

OVERVIEW METERS

INFORMATION SHEET

Residential **800-895-4999**
Commercial (BSC) **800-481-4700**

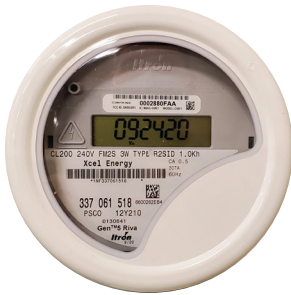


Xcel Energy is building the next generation of our energy grid, the advanced grid. The advanced grid will give customers more of what they expect from Xcel Energy—clean, reliable energy, new ways to save energy and money, and a better experience. Electric meters at customers’ homes and businesses are key part of the grid that will be upgraded in the coming years. Part of the Advanced Grid initiative is to install smart meters which deliver numerous customer benefits.

The electric meter at your home

Generally, Xcel Energy’s electric meters fall into two categories: Meters that are manually read and meters that use radio frequency (RF) to transmit information back to the company. Two different types of meters that use radio frequencies to communicate: Automated Meter Reading (AMR) meters and smart meters.

Smart meters will communicate energy use electronically through Xcel Energy’s wireless network. A smart meter is capable of two-way communication allowing Xcel Energy to send information to the meter as well as transmitting meter readings to Xcel Energy. This allows customers to know exactly how much energy they are using and what it will cost them. Smart meter installations began in 2021 and are expected to be completed in 2024. To provide the most effective and efficient service, a smart meter will be installed at your home or business during the Advanced Grid Initiative.

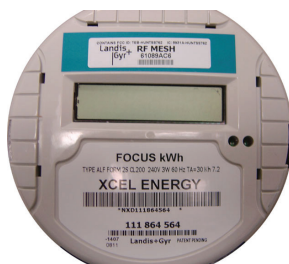


Smart Meter

Currently, most of our electric meters are Automated Meter Reading (AMR) meters. AMR meters have one way communication and are only able to transmit meter readings back to Xcel Energy using radio frequency technology (RF). Today over 4 million Xcel Energy customer across eight states have AMR meters installed. AMR meters will be replaced as we build the advanced grid.



AMR Meter



AMR Meter



AMR Meter

OVERVIEW METER

Some customers have manual meters, which require a meter reader to visit homes and visually record a customer’s energy usage each month. If your home or business has a manual meter, we send a meter reader out to visually read the meter to know how much energy you have used. Until the mid-1980s, all of our meters were read each month by a meter reader. Similar to how you would replace equipment in your home or business, we are replacing manual meters with new technology unless requested by the customer to opt out of the smart meter with a non-communicating meter, where customers are eligible. These meters do not have the capability to communicate remotely requiring the meter to read manually.



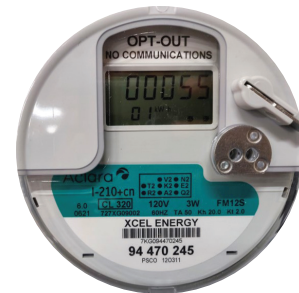
Manual Meter



Manual Meter



Manual Meter



Non-communicating Meter