Optional Non-Communicating Meter Service

Qualifying PSE gas and/or electric residential customers can choose a non-communicating meter (NCM) instead of our standard Advanced Metering Infrastructure (AMI) meter

Compared to their AMI counterparts, our non-communicating meters have no wireless communications capability. Because of that, they cannot transmit any information and must be read in person by a meter reader. To accommodate this extra step in service, NCM customers will have their meters read every other month and be moved to a bi-monthly billing cycle.

NCM Frequently Asked Questions:

Who is eligible to choose this service?
NCM service is available to customers once PSE has initiated, or completed, an AMI upgrade in their area. Only residential PSE customers (up to a four-plex) on electric Schedule 7 or natural gas Schedule 23 are eligible. Customers must also be in good standing, with no disconnections for non-payment twice (or more) within a 12-month period. Additionally, they must have no history of meter tampering or impeding PSE's access to the meter. Customers qualified to receive NCM service must maintain clear access to their meter(s) in order to remain eligible.

Are there extra costs to participate?
NCM customers will incur a bi-monthly service charge of $15 per meter. For example, customers who have two non-communicating PSE meters (one for electric and one for natural gas) will be charged $30 per bi-monthly billing cycle.

Customers choosing this optional service before an AMI meter has been installed will incur no additional installation charges; however, customers requesting an NCM after receiving an AMI meter will incur a one-time charge of $90 per electric meter and $50 for each natural gas meter.

What if I can't afford the charges for this service?
Qualifying PSE customers may have their charges covered. For more information, and to find out if you qualify for assistance, please contact our customer service center at **1-888-225-5773** or **customercare@pse.com**.