



Peabody Municipal Light Plant

Community Owned. Not for profit. It's Ours.

PMLP Account # 123456-001

PMLP Meter # 12345

JANE SMITH
201 WARREN STREET EXTENSION
PEABODY, MA 01960

Dear Valued PMLP Customer:

In the next month, the Peabody Municipal Light Plant (PMLP) in conjunction with our authorized meter exchange vendor, Wellington Energy, Inc. (WEI), will begin installing advanced electric metering in your neighborhood. This will include upgrading the electric meter at your home or business at no cost to you! In most cases, installation of the new electric meter is simple, requiring a brief, five-to-ten minute interruption to your electric service.

In most instances you do not need to be present for the meter upgrade to be completed. However, customers should note the following:

- **Make sure we can access the meter** by removing any barriers, such as locked gates, pets or material blocking the meter.
- **If your meter is located inside your home or business, or is inaccessible**, you will need to contact Wellington Energy, Inc. directly at 866-671-1001 to schedule the meter upgrade.
- **If you operate life-support or other sensitive or critical equipment**, please contact Wellington Energy, Inc. directly at 866-671-1001 to schedule the meter upgrade.
- **If you prefer to be present for the meter upgrade (even if the meter is accessible)**, please contact Wellington Energy, Inc. directly at 866-671-1001 to schedule the meter upgrade.
- **You should notify others in your home or at your business** about the upcoming exchange.

After the exchange is complete, your service will return to normal. Even if your electric service is not interrupted during the upgrade, we recommend that you check and, if necessary, reset clocks, surge protectors, Ground Fault Interrupter (GFI) outlets – the type of outlet commonly used near water sources such as kitchens and bathrooms – and other electronic devices as needed. Finally, please note, that during the initial installation period, a meter reader will continue to read your meter until your neighborhood is fully upgraded.

While in the process of replacing your electric meter, there may be a need to perform minor electric repairs on your service entrance equipment. In the unlikely event this occurs, we will make every effort to notify you, and get your permission to proceed with these repairs. If authorized by you, or if we cannot reach you and the repairs are accessible, timely and necessary, a PMLP authorized electrical contractor will be called in to make the necessary repairs at no cost to you. If, for any reason, you would prefer not to consent to these potential repairs beforehand, please contact us at 978-531-5975, weekdays between 8:30 AM – 4:30 PM.

Be assured that no personal data is collected or stored by the advanced electric meter. The usage data obtained from the meter is fully secured and encrypted and is used to provide the PMLP with additional ways to reduce costs, increase reliability, and further enhance the customer experience.

Our Advanced Metering Infrastructure Program is forming the path to your home or business' energy future. For more information, please visit us online at www.pmlp.com/AMI. We look forward to providing you with this new technology and enhanced level of service!

Sincerely,

Jennifer Santoro

Community Relations Manager, jsantoro@pmlp.com