



City Office
557 North 4th Street
David City, NE 68632

Dear Customer,

David City has some exciting news to announce!

The “smart” meters are here and the City is beginning to deploy their Advanced Metering Infrastructure (AMI). Change outs and upgrades will begin in late-July and be completed at the end of August. This will be done at no cost to you.

For electric meter installations, the City has contracted with the Elster Group, a world leader in metering solutions. Please allow the Elster Group installers easy access to your electric meter. Be mindful that the City requires a three (3) foot clearance from all obstructions around electric meters.

When your meters are changed out, ***you can expect:***

- A Brief Interruption in Power Service.
- To Reset Your Electronic Devices, such as clocks and alarms.
- Continued Visits from meter readers while we complete our deployment.
- To Receive a Monthly Billing Statement with two readings; a reading from the old meter at the time of removal and a reading from the new meter on your normally scheduled read date.

You can look forward to:

- Improved Online Access to Your Account: With hourly readings, customers will be able to monitor their use and adjust their consumption the month before they receive their bills.
- Increased Privacy: The “smart” meter technology will allow us to read your meter remotely.
- Greater Reading Accuracy: Chances for human error are reduced and the new meters are extremely accurate and reliable.
- Capabilities to Come: Faster identification of power outages and “time of use” rates allowing customers the chance to run appliances at the most economical times for cost savings.

Thank you for your help, and we hope you will enjoy this improved service!

Frequently Asked Questions

Residential FAQ

What is the Smart Metering Project?

The Smart Metering Project is about our commitment to you and our community to provide reliable, affordable, efficient and effective energy service, environmental leadership and customer service excellence. It is about being a Smart Utility by improving and enhancing the way we do business. Most importantly, it is about having Smart Customers with customer choice programs and easy to use tools to take charge of their utility usage. It is about our customers now and in the future.

As part of this exciting project, David City Utilities electric meters will be upgraded with a secure wireless communication module that will enable numerous benefits, now and in the future. Elster, Inc. a professional Smart Meter systems provider selected by the utility to implement this very important initiative, will be upgrading the entire David City Utilities meter infrastructure, beginning in mid November 2008 and expected to take 16 to 28 months to complete.

How will the new automated meters work?

Information from your meter will no longer be collected by meter readers. The new meters will utilize an attached communication device to transmit accurate, up-to-date information daily. The technology utilized for Smart Metering will not interfere with any of the electronics in your home.

Will I be charged on my utility bill for the new smart meters?

This work will be performed at no cost to the customer.

What are the benefits of the Smart Metering Project?

The benefits of the Smart Metering Program will continue to grow over time. Enhanced customer service and greater convenience are just a start. In the future, you can expect:

Smart Metering will improve Services

1. Improved meter reading accuracy
2. Improved customer service
3. Access to up-to date customer information
4. Access to better customer information
5. More efficient field services from David City Utilities with less personnel and trucks in the field, in support of David City Utilities "Green Initiatives."

Smart Metering will provide New Benefits

1. Automated power outage management – we'll know automatically when your power goes out!
2. Loss prevention (We'll have improved ways to detect and thus prevent the theft of energy)

Smart Metering Opens a Pathway to the Future

1. You will have access to your billing and usage information via the web
2. You will have access to easy-to-use tools via the web to help you save energy and money
3. Network will enable the potential for in-home information displays
4. Pathway to smart home automation

I have a home office, I work evenings, etc. - how will I know when you are coming?

This notification letter means we will be in your area in approximately 2-3 weeks. While you are not required to be home during the installation, a technician will knock on your door before beginning work to ensure it is okay to proceed. The technician will have a clearly identifiable uniform, vehicle and Utility approved I.D. badge.

Will there be any interruption to any of my services?

There can be a brief interruption of electric service, usually about five minutes. Digital clocks may need to be reset.

Do I have to wait around all day for an installer?

No, you do not need to be home for the work to be accomplished. The installer only needs access to your meter.

How long will the upgrade process take?

Typically, each meter will be upgraded in about 5 minutes.

MORE QUESTIONS? Call [1-877-840-6871](tel:1-877-840-6871) to speak to a Smart Metering Customer Service Specialist who will be happy to answer your questions.

Commercial FAQ

What is the Smart Metering Project?

The Smart Metering Project is about David City Utilities commitment to protect and enrich the quality of life in the community by providing reliable, affordable, efficient and effective energy services, environmental leadership and customer service excellence. It is about being a Smart Utility by improving and enhancing the way we do business. It is about having Smart Customers with customer choice programs and easy to use tools to take charge of their utility usage. It is about our customers now and in the future.

As part of this exciting project, David City Utilities electric meters will be upgraded with a secure wireless communication module that will enable numerous benefits now and in the future. Elster and its deployment contractor Team STS, a professional Smart Meter system provider selected by the utility to implement this very important initiative, will be upgrading the entire David City Utilities meter infrastructure, beginning in mid November 2008 and expected to take 16-28 months to complete.

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4. Pathway to smart business automation

How will I know when you are coming?

This notification letter means we will be in your area in approximately 2-3 weeks. A technician will check with you or your employees at your place of business before beginning work to ensure it is okay to proceed. If an interruption in service will adversely impact your business, we will work with you to schedule an appointment that is convenient for you. The technician will have a clearly identifiable uniform, vehicle and Utility approved I.D. badge.

Will there be any interruption to any of my services?

If you do not have a bypass or test switch on your electric meter, you will experience a brief interruption in service, usually no more than five minutes.

How long will the upgrade process take?

Typically, each meter will be upgraded in about 5 minutes.

If I have any other questions about the Smart Metering Project, who do I call?

Call **1-877-840-6871** to speak to a Smart Metering Customer Service Specialist who will be happy to answer your questions.