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## Smart Meter FAQs

### About Smart Meters

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What is a smart meter? >

What are the benefits of having a smart meter? >

How does the smart meter system work? >

Why is Dominion Energy upgrading meters? >

What is a smart grid? >

Will I still have to contact Dominion Energy if I have a power outage? >

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### Smart Meter Upgrades

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Will I get a smart meter? >

Where will the smart meter at my house or business be placed? >

How big is the smart meter? >

What should I expect on the day of installation? >

Can I make an appointment for the meter upgrade? >

Will a smart meter affect my bill? >

What if I have a security alarm engaged during the meter upgrade? >

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Are there alternatives to receiving a smart meter? v

We offer a Non-Communicating Meter Option, (Opt-Out) for customers who do not wish to have a fully functional smart meter installed at their home. The Non-Communicating meters are smart meters with both the two-way communication and data storage features disabled. [View requirements.](#)

Smart meters offer customers many benefits that are not available with the use of a Non-Communicating Meter. Benefits include:

- remote outage detection
- remotely connecting and disconnecting your service, and
- pricing plans.

For more information, call **866-566-6436**.

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Can I purchase and install or remove my own meter? >

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### Additional Information

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How do radio frequency concerns relate to smart meters? >

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How will Dominion Energy prevent hackers from accessing meter data? >

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Detailed information on my electric usage will be collected. What will Dominion Energy do with the information? >

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Will my account information be sold or provided to a third party for marketing or other purposes? >

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How accurate are the meters? >

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Why aren't smart meters tested according to UL standards? >

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