



# Peabody Municipal Light Plant

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

December 16, 2016

**JANE SMITH**  
**201 WARREN STREET EXTENSION**  
**PEABODY, MA 01960**

Dear Valued PMLP Customer:

The Peabody Municipal Light Plant (PMLP) is preparing to install advanced electric meters on our customers' homes and businesses throughout our service territory of Peabody and South Lynnfield. This project is in response to our continuing efforts to provide our customers with the lowest cost of electricity while maintaining a high level of reliability. At the PMLP, it is our goal to provide our customers with an enhanced customer service experience.

Starting in or about February 2017, and continuing through the remainder of the year, the PMLP, along with our authorized electric meter exchange vendor, Wellington Energy, Inc. (WEI), will be working to replace all of our customers' electric meters. The new advanced electric meters will continue to measure your electric usage as your current meter does today, and will automatically report your electric usage directly to the PMLP. In addition, the new advanced electric meters will provide the PMLP with information to improve reliability, reduce costs to our customers, and continue to improve your experience as our customer.

## What Can You Expect

Before the Exchange	Day of the Exchange	After the Exchange	
			
<p>The PMLP will notify you approximately 30 days in advance of your electric meter exchange via a direct mailing. In the event that the PMLP or WEI needs to call you, it will be at the following telephone number(s) on file:</p> <p style="text-align: center;">978-531-5975</p> <p style="text-align: center;">or</p> <p>If there is no telephone number on record above, please see step below*</p>	<p>After you are notified, a meter installer from the PMLP or WEI, will arrive at your home or business to complete the exchange Monday – Saturday between 8:00 AM – 5:30 PM. The meter installer shall arrive with and provide proper identification and then proceed with your meter exchange.</p>	<p>Once the electric meter exchange is complete, the meter installer will verify that your new electric meter is working properly.</p> <p>The meter installer will then leave behind a door hanger, indicating the type of work that was performed. If any follow up is required, this will be communicated to you via a door hanger or other follow up communication.</p>	<p>On the bill following your electric meter exchange, you will see two sets of readings, the first reading will indicate the final read from your old meter, and the second reading will indicate the reading registered on your newly installed meter for the remainder of the month.</p>

**\*If the phone number listed above is incorrect, or one is not listed, please contact us via email at [AMISUPPORT@pmlp.com](mailto:AMISUPPORT@pmlp.com) or by phone at 978-531-5975 to update your contact information. Please be sure to include your account number if notifying us by e-mail.**

## Future Benefits

In the long term, thanks to technology enabled by the new advanced metering infrastructure; we also plan to provide:

- A secure online portal that provides a more detailed history of your electric usage.
- Additional real time information regarding your electric service.
- Expedited response time to outages that will improve customer reliability.

For those customers who choose not to have an advanced electric meter installed on their homes or businesses, the Department of Public Utilities (DPU) has approved a tariff allowing a non-transmitting meter provision be installed via an Opt-Out Program. Customers enrolled in the Opt-Out Program will have a non-transmitting digital meter installed and the following fees applied to their account:

- \$40 Removal of the AMI Meter and Installation of Non-AMI Meter
- \$23 Monthly Meter Reading
- \$40 Re-Installation of AMI Meter

To enroll in the Opt-Out Program, please call 978-531-5975 to speak with a customer representative.

If you have any questions about this letter or our Advanced Metering Infrastructure Project, please contact us via email at [AMISUPPORT@pmlp.com](mailto:AMISUPPORT@pmlp.com) or by phone at 978-531-5975. In addition, please visit [www.pmlp.com/AMI](http://www.pmlp.com/AMI) for more information about our Advanced Metering Infrastructure Project.

Sincerely,



Jennifer Santoro  
*Community Relations Manager*  
[jsantoro@pmlp.com](mailto:jsantoro@pmlp.com)