



DICKSON ELECTRIC SYSTEM

PROVIDING RELIABLE, AFFORDABLE ELECTRICITY AND SUPERIOR CUSTOMER SERVICE SINCE 1905



Question & Answers Advanced Metering Infrastructure

DES will begin installation in 2011 of an Advanced Metering Infrastructure (AMI) System. Following are some frequently asked questions associated with the deployment.

Q: Will my electric service be interrupted when my meter is changed out?

A: Yes, however the meter change will typically take less than one minute to complete. DES personnel will attempt to notify property owners of the interruption. This should allow adequate time to turn off any equipment that could be affected by an interruption of power. Critical services, heating, cooling systems, fish tanks, etc. should not be affected.

Q: Why is DES installing an AMI system?

A: TVA is changing the way power is purchased and sold. In order for DES to prepare for these future rates, a metering system is required to measure and report meter data multiple times per day. The new system will allow DES to read meters from our Dickson office, and will no longer require an employee to read meters in the field. The savings will pay for the system, and hold down future costs.

Q: Will new meters interfere with any electronic devices in my home, or pose any health risk to occupants?

A: No. There have been no findings to support any claims of adverse effects due to long term exposure. The AMI system uses licensed radio frequencies; and the power to distance ratio is much less than a cell phone.

Q: Will the new meter make my bill go up?

A: New meters are extremely accurate devices, old meters were as well. As far as bills are concerned, customers should not see any difference between the old and new meters. DES' cost of the project will be spread over several years, and savings should more than offset the system cost.

Q: Will new meters be able to provide information on how I use electric power?

A: The AMI meter will measure energy in greater detail, but will only be recording energy usage. If a customer wants to see their energy consumption hourly, daily, or monthly, this option should be available after the system is fully deployed.

Q: Will I still need to report an outage when my power goes off?

A: Yes, our customers are our "eyes and ears". When a line is down, a tree has fallen, you hear a loud boom, or a car strikes a pole, please call and report it. Even though the new meters will be able to report a loss of power at your home, we depend on our customers to help us locate the problem. The new meters will help DES in power restoration, and should lessen the time customers are without power.

All service rates, fees, terms, and available programs are subject to change at any time. 5.2.11

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