



Questions you might have

Can I keep the meter that's currently installed at my home or business?

No. The state law and regulations that require us to upgrade our meters do not include a provision allowing customers to opt out. Also, our current meters are approaching the end of their useful lives. It's our intention to replace every customer's meter.

What if I have concerns or questions about my new meter?

Please feel free to call **1-800-254-0344** and we'll be glad to discuss your concerns and answer your questions.

When will my meter be replaced?

We will be in touch with you about 45 days before meters are replaced in your area. A schedule of upcoming replacements will be posted online at pplelectric.com/newmeters.

Should I be concerned about the privacy of my information with these new meters?

No. As we always have done, we will carefully protect our customers' information, consistent with all regulatory requirements. All data transmitted by the meters will be encrypted and protected by PPL Electric Utilities. The new meter system will have multiple layers of safeguards designed to keep your electricity usage data private.

Some people have expressed health concerns related to this type of meter. Is that an issue?

Many government agencies, regulatory agencies and health organizations have studied the issue, and none has found any health risks caused by the use of this type of meter in homes and businesses.



PPL Electric Utilities

For more information, visit
www.pplelectric.com/newmeters.



PPL Electric Utilities



Meet our new meters.

What you need to know
about PPL Electric Utilities'
meter replacements.

www.pplelectric.com/newmeters



Why we're installing new meters – and what it means to you

With the approval of the Pennsylvania Public Utility Commission, we'll be replacing all our current meters from late 2016 to 2019.

Our new meters will have **clear benefits** for customers:

- We'll be able to **better detect outages**, helping us improve service reliability.
- We can **better detect electricity theft or tampering**, keeping down costs for everyone.
- We can more quickly **connect and disconnect service**, providing faster service to those moving into and out of homes, apartments and businesses.
- Over time, you'll have **improved access to data** that can help you manage your energy use and shop for electricity supply.

Our current meters, installed almost 15 years ago, are nearing the end of their useful lives and this project will proactively replace them. The new meters will also bring us into full compliance with state law and regulations on metering technology.

What's changing – and what isn't

As we have always done, we will **carefully protect our customers' information**, consistent with all regulatory requirements.

All data transmitted by the new meters will be **encrypted and protected**. The new meter system will have **multiple layers of safeguards** designed to keep your electricity usage data private.

Our current meters send usage data to us over our power lines. Our new meters will use **low-level radio-frequency signals** to send electricity usage information to our billing system.

The signals used by these meters are similar to those used in many **everyday appliances** in homes, including garage door openers, baby monitors, wireless networks and security systems. Also, our meters will typically transmit for a total of only **a few minutes** a day.

The new meters will be certified as complying with all applicable **safety standards**.



The installation process

Before we begin new meter installations, we'll conduct **preliminary inspections** of existing meters throughout our service territory during 2016.

Meter replacements will start in late 2016 and will continue through the end of 2019. We'll get in touch with you about **45 days** before we replace the meters in your area, and **again** closer to the installation date.

We've hired a contractor, **Grid One Solutions**, to handle inspections and replacements. Employees' uniforms and trucks will be clearly marked with **Grid One**, and employees will carry identification.

If you want to verify that **Grid One** crews are working in your area, you can call **1-800-254-0344**. Also, upcoming meter replacement schedules will be posted at **www.pplelectric.com/newmeters** once the work is under way.

If your meter is **outdoors and accessible**, you don't need to take any action. The replacement will be done within a few minutes, and in many cases, we can do the job without interrupting your service.

If your meter is **indoors or inaccessible** due to dogs, fences or other obstructions, Grid One will contact you to set up an appointment.

We are committed to **keeping you informed** throughout the meter replacement process, and to **answering any questions** you might have.