



Radio Frequency Meter Upgrade Project Frequently Asked Questions July 2025

What is VEC's Radio Frequency (RF) upgrade project?

VEC is replacing old power-line communication (PLC) meters with new radio frequency (RF) meters. These new meters send data using low-energy radio waves, similar to cell phones. This upgrade helps improve communication between your home or business and VEC's smart grid system.

When will the project start?

The project will begin in August of 2025 and will take several years to complete.

How will it work?

A VEC field technician will come to your property to install the new meter. If you're home, they'll let you know before starting. Power will be off briefly (1–2 minutes) during the swap. Once the new meter is installed, power will be restored. You don't need an appointment, or have to do anything special and there is no cost to you.

What if I'm not home?

The technician will still replace the meter and leave a door hanger letting you know it's been done.

Can I opt out?

Yes. You may opt out by filling out a form and mailing it to VEC or filling out an on-line form.

I understand that opting out means:

- VEC will install a non-AMI meter at my residence.
- In an outage situation, VEC will not be able to remotely determine whether power is on at my residence. As a consequence, I will need to phone in any outage information, and restoration service to my residence may take longer than for members with RF two-way meters.
- I will not be able to participate in load management and savings programs that require two-way meters.
- I will not be able to utilize SmartHub for monitoring my usage.

- I can decide to end this option and elect an RF two-way meter installation by calling VEC at any time.

I agree that by opting out:

- I will be responsible to read my meter once a month and submit the reading to VEC by the date supplied by VEC every month.
- If I fail to submit my meter usage by determined date, VEC will supply an estimated bill based on historical usage, and I agree to pay that amount.
- VEC will manually read my meter at least once throughout the year and will adjust my bill, if necessary, as a result of that reading to reflect my actual usage.
- I understand that if the power is disconnected at this location (per request or for non-payment) that VEC's applicable trip fees for field disconnect/reconnect will be charged.

You may opt out in one of two ways:

- You may fill out and return a hard-copy opt-out form. To have a form mailed to you, please email support@vermontelectric.coop
- You may fill out this [online form](#).

Note: The Federal Communications Commission (FCC) sets RF standards and oversees use of radio communication devices.