



EPL's SmartMeter Deployment – Leamington, May 17, 2010

- As per Provincial mandate - all residential/small commercial customers to have a SmartMeter by end 2010
- **EPL Meter Dept crews will be starting the EPL meter changes in Leamington on Monday May 17th** and will systematically work through the town - est. completion of Leamington residential /small commercial meter changes is end Sept/mid-Oct 2010
- all SmartMeter inquiries will be directed to the EPL Office in Essex, as per all other billing/admin inquiries
- 'SmartMeters are Coming' mailer will be included with upcoming Leamington customer bills
- meter change will require momentary power outage at each residence
- crews will knock to notify and, if customer is home, allow for electronics/computer turn off prior to change
- if customer not home, meter will be changed and 'SmartMeters are Here' card left in mailbox/door
- indoor/difficult-to-change/non-standard meter installations will be by-passed and followed up later

A 'SmartMeters are Here/Meter Change' card will be left at each residence when meter is changed explaining:

- a SmartMeter has been installed
- Due to the meter change a momentary power outage occurred and clocks/electronics will have to be reset
- the SmartMeter will continue to be manually read and will operate as the former traditional meter for the time being, until 2011 when provincially mandated 'Time of Use' rates will be introduced
- Essex Powerlines will clearly communicate and educate all customers about 'Time of Use' rates prior to implementation later in 2011
- Instructions for accessing the EPL website or contacting the EPL Call Centre for access to SmartMeter/Time of Use Rate education brochure and other Energy Conservation material

NOTE: Customer Owned Service Entrance/Electrical System Repairs Maintenance

Meter bases/sockets and electrical conduit/pipe are customer owned equipment as per the Ont Electrical Safety Code and ESA

Customers are responsible for repairs/maintenance required to customer owned electrical systems, as per the Ont Electrical Safety Code and ESA. Repairs/maintenance may include sub-standard wiring and installations, meters sockets/electrical conduit not properly secured or fastened to the building, electrical conduit/pipe separated from the meter socket, etc.

Exception - Meter Base/Socket Damage/Broken meter jaws during meter changes.

Meter bases/socket jaws, (jaws hold the meter in place) which are damaged, or discovered damaged, during the meter change, **will be repaired at no cost to the customer**. EPL has contracted and pre-qualified a licensed electrical contractor to make these repairs, in conjunction with EPL's disconnect/re-connect crew and ESA inspection.