



Advanced Metering: A Major Improvement for WEC and Our Members

By the end of 2012 WEC will install advanced meters at all locations on our system. You will receive additional information, and you will find information on our website (www.washingtonelectric.coop), by mail, or call WEC (1-802-223-5245) or email (WEC_meters@wec.coop)

- **Improved Reliability and Service Quality**
- **Reduced Operating Cost**
- **Greater Access to Usage Information to Help Members Use Energy Wisely**
- **Additional Service Options for Members**

WEC Utility Benefits

Operational Savings



Making the transition from monthly manual readings, to advanced meters will increase reading accuracy, timeliness and level of information detail, cut outage response time and reduce WEC's operating expenses.

Improved System Monitoring and Control



Outage restoration with advanced meters means quicker and more accurate identification of outage causes, allowing WEC to get crews to the right place more quickly. With additional controls enabling remote re-routing of power,

WEC will be able to more quickly react to outage situations.

Member Benefits

Reduced "Down Time"

A system with advanced meters allows your Co-op to restore service following outages much quicker, than is the case now. With advanced meters, WEC can pinpoint the location and dispatch a crew more accurately than before. While it still takes the same amount of time and crews to remove a tree fallen on our lines, we'll be able to identify problems remotely and dispatch crews to get your power back on sooner.



Better Communication With Members

With advanced meters, WEC will have the ability to display outage information on our website or to your hand-held device. Also WEC will be able to provide additional member communication access using conventional and social media such as Facebook.



More Detailed and More Helpful Information About Your Usage

WEC already provides members with E-billing capabilities; with advanced meters, access to your usage data will expand, in near real time. This enhanced information will allow members to better understand your electric usage, a major new advantage compared to conventional meter technology. This information will be available to you via secure web access, or by calling the Co-op.

Future Service and Billing Options

Members who wish to more closely monitor and control appliances within their home or to select rate structures that encourage off-peak use will be able to request these voluntary additional options. These options may be of particular use to members wishing to more carefully track their usage, or for members with plug-in vehicles. These options may help WEC and the larger grid system make more efficient and environmentally friendly use of power supply sources.

Washington Electric Co-op Advanced Meter Frequently Asked Questions

1. What is an advanced meter?

An advanced meter is a digital meter that replaces the electric meter currently on your home or business. The meter is one component of a system, connecting the meter to the substation and back to the Co-op office in East Montpelier. The advanced meter can tell the Co-op instantly if the power is off, allowing for faster restoration of power.

2. What are the benefits of advanced meters?

The advanced meter will allow members secure access to more detail about your electricity usage. Members may choose to use this data to manage how much and when you use electricity, controlling your costs more closely. Better usage information enables better decisions and can lead to reduced electricity use and potentially save you money.

Other benefits of advanced meters include:

- Automated outage detection and notification. While WEC will still want members to call when the power goes out, advanced meters will allow us to know the location and extent of the outage far more quickly than before.
- Continuous reporting of power quality levels at the meter to improve reliability and detection when there are conditions which result in power quality disturbances, such as low voltage or “blinks.”
- When a member wants to be able to remotely control various appliances within her home, such as heating/cooling/lighting, such remote control would be possible through a Home Area Network (HAN). The HAN will communicate wirelessly from inside the home, to the advanced meter. *No advanced meters will be installed with this capability, unless the member authorizes this in writing.*

3. When will the co-op install the meters?

WEC’s employees will replace all meters by the end of 2012. In advance of replacing your meter, you will receive written and phone notification. The new meter is the same size as your current meter, and will be placed in the same spot. The replacement will take less than 15 minutes and there will be no need to gain access to your home or to turn off your power for an extended period.

4. What is the technology used in advanced meters?

There are two kinds of advanced meters. “Hard wired” meters transmit information over existing power lines, called “power line carrier” or PLC. WEC is installing only PLC meters. “Wireless” or radio frequency (RF) meters transmit information via radio signals, using a technology similar to that used in cordless phone and baby monitors. WEC is not installing any RF meters.

5. Will our privacy be protected?

WEC has policy and practices to protect member information. As a regulated electric utility our policy and practice must meet regulations of both state and federal agencies. As a member-owned cooperative WEC is committed to not divulging ANY member data to another member, company, agency or other party, without express written consent from you.

The advanced meter will measure the same thing that is measured by your current meter – your overall electricity consumption. Because the advanced meters will allow two way communication over the power line, any member with internet access then will have the ability to securely monitor and better understand their electric usage and cost, in addition to already being able to receive bills and make payments electronically.

6. What if I don’t want ALL that data, whatever my reason may be?

Members will have secure access to their hourly electric usage data, in near real time. “Member choice” provides both complete data access, and allows you and the Co-op to identify usage conditions that you may then want to be able to better understand or change. WEC expects most members will value this level of detail, and the ability for better management of one’s usage.

WEC will provide a limited access option for members who choose to not have WEC receive hourly data. We call this “Monthly Limited Choice,” available without additional charge. The member will need to affirmatively sign an agreement, which can be rescinded at any time by the member. Members who sign up for “Monthly Limited Choice” will not have access to their own data, except for a single monthly kilowatt-hour (kwh) total use reading. In addition there may be other services or benefits which may be unavailable to members who sign up for “Monthly Limited Choice.”
