

Meter Replacement Notification Letter

In coming months, we will be replacing our electric meter on your property as part of our state-approved plan to upgrade all our customers' electric meters. Your new meter will benefit you in several ways: It will help us improve the reliability of your service by better detecting power outages. And, over time, the new meters will give you improved access to data that will help you manage your energy use.

Here's what you can expect during the replacement:

- We've hired Grid One Solutions and Riggs Distler to perform meter replacement work. Their staff will carry proper identification and they are fully trained and authorized to work on our behalf. Grid One's toll-free number is 1-800-254-0344. A schedule of planned meter replacements and a photo of Grid One and Riggs Distler vehicles will be posted online at ppl electric.com/newmeters for customers wishing to verify that Grid One or Riggs Distler is working in their area.
- The technician performing the installation will knock on your door before they begin working. The installation will take about 10 minutes to complete, during which time you may briefly lose power.
- You do not need to be home for the installation so long as the meter is outdoors and our technicians have clear and safe access.
- If our electric meter is located indoors, or in another location that is inaccessible, you will need to be present to provide access. Installations will take place from 8 a.m. to 5 p.m. If your meter is not accessible and you will not be available during these hours over the next few days, please contact 1-800-254-0344 as soon as possible to schedule an appointment.

We are committed to keeping all of our customers informed before their meters are replaced, and will be in touch again closer to your meter installation date.

Sincerely,

PPL Electric Utilities