

FREQUENTLY ASKED QUESTIONS About Smart Meters and AMI

OVERVIEW

What is AMI? Advanced Metering Infrastructure (AMI) is a meter-reading system that allows two-way communication between smart meters and electricity providers.

Why is ECI REC switching to AMI smart meters? The AMI system supports our goal of making the electric distribution system safer, more secure, and more reliable. With smart meter technology, ECI REC will be able to read meters remotely from the office. As a result, we will no longer have to hire a contractor or send out line crews to gather readings, which will result in a cost savings of approximately \$175,000 per year and lower our carbon footprint.

What do smart meters do? For each account, smart meters record the kWh reading, the date and time of energy usage, and overall peak demand. They also record the date and time of light blinks, the length of power outages, and whether they have rotated backwards or been tampered with.

How do smart meters collect and transmit data? Smart meters collect and store energy usage data. This data is sent to ECI REC through a radio frequency (RF) network. Once the data has been transmitted and validated, it will be made available on the member portal, SmartHub.

Can members choose not to receive a new meter? No. This is a system-wide upgrade, as well an industry standard, and all residential and commercial meters will be changed out.



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COST AND BILLING

How much will the AMI system cost

ECI REC members? There will be no additional costs to our members, and no rate change is anticipated in association with the project.

When will my meter be read? For billing purposes meters will be read at midnight on the last day of the month and the monthly billing cycle will remain the same. Bills will be mailed around the tenth day of each month and are due on the first day of the next month.

INSTALLATION

Who will change out the meters? Chapman Metering will perform all meter changes.

Will ECI REC notify me prior to installation?

ECI REC will send out postcards prior to the meter installations.

How will I know if my meter has been changed? Chapman Metering will leave a door hanger behind indicating your smart meter was installed.

Will my electric service be interrupted during the meter change? You may experience a short disruption to your electrical service during the meter change.

SECURITY

Can anyone other than ECI REC read the new meters? The manufacturer has incorporated security features and encryption technology into the meter. While the meter display is visible so members can check their consumption, the meters are sealed and the information and data stored within them can only be accessed with special software.

Could the new meters impact my health?

The Federal Communications Commission (FCC) establishes requirements for acceptable RF exposure limits. Smart meters comply with and exceed these requirements, as well as global international requirements. Smart meters also present significantly lower RF exposure than many other products used daily by consumers without concern.