

# Frequently Asked Questions

## **1. Q. What is AMI?**

**A.** You may be familiar with AMR, or Automatic Meter Reading, which allows meters to be read from remote locations. AMI stands for Advanced Metering Infrastructure. It is proven technology that enables NCE to perform many new cost saving activities, including accurately reading electric meters remotely, without having to physically visit the meters.

## **2. Q. How does AMI work?**

**A.** As a member uses electricity, an electronic module located inside the meter records the usage. This module transmits the usage data daily through a wireless communication network to be integrated into our computer systems in Worthington.

## **3. Q. Why is NCE making this metering change?**

**A.** For over 70 years, NCE has been dedicated to providing our members with reliable electric service throughout our service territory at competitive rates. To further our commitment, we will soon begin deployment on a state-of-the-art, two-way, meter reading system to monitor and read NCE's electric meters. This new system will provide many benefits, including increased accuracy of your meter reading and billing, as well as cost savings to members. The system will also work close at hand with our outage management system aiding in outage restoration and notification, along with providing valuable feedback on energy usage during times of peak demand. Two-way information provides the co-op billing information, plus in the future the member will have the opportunity to look at their usage via the co-op's website aiding in conservation and high bill concerns.

## **4. Q. Who will be installing the AMI and how will I be able to identify them?**

**A.** Cooperative employees will be changing out your meter. Each of them will be driving a marked cooperative vehicle. If you have any questions, please feel free to call our office to verify. As a courtesy, the installer will knock on your door to inform you of a brief interruption of service. This outage should only last a few minutes. Once the meter is exchanged, please continue to read your meter until you are further notified, as we monitor the new meters for a month or two.

## **5. Q. What specific information will this meter provide?**

**A.** It will record kilowatt-hour readings, when power went off, when it was restored, the peak demand, 15-minute usage data, how long the power was offline, real-time outage information, detailed daily usage and power consumption patterns. It will also provide details on power quality and blinks.

## **6. Q. Will I still see meter readers in my area occasionally?**

**A.** Yes. The use of AMI technology will significantly lessen the need for traditional meter readers; however, we may still need to send employees to your area or home to inspect, monitor and service this equipment. Also, we will be performing random reads to be sure your system is functioning as designed.

## **7. Q. Is my account information still secure?**

**A.** Yes. Only meter readings and meter identification data are transmitted over a secure gateway to our offices. AMI does not interfere with, or transmit, personal customer information.

**8. Q. Who can I contact if I have questions?**

**A.** If you have additional questions about this automated meter project, you can contact our Member Services Department at 507-372-7331; they would be happy to answer your questions.