

## Reading Your Smart Meter

El Paso Electric's online customer portal is the most effective way to monitor energy use and ensure your smart meter is working properly. Your smart meter remotely tracks energy use in near real time and sends the data to EPE through a secure communication network. Most customers can see their energy use in 15-minute increments.

Your smart meter cycles through six displays every few seconds. Two of the displays verify the meter is working properly. The rest of the displays track how much energy you are using, how much power is being returned to the grid if you have a distributed generation system, and your peak energy use.

Most residential customers will only need to focus on *kWh delivered*, which is used to calculate the energy usage on electric bills.

### Meter Displays\*

- *SCREEN 1*: Digits light up on the display to ensure all values can be seen on the meter.
- *SCREEN 2*: *kWh delivered* is the amount of energy being used. These values are used to produce electric bills.
- *SCREEN 3*: *kWh received* is the amount of excess generation being sent to the power grid. This only applies to customers who have solar panels, batteries, etc., and occurs when a customer's local system produces more energy than their home consumes.
- *SCREEN 4*: *kW delivered* is the highest amount of energy used during a billing cycle. This value is used to calculate demand charges for customers billed under demand rates.
- *SCREEN 5*: *kW received* is the peak amount of electricity returned to the power grid during a billing cycle. This only applies to customers who have solar panels, batteries, etc., and occurs when a customer's local system produces more energy than it needs.
- *SCREEN 6*: This display verifies the network connection. The value "nErE9" is not an error message. It is one of several values that indicates the meter is properly connected to the network.

\*All meter displays may vary depending on customer class and state.

If you have any questions about your energy use or your electric bill, contact Customer Care at [customercare@epelectric.com](mailto:customercare@epelectric.com).

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