

AMI FAQ

What is Advanced Metering Infrastructure (AMI)?

AMI uses state-of-the-art metering and communication technology to permit secure two-way remote communication with utility meters located at businesses and residences served by the Power District. The two-way communication will be used to collect daily kilowatt-hour meter readings for billing, monitor system voltages, and to provide power outage notifications. Overall, AMI will provide proactive customer service, improve system reliability, provide for power outage notification and management, and permit more efficient delivery of utility services.

What is an AMI Meter?

AMI meters use two way radio communications for the purpose of gathering meter readings for billing. Staff can also communicate with the meter to collect readings for move-ins, check power status, and perform disconnects and reconnects. The meters will also monitor system voltage and demand to aid in power outage identification and restoration efforts, and to proactively identify overloaded transformer and distribution circuits.

Is AMI a new technology?

No, AMI has been around for many years. About half of the electric customers in the United States are served with AMI meters – that's 71 million AMI meters in use across the country. .

When will AMI Meters be installed?

The Power District will start installing AMI meters in September of 2019 in the Panaca area. Over the next two years all of the Power Districts meters will be converted to AMI. We plan to have all meters replaced by the end of 2021.

Will I be notified when the meter is being installed?

The Power District will be sending notifications a few weeks prior to the anticipated replacement date. The technician, in Power District uniform, will knock on your door before replacing the meter. If no one answers, installation will still proceed. If we cannot access the meter, or if there is a safety concern found with the meter socket or service entrance, we will leave a door hanger and be in contact to make further arrangements.

Will my service be interrupted during the meter replacement?

Service will be temporarily interrupted during meter replacement. It will likely be less than 3 minutes.

How will AMI benefit me?

Some of the immediate benefits of AMI include:

- More accurate billing due to fewer estimates
- Reduced costs in labor and equipment for monthly reading and special readings
- Faster response to power outages and power restoration
- Quicker response to customer question on energy consumption
- Real-time monitoring of system voltages, pressures, and flows on the utility system to identify deficiencies and over loads.

Once the system is fully deployed, customers will have access to more detailed information on their energy use patterns through an on-line customer service portal. More information will be provided in the future on this feature.

Will AMI cause an increase in my utility bills?

Energy usage is dependent on appliances used in your home and energy use habits. The AMI metering technology is the same as meters we have been using for the last 10 years. The only difference is that AMI meters automatically communicate usage information to us. So no increase in electric consumption will result from use of AMI.

What if I don't want an AMI Meter?

An AMI system will substantially reduce operating costs and will provide real-time information to customers so that they may better manage their use of electric energy. However, the Power District understands that some customers may wish to not have an AMI meter located on their premises. To utilize a meter other than an AMI will result in higher costs to serve those customers without AMI meters as compared to those customers who allow installation of the AMI meter. It is the policy of the Power District that such increased costs should be paid for by those customers requesting to opt out of the AMI system. Charging the increased cost to those customers who opt out of AMI has been accepted by the Public Utilities Commission of Nevada for customers served by the regulated investor owned utility.

To opt out before an AMI meter is installed, a customer must submit a written request to the Power District indicating they do not want to have an AMI meter installed on their premises. The monthly service charge to cover the cost to manually read the customer's meter is \$8.82 per month. This monthly charge will be applied to the requesting customer's account. If an AMI meter is installed before receiving the customer's written request, an additional \$75 charge will be assessed the customer to replace the AMI meter.

Customers choosing this option will forego all the benefits associated with this technology, including valuable usage information, and automatic outage notification.