HOMEOWNERS

How To Request A Meter Socket Adapter (MSA) Review From Your Local Utility

A Guide For Homeowners

Electric utilities value customer feedback. While ConnectDER consistently works with utilities and policymakers to make meter socket adapters (MSAs) available nationwide, hearing directly from homeowners can help prompt utility approval. This is especially true if you are part of a municipal or cooperative utility district.

If you would like to use an MSA to streamline your home energy project, but your utility does not currently allow them in the primary meter socket, we strongly encourage you to reach out and request a review.

STEPS TO REACH OUT

- Find the contact information for your utility: A general customer service email or phone number is the perfect place to start. You can ask the representative to pass your message along to the Interconnections or Meter Engineering department.
- Personalize your message: Mention who you are, how long you have been their utility customer, and why you want to use an MSA.
- Give a clear request: State that you are asking for permission to use an MSA, and let them know they can find more detailed technical resources on ConnectDER's website.

Below is a template you can copy, customize, and send to your utility provider.

EMAIL TEMPLATE

Subject: Requesting review of Meter Socket Adapter for my home

Hello,

I am a homeowner and customer in your service area. I am currently planning a home energy project and would like to use a ConnectDER Meter Socket Adapter for my [solar / battery storage] installation.

The ConnectDER device helps make installations safer, more efficient, and more affordable. While it has been approved by major utilities across the country, I noticed your utility is not currently listed as an approved provider.

Would you be willing to review this device and let me know if my electrician can install one for my [solar / battery storage] project?

ConnectDER provides resources for utilities including technical specifications, manuals, certification documents, and product toolkits. Your engineering team can review all of these materials on their website here: https://connectder.com/products/installation-manuals-tech-specs

I appreciate your time and attention to this request, and I look forward to hearing from you.

Best regards,

[Your Name]