

# Advanced Metering Infrastructure



## Benefits of Advanced Metering Infrastructure

Advanced Metering Infrastructure (AMI) will provide many benefits, including increased accuracy of your meter reading and billing, as well as cost savings, to Sawnee members. The system should aid in outage restoration and provide valuable information about energy usage during times of peak demand. Below are additional benefits of this new metering technology:



Example of an AMI Meter

- Estimated meter readings will virtually be eliminated.
- Sawnee EMC will be able to read your meter and collect the information necessary to generate your billing statement with minimal visitation to your property.
- You will have access to your energy usage through a secure online Web site.
- Information will be integrated for billing, outage management and power theft prevention.

- Monthly energy bill data will be significantly enhanced with more detailed information.
- Sawnee will have more information about outages and interruptions...which means we can work even faster to get the lights back on.
- Moving? Not a problem, we can read your meter and provide a detailed bill as of your move date.
- You will still receive the same reliable service that you expect from us.

Be sure to visit our user-friendly "AMI" Web site at [www.sawnee.com/ami](http://www.sawnee.com/ami).

There you will find information about our AMI project. We have included general information, our deployment schedule and map, as well as Frequently Asked Questions (FAQs). We have also placed a "Photo Gallery" of the meters "before" and "after" the AMI conversion.

## Your Electric Meter Is Going Digital!

Sawnee EMC is dedicated to providing you with reliable electric service at affordable rates. As part of an ongoing commitment to constantly improving your electrical services and controlling our costs, Sawnee EMC is proud to introduce an exciting new system called Advanced Metering Infrastructure, or "AMI". We will begin deploying this system in July 2009; and it should be completed by late 2012.

This AMI system will provide the members of Sawnee EMC many direct benefits, such as delivering a state-of-the-art metering solution to their home or business, while saving the Corporation time and money. The system can be used by you to better understand and manage your monthly energy usage by collecting hourly meter readings on the energy going into your home. It also has many other benefits that will allow Sawnee's staff to better manage the distribution system that delivers energy to you by improved outage notification, data for engineering studies, plant evaluation and many other features.

This system will be much more than a meter reading system; it will place our members in the 21st century from an energy usage prospective.

The AMI system replaces the existing manually-read energy meter at your home or business with a two-way digital watt-hour meter that can communicate with our office. The new AMI meter will automatically transmit your meter data through a special communication network to Sawnee EMC's headquarters in Cumming where we will process it and evaluate what is occurring at your specific location.

Sawnee's new AMI system is "safe", "economical", "effective" and, best of all, Sawnee's members don't have to do anything for the meter to be read. Once the meter reading is received at Sawnee, it will be integrated with the computer system and monthly billing statements will be generated, and will be available for your review over a safe and secure Web site at [www.sawnee.com/ami](http://www.sawnee.com/ami).

A perfect combination...it's cost effective and offers increased customer service. That is what Sawnee EMC is all about. Keep reading to learn more about Sawnee's new AMI system.

# Frequently Asked Questions

## • What does the new AMI meter look like?

The meter's exterior appearance is similar to a typical watt-hour meter. The only difference is that an AMI module is installed inside the meter. At all locations, we are installing a new digital meter, and where they exist, replacing our older mechanical "dial" meters.

## • How will this system benefit me?

AMI should eliminate estimated meter readings, provide tangible benefits and aid in outage notification and service restoration.

## • Who will install the new meter and how will I be able to identify them?

Sawnee is coordinating the AMI project with its own staff and various contractors. All representatives will be driving marked vehicles with the phrase "Sawnee EMC" or "Contractor for Sawnee EMC". These employees can be identified by their photo identification badge. SEMC staff and our contractors will perform on-going maintenance on some equipment once deployment is complete.

## • Will my electric service be interrupted?

Yes, for a brief period. Exchanging your meter will cause a brief loss of service, so please be sure to follow manufacturers' recommendations to protect electronic equipment and data. Clocks and other devices may need to be reset after the meter exchange.

## • How will I know if my meter has been exchanged?

If no one is home, we will leave a door hanger when we exchange the electric meter to indicate that a brief interruption of your electrical service has occurred.

## • Is there anything I should do before the AMI device is installed at my property?

Yes. To make the meter exchange at your location go quickly and efficiently, you should clear an adequate work area around your electric meter to give our technician ready access to the meter. We would greatly appreciate your assistance in removing any obstructions or barriers, such as overgrown shrubs or other obstacles.

## • How will I know when I am scheduled to have my meter equipped with AMI technology?

You will receive notification before your meter(s) is/are scheduled to be installed. As a courtesy, the installer will knock on your door to inform you of a brief electric interruption when the electric meter is being exchanged. This outage should only last about 10 minutes; however you may want to be sure your computer data is saved and all computers turned "off".

**Got more questions? Contact our Marketing Department at (770) 887-2363, ext. 7544 or visit us online at [www.sawnee.com/ami](http://www.sawnee.com/ami).**

Greetings Sawnee EMC Member:

AMI is coming. What is AMI, you ask? We are proud to announce the implementation of a new state-of-the-art meter reading program called "Advanced Metering Infrastructure" or "AMI". This new metering system will provide you, our member, with many new and exciting benefits.

We have designed this brochure to explain the many advantages of this system and to describe how the staff of Sawnee will be deploying this new approach to a core business aspect of our member relationship – reading the meter each month.

Also, we want to introduce you to a special Web site that has been developed and dedicated to our AMI program – [www.sawnee.com/ami](http://www.sawnee.com/ami). We encourage you to visit this site often to learn about the new information associated with this program and to monitor our deployment of this technology across our seven (7) county distribution system.

Please take a few moments to learn more about this program. We are sure you will see value in the many new benefits that this metering and communication approach will provide you and our Cooperative. As always, please contact our Marketing Department at (770) 887-2363, ext. 7544 or email us at [marketing@sawnee.com](mailto:marketing@sawnee.com) if you have any questions or comments about this program.

Best Wishes,



Michael A. Goodroe  
President and Chief Executive Officer

## A New Technology Is Coming Your Way!

