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It’s time to upgrade.

Just like phones are upgraded every few years to take advantage of exciting new features, it’s time for EPUD to update our technology. Many advances have been made in the utility field over the last 10 years and we want to bring those customer benefits to you.

What’s New

- OUTAGE NOTIFICATIONS
- ACCOUNT FLEXIBILITY
- CUSTOMER ACCOUNT TOOLS

Learn more inside!
We’re upgrading!

We are committed to building a stronger, smarter, and more resilient electric system — and improving our service to you. We’ll be introducing technologies in the coming years that will bring exciting new customer benefits, such as faster outage restorations, expanded payment options, and improved account management tools. The introduction of smart meters will also help us prevent future outages by giving staff better insight into the performance of our electrical system.

The work to replace existing residential electric meters with smart meters has begun. We expect to have this portion of the upgrade completed by early 2019.

What is a smart meter?
A smart meter is a digital meter that records energy consumption and communicates the information back to the utility for billing. Smart meters are used in more than 71 million homes and businesses throughout the United States and are an essential component of a modern power grid.

The meters communicate by sending encrypted electricity usage data via radio frequency (RF) signals. This technology is common. Many everyday products use RF communication, including cell phones, laptop computers, microwave ovens, and baby monitors. But unlike cell phones, computers and baby monitors, smart meters use RF communication only when sending usage data.

UPDATE: Initially, the estimate was for EPUD’s new meters to transmit data up to 1.25 hours per day. However, our experience with installed meters has been far less. The total transmission time or “time on” per 24-hour period typically ranges from 1.2 seconds to two minutes.

What are the benefits of having smart meters?
Smart meters are consistent with EPUD’s mission to provide reliable power while keeping the cost of service affordable. Here are a few of the benefits smart meters offer that we think you’ll like:

OUTAGE NOTIFICATIONS
With smart meters, EPUD will be notified instantly if your power goes out — a feature that is not possible with existing meters. The outage alerts will shorten our response times and help us to restore your power faster.

ACCOUNT FLEXIBILITY
Smart meters provide more choice and convenience. As new systems are developed, we’ll be able to offer more flexibility in how and when you pay your bills, allowing you to tailor your account to fit your budget and lifestyle.

CUSTOMER ACCOUNT TOOLS
Reliable access to your daily and seasonal electricity usage makes it easy to identify ways to save. And in the near future, you can sign up to receive alerts about the money-saving programs and rebates that interest you.

Installation Details
Residential customers can expect to receive a new meter (or meters, if you currently have more than one) as meter exchanges continue over the next 12 months. During the exchange, we will replace existing meters with new meters that are compatible with our new, developing grid management system. No fee is charged to upgrade your meter(s).

Who will install my meter?
EPUD has partnered with National Metering for this project. Whether it is an EPUD employee or a National Metering technician who installs your meter, all representatives are in marked vehicles and carry identification.

When will I get my new meter?
Prior to the exchange, you will receive a post card to let you know the meter replacement will happen within the next 30 days. On the day of the exchange, the technician will attempt to contact you by knocking on the door so you will know the exchange is in progress.

Do I need to be home during the exchange?
No. You do not need to be at home for the meter exchange. NOTE: Technician must have safe, clear access to the meter. If a pet, locked gate, or other issue prevents access, call National Metering at (541) 284-1375 and leave a message. They will return your call within two business days to schedule an appointment.

Will power go out during the exchange?
Yes. In order to safely remove and replace your existing meter(s), your power will be turned off momentarily. In most cases, it will be off for just a few minutes.

OUTAGE TIP
Safeguard against possible damage during a power outage by using a surge protector with voltage-sensitive equipment (such as televisions, stereos, and computers.)

Loren
EPUD Customer Service Field Representative

Questions?
We have answers.
Learn more at www.epud.org/system-upgrade/