

April 2010

Dear Member:

As part of our commitment to continuous improvement in service quality and reliability, over the next several months Shelby Energy Cooperative will be installing an advanced technology “smart” meter that is going to improve service to your home or business.

This “smart” meter uses a technology called Advanced Metering Infrastructure (AMI). AMI uses existing power lines to create a reliable two-way communication between Shelby Energy’s office and your electric meter. One of the most important functions of these advanced meters is its ability to assist in outage restoration. The new meters will help pinpoint problems on the system which will enable our crews to respond more quickly and efficiently, therefore, creating swifter restoration times.

During the wind storm of 2008 and ice storm of 2009, these meters would have provided instant information about outages, down to each member’s home. Situations where individual members remained without power and our employees were unaware of the continued outage may be avoided in the future with AMI.

The new technology will also improve the accuracy and timeliness of reading your meter which means that meter readers will no longer come onto your property. This change will eliminate the need to leave gates unlocked or to keep pets inside on your meter reading day. Other benefits you’ll receive from the new meters are:

- Provides data that will help troubleshoot service problems
- Helps eliminate problems with the quality of power you receive
- Assists with preventing meter tampering and attempts to steal energy
- Makes it easier to transfer or disconnect service
- Builds a platform to provide future Smart Grid technology innovations

Installing the meter is easy and convenient. **In fact, if we already have access to your present meter, you do not need to be home when we put in the new one.** Here is what to expect on installation day:

- We will knock on your front door. Installers will carry identification, but no one will need to enter your home. *If you are not home, we will leave a note on your front door after the work is complete.*
- We will make every effort to perform the meter change without interrupting your power. However, in some instances it may be necessary.

Shelby Energy Cooperative is committed to finding new and better ways to serve you, and we look forward to providing you improved customer service with the new, streamlined meter system. For more information, contact us at 1-800-292-6585.

Sincerely,

Debbie Martin  
President and CEO