



Village of Ludlow Electric Light Department

Since 1900

www.ludlowelectric.com

802-228-7766

info@ludlowelectric.com

October 1, 2025

Dear Ludlow Electric Customer,

We are contacting you to let you know that **smart meters are coming to Ludlow!** Starting in November **2025**, Ludlow Electric will begin upgrading electric meters across our system as part of our rollout of **Advanced Metering Infrastructure (AMI)**.

[Why is Ludlow Upgrading Meters?](#)

This is a broader effort by the Vermont Public Power Supply Authority (VPPSA) and its member utilities to:

- ✓ Provide more accurate, real-time meter readings
- ✓ Eliminate estimated bills
- ✓ Respond faster during outages
- ✓ Help you better understand and manage your energy use

[What to Expect](#)

You don't need to be home. Most upgrades will happen with only a short disruption to power- roughly 15 to 30 minutes.

- **We will notify you before the installation.** You will be notified by a door tag 2-3 days in advance.
- **Installers will be wearing Ludlow Electric uniforms.**

[Your Data is Safe](#)

We've heard your questions about this, and we understand your concerns. Smart meters do not collect any personal data, and your energy information is secure and encrypted. We're committed to transparency and privacy at every step.

[Have Questions or Wish to Opt Out?](#)

We've got answers! We will have frequently asked questions set up on our website, and, as always, reach out to our customer support team. We can be reached at (802) 228-7766 or email us at customerservice@ludlowelectric.com .

Let's Power Up the Future Together

This upgrade is a big step toward further resilience of our system and a more, efficient electric grid for Ludlow. We'll keep you informed every step of the way.

Thank you in advance for your cooperation.

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