



MLGW Smart Grid Demonstration Results Summary

- **Smart meters work**, with MLGW receiving 100% of nightly billing reads by 7:00am.
- **Smart meters deliver high customer satisfaction**, with 95% saying they would recommend the smart meter experience to a friend.
- **Smart meters increase customer awareness**, with 95% saying they are more aware of *when* their home uses electricity. (70% say others in the household also are more aware.)
- **Smart meters increase energy conservation**, with 77% saying they made at least one change as a result of participation.
- **Smart meters enable new opportunities**, with 12% of customers adopting the pilot Time-of-Use Rate.
- **Smart meters create jobs**, with customer utility bill savings turned into increased discretionary spending in the community, which results in higher employment. Estimates based on demonstration results show potential up to \$29.8 million, which equals 458 new jobs.
- Read more at www.mlgw.com/smartgrid