

**From:** Cheryl Trapp  
**Sent:** Sunday, April 02, 2017 8:59 PM  
**To:** Hartman, Suzanne <Suzanne.Hartman@chelanpud.org>  
**Subject:** Re: Take charge of your power

**Chelan County PUD IT Warning:**

**Please use caution! This is an external email with links or attachments.**

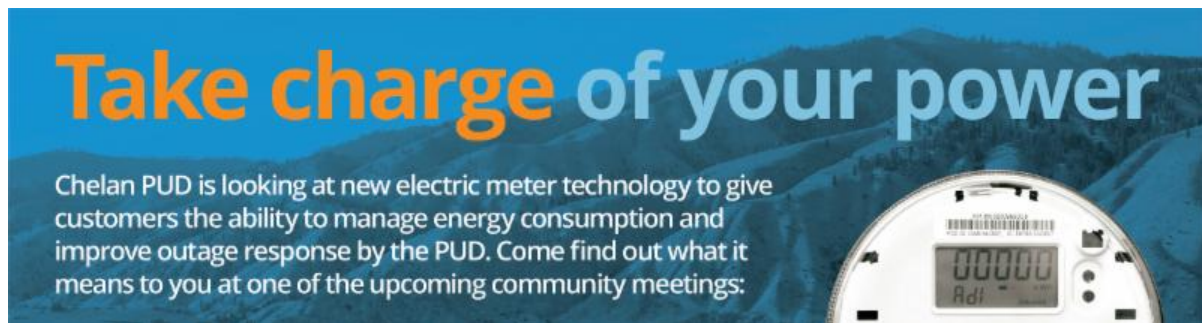
is there a charge for these changes?

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**From:** Suzanne Hartman <[suzanne.hartman@chelanpud.org](mailto:suzanne.hartman@chelanpud.org)>

**Sent:** Friday, March 31, 2017 5:13 PM

**Subject:** Take charge of your power



Chelan PUD is looking at new electric meter technology to give customers the ability to manage energy consumption and improve outage response by the PUD. Come find out what it means to you at one of the upcoming community meetings:

We at the PUD are known for asking you, our customers, your opinion on a wide variety of issues and new digital electric meters is no different. Even though the PUD already has some 16,000 digital, one-way meters that allow meter readers to “drive by” and do meter reads, the utility wants to take technology one step farther.

“Right now, the meter reading process is manual,” says John Stoll, managing director of customer utilities. “It means that we have to send an employee out and gather the meter data every month. Sometimes that means going onto a customer’s property to do the meter read. About half of our electric residential meters do allow meter readers to collect electric use information somewhat remotely – from their car or truck. With the new, two-way digital meters, the meter would “ping” the utility with that data daily – no more driving that involves time and even means adding auto emissions into the air. For about a total of less than two minutes each day, the meter would send a signal back to the utility. These short data bursts would equal milliseconds when they are communicating back to the utility.”

The new two-way, digital meters, also known as advanced or automated meters, are part of Chelan PUD’s efforts to invest in technologies that improve the efficiency of employees and provide greater convenience and options for customers. In the long run, the utility estimates that there will be substantial cost savings for the PUD through remote, automated data

collection that provides real-time meter reads that are accurate and don't require a person onsite to do the reading.

For customers, it means that they can follow their energy use daily and make adjustments to keep their energy bills low. And, like many other utility services customers already have, they will be able to manage their electric utility account from their computer or mobile device – setting up their own “dashboard” that manages their energy consumption.

The technology isn't new. Automated or advanced two-way digital metering infrastructure or AMI, is in about 40 percent of the households nationwide. More than 50 million digital meters have been installed. In fact, the PUD has 16,000 electric and 6,500 one-way digital water meters that have been installed since the 1990s.

The timing is right to look at AMI. The PUD is replacing its current Customer Information System (CIS) during the next two years and adding in AMI is a logical next investment.

**AMI gives customers a number of benefits:**

- Personalized energy alerts
- New customer tool kits such as web portals and phone apps
- More accurate meter reading and billing
- Better reliability, accuracy of data and more utility operating efficiency, saving time and money
- Reduced carbon footprint
- Faster outage detection and restoration

Chelan PUD customers will have an opportunity to take a look at the new meters and to ask questions about the technology during a series of community events taking place around Chelan County during the month of April.

**Here is a schedule of events:**

- Sat. April 8 – 9 a.m. Lake Wenatchee Recreation Center, 14400 Chiwawa Loop Road
- Sat. April 8 – 10 a.m. Survive and Thrive Health & Safety Fair Wenatchee Community Center, 504 South Chelan Avenue (Wenatchee)
- Sat. April 8 – 11 a.m. Beaver Valley Lodge, 18630 Beaver Valley Road, Plain
- Tues. April 11 – 6:30 p.m. Pybus Public Market (south end of the building), 3 North Worthen St. (Wenatchee)
- Wed. April 12 – 6:30 p.m. Leavenworth Fire Hall, 228 Chumstick Highway, Leavenworth
- Thurs. April 13 – 6:30 p.m. Chelan Chamber of Commerce Building, 216 East Woodin (Chelan)

[Visit www.chelanpud.org/AdvancedMeters for more information or to read our FAQs](http://www.chelanpud.org/AdvancedMeters)