

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:



Date/Time

Location

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

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 Street

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 Avenue



CHELAN COUNTY
www.chelanpud.org

QUESTIONS? For more information or to ask us a question about advanced meters, please visit chelanpud.org/AdvancedMeters

¿PREGUNTAS? Si tiene preguntas en español por favor llame al (509) 661-8446 o mande sus preguntas a contactus@chelanpud.org

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Chelan County PUD

AMI Frequently Asked Questions (FAQs)

Date: March 10, 2017



Question: Is Chelan PUD installing advanced meters?

Answer: No, Chelan PUD is not installing advanced, two-way digital (also called “smart”) meters at this time. Our utility is reaching out to the community to begin discussions about the benefits and concerns surrounding advanced meters for electric service. The PUD has approximately 6,300 water and 16,000 electric one-way digital meters in place today. We started installing digital meters in the late 1990s. The older meters do not have the information capabilities of the newer, two-way digital meters.

Question: What would be the benefits of having the digital, two-way Advanced Metering Infrastructure (AMI)?

Answer: AMI is a key building block for a more efficient electric system using the new digital advanced meters. Some of the benefits Chelan PUD customers can expect include the ability to:

- Provide greater staff efficiency, meter data reliability and accuracy helping to keep your rates low.
- Provide faster outage detection and restoration without having to wait for you to call. Crews can more accurately pinpoint the problem area.
- Reduce environmental impact by not having to send out employees to read meters saving thousands of miles of travel and carbon emissions.
- Have customers sign up for energy alerts to let them know when energy use is greater than what they budgeted. This can help you detect if there is an issue with an appliance or equipment such as a hot water heater or a heat pump.
- More accurate meter reads and customer bills with digital technology.

- Improve reliability when the advanced meter, combined with other District technologies, help the PUD determine the source of power outages and if there may be a need for a service repair.

Question: Are there any events coming up where I can participate in community discussions on advanced meters?

Answer: Absolutely. Chelan PUD welcomes participation from all of its customers. Visit www.chelanpud.org/AdvancedMeters for a calendar of upcoming events.

Question: Will my meter continue to be read manually every month?

Answer: Chelan PUD’s meter readers will continue to read meters every month using the current analog meters. If we move forward with advanced meters, there will no longer be the need for meter readers to visit your meter every month for billing purposes.

Question: Is Chelan PUD planning to automate meter reading in the future?

Answer: If Chelan PUD moves forward with an Advanced Metering Infrastructure (AMI) for our electric customers, we will begin to collect meter data digitally from the meter itself and there won’t be manual meter reading. Right now, we are getting customer feedback from our community and industry experts to decide whether or not to implement this technology.

Question: What makes an advanced, two-way digital meter different than the meter I have now?

Answer: An advanced meter can transmit energy use information and meter alarms for outages and other events wirelessly to the PUD. With your current meter, representatives from Chelan PUD need to manually read your meter every month and for outages, generally, you



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need to call us and tell us your power is out. By installing advanced metering, we'll be able to reduce meter truck visits and improve our carbon footprint. It also means that we will no longer need to access your home and or busines to get that monthly meter read needed for billing.

Question: With the advanced, two-way digital meter, can my electric service be connected or disconnected remotely if I move?

Answer: Yes, you'll no longer need to wait for a field service technician, or leave your gates open or worry about being present for the connection/disconnection.

Question: When would Chelan PUD begin the meter upgrade project?

Answer: Our current schedule is:

- 2017 – Community discussion and further technology research by the District
- 2017-2018 – New PUD Customer Information System (our customer accounting system) is installed
- 2017-2020 – Request for proposals from interested automated metering vendors and meter installation.

Question: Are there any safety concerns with radio frequency emissions (RF) energy from advanced, two-way digital meters?

Answer: No. The meters that Chelan PUD would use must adhere to all federal and local health and safety standards. The RF exposure from advanced meters is much less than those from common household devices such as baby monitors, microwave ovens and cell phones. All meters would be tested prior to and following installation.

Question: Would an advanced, two-way digital meter interfere with my home electronics?

Answer: No. the digital meters are designed not to interfere with home electronics.

Question: Is my personal information available with advanced meters?

Answer: No. Chelan PUD is committed to keeping your personal information safe and secure. With advanced,

two-way digital metering, cyber security best practices such as isolation and encryption of customer data will be used. Additionally, only meter data is transmitted wirelessly not any customer information. Here is a link to our privacy policy: www.chelanpud.org/other/privacy-policy, as well as our Customer Rights: www.chelanpud.org/my-pud-services/rates-and-policies/summary-of-consumer-rights

Question: If I don't want an advanced, two-way digital meter can I opt out?

Answer: Yes, the PUD is looking at industry best practices to offer customers some type of "opt out" method. There will be a cost to customers who choose to maintain an analog meter, since it will require continued manual meter reading. Additionally, customers who choose to opt out will not be eligible for future service offers such as; outage notification, per-pay service, and special rate offerings.

Question: Will I be able to sign up for a web-portal or a mobile app once the new advanced two-way digital meters are installed?

Answer: Chelan PUD is including this customer convenience as priority in its new Customer Information System once the new advanced meters are installed. The advanced meters would let you see your electric use and even set alerts for things such as high bills, outages and more.

Question: Will it cost me extra to have an advanced meter?

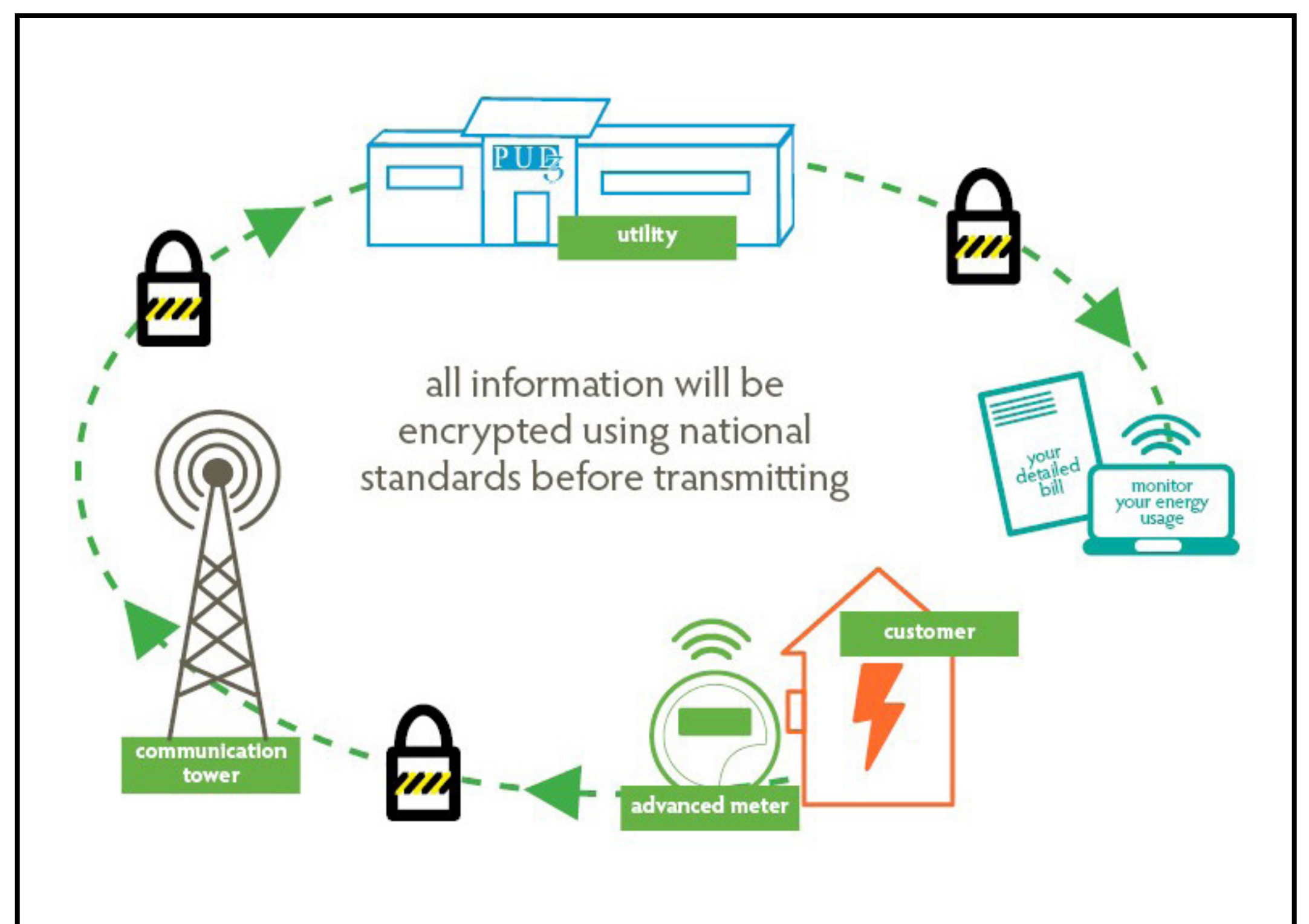
Answer: No. Chelan PUD would provide the advanced meters at no additional cost. Advanced meters are more accurate and will provide more detailed energy consumption information. By monitoring and reducing your overall electric use, customers may actually be able to lower their bills with advanced metering.

Question: Where can I learn more about the project?

Answer: You can learn more about the advanced metering project at our website here: www.chelanpud.org/AdvancedMeters

SECURITY

- Third-party testing and network vulnerability scans annually
- Secure logons with multiple verification steps



Mason County PUD3

- Separation of AMI data networks from office or public networks
- PUD authorized programs only run data
- Data encryption
- PUD logs, tracks and monitors computer systems for unauthorized access or breaches

Protecting Your PRIVACY

- No PUD employees accessing your property to read meter
- Information is safe and secure
- Digital meters use isolation and encryption
- Meter data is transmitted wirelessly not customer information



**We respect your
right to privacy**

Advanced Metering Customer BENEFITS

- Faster outage detection and restoration
- Reduced carbon footprint
- Personalized energy alerts
- New customer toolkits
(web portals and phone apps)
- More accurate meter reading and billing
- Better reliability, accuracy of data and
more efficiency, saving time and money
- Improved reliability

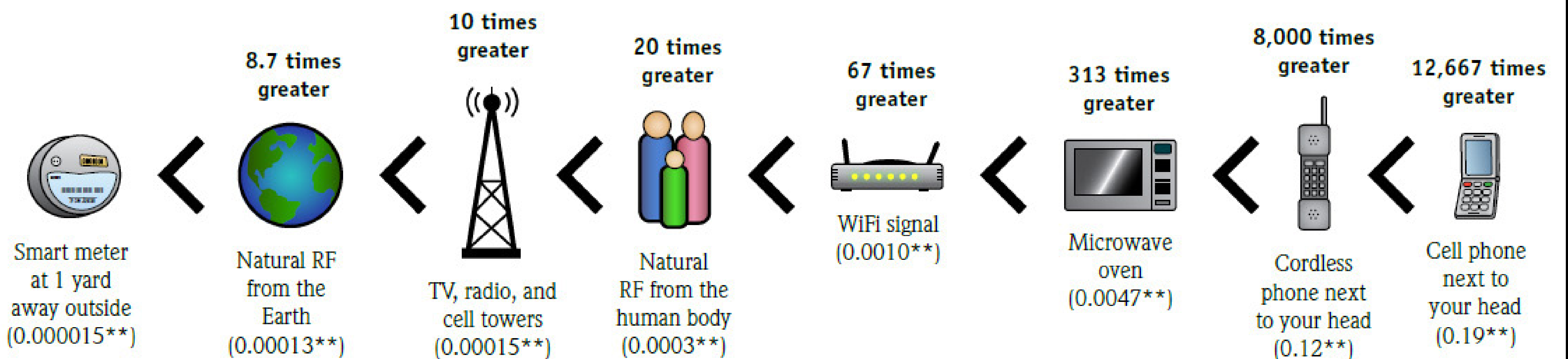


RADIO FREQUENCY

Digital Meter Radio Frequency – Less Than Your Microwave Oven

- What is Radio Frequency (RF)
- Why does power density matter
- Meter location
- Required standards

RF exposures from smart meters are much lower than other RF sources*



* Based on the FCC average exposure standard which averages exposure over 30 minutes of usage (47CFR1.1310 averaging)

** Measured in milliwatts per square centimeter (mW/cm²)



AMI Outreach Schedule

Community								
DATE	TIME	VENUE/LOCATION	CONTACT	FORMAT	RESOURCES NEEDED	DUE DATE	PUD PT.PERSON	
Sat. April 8	9:00AM	Lake Wenatchee Rec. Center 14400 Chiwawa Loop Rd.	Marilyn Mylius mmylius@nwi.net 679-5517	Club Meeting Public invited	Coffee & Cookies Grab & Go Box /LEDs Posters/Meters/RF tester *email Marilyn with details for communication to members		John Stoll Suzanne Hartman	
Sat. April 8	11:00AM	Beaver Valley Lodge 18630 Beaver Valley Rd., Plain	Graham 763-9012	Community Meeting	Coffee & Cookies Grab & Go / Posters/LEDs/ Meters/RF Tester		John Stoll Suzanne Hartman	
Sat. April 8	10 - Noon	Wenatchee Convention Center 121 N. Wenatchee Ave (Wenatchee)		Survive & Thrive Helath & Safety Fair	Grab & Go/Meter/Posters	7-Apr	Mario Cantu Andy Wendell	
Tues. April 11	6:30PM	Pybus Market Concourse 3 North Worthen St	Steve Robinson steve.robinson@pybusmarket.org 888-3900 Jacobi Schall jacobi.schall@pybusmarket.org	Community Meeting Open House	*Utilitworks SME Posters/Grab & Go *Meters/RF tester *Refreshments LEDs *2 - 6ft Tables (Pybus) *10 Chairs (Pybus) *Jpeg Image / two lines of copy to Jacobi *Event description to Steve		Andy Wendell Suzanne Hartman	

AMI Outreach Schedule

Wed. April 12	6:30PM	Leavenworth Fire Hall 228 Chumstick Hwy.	Dan 548-7711	Community Meeting Open House	*Utilitworks SME Posters Grab & Go/LEDs *Refreshments Meters/RF Tester *2 - 6ft Tables (FD) *Send Info. To Chamber for email blast *Send Info. To City of Leavenworth for distro		Andy Wendell Suzanne Hartman	
Thurs. April 13	6:30PM	Chelan Chamber of Commerce 216 E. Woodin Ave. 2nd Floor	Tiffany Gering tiffany@lakechelan.com 682-3503	Community Meeting Open House	*Utilitworks SME Posters Grab & Go/LEDs *Refreshments *2 - 6ft Tables (Chamber)		Andy Wendell Suzanne Hartman	
Government								
DATE	TIME	VENUE/LOCATION	CONTACT	FORMAT	RESOURCES NEEDED	DUE DATE	PUD PT.PERSON	
Thurs. April 6	6:00PM	Tacos Chava - Entiat 2084 Entiat Way	Alan Moen alanmoen@nwi.net 433-4493	Entiat Chamber Member Meeting Informal/Networking	Grab & Go Posters/Meters/RF Tester *Send Info to Mike Endsley & Co. for newsletter (info@endsleyco.com) *Confirm attendance w/Alan (3/31)		John Stoll	

AMI Outreach Schedule

Mon. April 10	6:00PM	Cashmere City Hall	Kay@cityofcashmere.org 782-3513	Cashmere City Council Meeting 10 min. on agenda	Hand-Outs/posters Meters/RF Tester *Info for council packet to Kay by 4/5		John Stoll	
Thurs. April 13	7:00PM	Entiat Library 14138 Kinzel St.	Linda Countryman 784-1500	Entiat City Council Meeting	Posters Hand-Outs		John Stoll	
Wed. April 19	5:30PM	Wenatchee Senior Ctr. 1312 Maple Street		Wenatchee Hispanic Council Meeting	*PUD Representative *Hand-Outs *Need to schedule		Andy Wendell Mario Cantu	
Civic								
DATE	TIME	VENUE/LOCATION	CONTACT	FORMAT	RESOURCES NEEDED	DUE DATE	PUD PT.PERSON	
Sat. April 15	9AM-4PM	Chelan Riverwalk Park	Mike Phillips 881-8428	Chelan Earth Day Celebration	Grab & Go/ Tchotckes/ Poster (English/Spanish)		Suzanne Hartman	
Wed. April 19	12:00-1:30PM	Cashmere		Cashmere Rotary Meeting	*Hand-Outs *PUD representative *PPT?		Andy Wendell	
Sat. April 23	12-4PM	Lion's Club Park Leavenworth	Frank Clifton 919-922-6261 FTClifton@aol.com	Leavenworth Earth Day	Grab & Go/Poster Tchottckes (English/Spanish)		Susan Gillin Kim Craig	
Thurs. April 27	12:00PM	Red Lion Hotel 1225 N. Wenatchee Ave		Wenatchee Rotary Meeting	*Hand Outs *PUD Representative *PPT?		Andy Wendell	