

# Feedback on Smart Meter Installation Process

Date: [Insert Date]

To: [Utility Company Name]

From: [Your Name]

[Your Address]

[City, State, Zip Code]

Dear [Utility Company Name],

I am writing to provide feedback on the recent installation of a smart meter at my residence on [insert installation date]. Overall, I appreciate the initiative to upgrade to smart metering technology. However, I would like to share my experience throughout the process.

## Positive Aspects

- The scheduling process was efficient and easy to navigate.
- The installation team arrived on time and was professional.
- They took the time to explain the benefits of the new meter and how it functions.

## Areas for Improvement

- There was a lack of communication prior to the installation regarding any necessary preparations on my part.
- The installation took longer than anticipated, which affected my daily routine.
- I would have appreciated additional follow-up information on how to monitor my usage through the smart meter.

Thank you for considering my feedback. I am hopeful that these insights can help improve the installation process for future customers.

Sincerely,

[Your Name]

[Your Contact Information]