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

## A Guide For Installers

If a utility territory that hasn't yet approved Meter Socket Adapters (MSAs) for installation in the existing socket, you can reach out directly to the utility and ask them to initiate a review process. While ConnectDER consistently works with utilities and policymakers to make meter socket adapters (MSAs) available nationwide, hearing from local contractors can help them understand how MSAs directly benefit their customers. This is especially true when working with municipal or cooperative utility district that can respond to local needs.

### STEPS TO REACH OUT

- Find a contact: If you direct contacts at the utility, it is best to reach out to staff in either Interconnection, Distributed Energy Resources (DER), or Meter Engineering departments. Otherwise, their general support email or phone number is a good place to start.
- Personalize your message: Mention who you are, what company you work with, and how often you do work in their service territory.
- Focus on safety: Highlight that MSAs are listed to UL standards, are compliant with the National Electrical Code (NEC), and provide a consistent, safe install.
- 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:** Equipment Review Request: ConnectDER Meter Socket Adapters

Hello,

I am working with a customer in [X] territory who would like to use a ConnectDER Meter Socket Adapter with a residential [solar/battery energy storage] installation. The ConnectDER device helps make installations more efficient and affordable, it is NEC-compliant and listed to UL 414 standards, and has been approved by major utilities across the country. We would like to provide this as an option to customers in your service territory.

Could you please let me know if you allow this product to be installed in the customer's existing meter socket, following the manufacturer's installation manual?

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

Please let me know if your team requires any further information from us.

Thank you,

[Your Name]