We’ll let you know we’re there.**
   A technician from our authorized contractor, Tribus Services, will arrive between 8:00am and dusk, Monday to Friday. They’ll be in a branded vehicle, wearing a uniform, and carrying identification. Unless your meter is inside, they will not need to enter the premises.

2. **Upgrading the meter.**
   The technician will remove your current meter and replace it with a new smart meter. The entire process takes less than 15 minutes and you will experience a momentary loss of power. Once the meter is replaced and power is safely restored, they’ll verify the meter is functioning properly.

3. **Confirmation that the upgrade is complete.**
   The technician will leave information at your front door confirming the upgrade and safety check were completed. If they were unable to complete the upgrade, they’ll let you know why, and explain next steps.

For more information, please visit [nspower.ca/smartmeters](http://nspower.ca/smartmeters) or call our Customer Care Centre at 1-800-428-6230.