

Technology evolves quickly. We installed the first “smart meters” in 2005, when the first iPhone was still in development. That iPhone is now outdated technology and our meters are nearing end-of-life.

Now through 2024, we'll update our metering equipment and software. The project will involve upgrading our fleet of meters with new electric meters and installing new hardware on our natural gas and water meters.

### More than Smart Meters

In addition to meter upgrades, the Advanced Metering Infrastructure (AMI) includes an updated technology foundation to fully leverage the functionality of the smart system.

This system operates on a robust network to improve two-way communication, which will allow for more automated functions and enhanced data for customers to better understand and control their utilities use.

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### Ensuring Compatibility & Accuracy

A test facility is used to simulate connectivity and ensure accuracy of the new devices, equipment and technologies. The ability to identify issues before new systems are released streamlines installations.

### Data Security

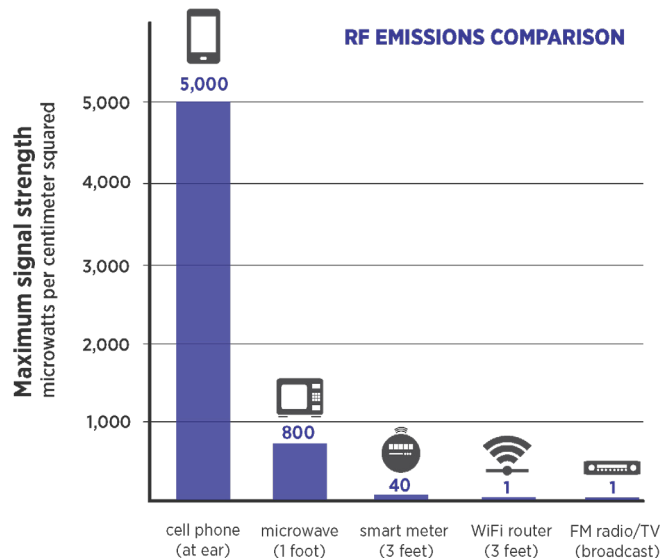
From physical restrictions to layered security approaches to unique identities, multiple levels of cyber security protect smart meters, our customers' data and our energy grid. The system is continuously monitored to safeguard against potential threats.



*Installers will drive clearly labeled 'approved contractor' vehicles, wear ID badges and knock on your door before work begins. You can ask to see identification or call us to verify the visit.*

### Radio Frequency (RF)

Smart meters fully comply with Federal Communications Commission health and safety standards and emit RF signals far weaker than many other electronic devices used daily, including cell phones, microwave ovens and baby monitors.



*Adapted from the California Council on Science and Technology smart meter study published in April 2011.*

### **Benefits after installation**

- Better understanding and control of utilities use
- Faster start, stop and reconnect times
- Quicker leak detection
- Faster, more accurate troubleshooting of customer issues
- Fewer trucks on the road for meter services resulting in decreased carbon emissions

### **Future Benefits**

- Expanded control and options to manage utilities use
- Faster restoration times
- More accurate outage information
- Proactive service alerts and notifications
- Ability to create and evolve efficiency programs, rate options, renewable energy integrations, payment options and more