



NEW METERS ARE COMING TO YOUR NEIGHBORHOOD

East Central Energy (ECE) is installing new meters in our service area. The new meters will improve reliability and give you more tools and opportunities to manage and save energy. Here's a quick overview.

WHY IS ECE INSTALLING NEW METERS?

ECE is installing new meters to enhance efficiency, improve reliability and help keep future costs down for members and the cooperative. Meter technology has changed industry-wide; our existing meters are no longer being manufactured or supported.

HOW DID ECE CHOOSE THESE METERS?

Over the course of more than two years, ECE reviewed several metering systems, met with manufacturers and other utilities. The new meters were chosen based on industry standards compliance with American National Standards Institute (ANSI), Federal Communications Commission (FCC) and Underwriters' Laboratories (UL), and the experience of other co-ops' regarding meter benefits, performance and safety. The wireless radio device within the meter only turns on to send readings and then shuts off again.

WHAT ARE THE BENEFITS?

The new meters will help us respond more quickly to outages, resulting in shorter restoration times. They will also provide better tracking of momentary outages, helping us to address power concerns. The meters will give you the information you need to use energy wisely. Time-of-use billing for electric vehicle charging is an option that has already been facilitated by the new meters.

HOW MUCH IS IT GOING TO COST?

There will be no additional per member cost for the new meter. With any electric distribution system, the cost to maintain and upgrade the system is ongoing. Based on our four-year construction work plan, we budget to perform maintenance and upgrades to our system so you have access to safe, reliable electricity. Those upgrades include meter installation and replacement.

DO THE NEW METERS CAUSE HIGHER ELECTRIC BILLS?

The meters do not cause higher bills. They have been tested and meet American National Standards Institute (ANSI) regulations. We often see higher electric bills after days of

excessively hot or cold temperatures. Your bill may also be higher if there are additional days in your billing cycle, which varies from month to month. If you ever have questions about your electric bill, please call us at 1-800-254-7944.

WHEN WILL I GET MY NEW METER?

Visit eastcentralenergy.com to learn where new meters are currently being installed.

WILL YOU NOTIFY ME WHEN MY METER IS GOING TO BE INSTALLED?

Yes, an ECE representative will knock at your door in an attempt to notify you before installation.

WILL MY SERVICE BE INTERRUPTED WHILE YOU INSTALL THE NEW METER?

Unfortunately, yes, there will be a brief interruption of service while the new meter is installed.

WILL THE NEW METER AUTOMATICALLY NOTIFY ECE ABOUT A POWER OUTAGE, OR SHOULD I STILL CALL?

The new meters are designed to alert ECE about outages, but members should continue to contact ECE to report an outage and any immediate hazards.



Visit eastcentralenergy.com
or call 1-800-254-7944 to
learn more.