

### **Where will the AMI meter installation process begin?**

The first exchange will be for those members in Guymon. Once the new AMI meters, communications system and billing are in place and tested, the Cooperative will proceed to convert about 23,000 meters by late 2011.

### **Who will be changing out the meters?**

The majority of the meter exchanges will be performed by a Tri-County Electric contractor. However, some meter exchanges will be done by Tri-County Electric personnel. Contractor personnel will be in trucks bearing a magnetic sign, which identifies them as a Tri-County Electric contractor. They will also be provided with door-hangers to inform each member of their purpose and presence at their home.

### **How much is this going to cost the member?**

There will be no additional cost to the member to install the AMI system.

### **Will the AMI module notify Tri-County Electric when the power goes out?**

The system will provide some abilities to detect outages and verify restoration, but in order to ensure a timely response, members are encouraged to call the office in the event of an outage.

### **Can Tri-County Electric disconnect power remotely using the AMI meter?**

Yes, the meters do have remote disconnect capabilities.

### **What if I think my bill reflects more kilowatt use than normal or if I think my meter is not working correctly?**

Contact customer service at 800-522-3315 or 580-652-2418 to discuss any billing concerns. Electronic meters are much more accurate than analog or mechanical meters. The AMI meters being installed by Tri-County Electric are tested before installation.

## **CONTACT US**

Office Hours: Monday - Friday 8 a.m. to 5 p.m.

302 E. Glaydas ■ P.O. Box 880 ■ Hooker, OK 73945 ■ 800-522-3315

info@tri-countyelectric.coop ■ www.tri-countyelectric.coop

# **ADVANCED METERING INFRASTRUCTURE (AMI)**

## **Frequently Asked Questions**



*The Power of Community*



TRI-COUNTY ELECTRIC

A Touchstone Energy™ Cooperative 



## Introduction

Tri-County Electric Cooperative is implementing an advanced metering infrastructure, or AMI, system using the TWACS meter module. During the next couple of years a Tri-County Electric contractor, along with Cooperative employees, will change-out every member's electric meter.

The following questions and answers provide detailed information on the AMI project and its impact on you as a Tri-County Electric member.

### Summary of AMI benefits:

- Fully automated, daily meter readings on all system meters
- Reduces meter reading and transportation costs
- Reduces the need to access your property to read your meters
- Provides on-request reads, saves re-read costs
- More efficient outage restoration
- Increases tamper detection and reduces energy theft
- Improves call resolution – the AMI system will give employees the ability to provide members with more detailed information such as power consumption patterns, outage and blink count history, voltage information and reducing high bill inquiries.
- Reduces employee injuries, especially in areas with fenced yards, dogs and landscaping.



### What's the difference between the new and old meters?

The new electric meters will operate electronically and the old meters operated mechanically. The new meters will continue to display the meter reading, but it will be in a digital LCD form. The biggest difference is that the new meters will have an electronic circuit board module installed, which makes them extremely accurate. The module receives and stores the kilowatt-hour (kwh) consumption recorded by the electronics in the meter, and is able to transmit this and other data over the power lines to equipment located in a substation.

### How will Tri-County Electric read the meters?

The Cooperative's computer will dial-up the substation equipment through a secure radio network and tell the substation to request one or more meter readings. A reading-request signal is relayed over the power lines, and the meter responds back with its reading. The entire process takes less than 20 seconds for a single meter reading. Tri-County Electric will conduct manual spot readings on a periodic basis to ensure the continued accuracy of the system.

### What day of the month will the meters be read?

All meters will be read every day to obtain a history of energy use. For billing purposes, the member's monthly billing cycle will remain the same.

### What information does the AMI meter record?

The meter records electricity use (kwh), the number of times the meter has experienced a loss of power for any reason and if the meter has been tampered with.

### Will my power be out during the conversion?

Possibly. Members may experience a short disruption in electric service during the conversion. Tri-County Electric employees and contractors will make every effort to keep the amount of time without power minimal. In extreme situations, problems with equipment owned by the member may result in a longer disruption of service for minor repairs. Following the installation of your new meter, all electronic clocks and timers will probably be blinking and need to be re-set. We understand this is a bother and we apologize for any inconvenience you may experience.

### What is the AMI meter installation schedule?

The installations will begin in September 2009 and should be completed by late 2011.