

President and CEO, Mike Wheatley Provides AMI Progress Report – March 2016



**This month's AMI Corner will take a hiatus so that Choptank Electric's President and CEO can provide information on the status of the Advanced Meter Infrastructure (AMI) meter installation. The AMI Corner will resume with the April issue of the Live Wire.*

Choptank Electric Cooperative's process of installing advanced meters, as part of its Advanced Metering Infrastructure project, is progressing swiftly across our service territory. We began our AMI meter deployment in mid-June, 2015 in St. Michaels and installation continued throughout our Ocean Pines, Chestertown, and Denton districts.

We are on schedule to begin AMI meter installation in our Salisbury district by mid-March, and will continue the deployment in the remainder of our service territory, including Pocomoke, Berlin, and Cambridge. Total system completion is expected by the end of July 2016. As of mid-February, we have deployed 29,352 meters, which represents approximately 56% of our total system.

The new meters represent a part of a major distribution system upgrade and technological advancement for the cooperative, and we are very excited about the features and benefits that the meters will afford our members. One benefit offered by the new meter is that the members will no longer need to submit a meter reading with their payment. Members whose meters have not yet been exchanged, please continue to read your meter and submit your reading until your AMI meter has been installed. Members will be notified once the meter has been exchanged.

Another feature the new meter offers is the ability to provide the Co-op with outage information that will help alert us to an outage even before a member has the chance to call it in. This alert may also prove to be very beneficial for members who might be away from their home or business, and therefore unable report the outage. The Co-op still encourages our members to report their outages when they occur in their home or business by calling the Outage Reporting Number at 1.800.410.4790 or by using their SmatHub App. Members' outage reports also provide us with other important information such as downed wires, trees on the lines, or a vehicle hitting a pole or transformer, for example. This type of information can help with quicker and safer restoration efforts.

The AMI meters have also been providing us with additional and unexpected system benefits! Here are just a few advantages we've been made aware of:

- A voltage sensor in the new meter has alerted us to services or transformers that were ABOUT to fail but hadn't stopped working yet;
- New temperature sensors have been able to warn us about meter sockets that have loose connections and have allowed the Co-op, and the member's electrician, to repair them before

they fail. These repairs have usually taken place during regular business hours saving our members money from “after hours” charges;

- The meters have also notified the Co-op of outage restoration during large storms such as the most recent Winter Storm Jonas. This saved the Co-op a great deal of time and money, by allowing crews to move on to the next outage without waiting for voice calls to confirm all power had been restored.

Once all AMI meters have been installed throughout the system, members will be able to see in detail their energy usage and usage history, as well as additional account features, offering secure account management right at their fingertips!

However, members who already have the advanced meters installed can take advantage of seeing their energy usage through our online bill payment system, SmartHub. This free account management & online bill payment system also allows you to report a power outage, sign up for paperless billing, receive account notification, contact our office, and monitor energy usage. You must establish a SmartHub account first, and we encourage all members to take a look at this convenient and easy service. Signing up is simple and can be done through our website, www.choptankelectric.coop, as well as a mobile application through the SmartHub app in the Apple App Store® or in Android App Store® for use on smartphones and tablets. There is no charge to set up an account through SmartHub.

We continue to provide information to our members concerning the deployment of the AMI meters through a variety of sources. Our website, www.choptankelectric.coop features an Automated Meter Information green button on the home page; click on it to link to informational videos, fact sheets, frequently asked questions and opt out information. Additional updates and information will be provided through our social media channels: Facebook, Twitter and YouTube. As always, if you need additional information, or more personalized service, our Member Service Center is available to you between 8am and 4:30pm, Monday through Friday by calling toll-free 1-877-892-0001.