

# Century II: Meter Modernization



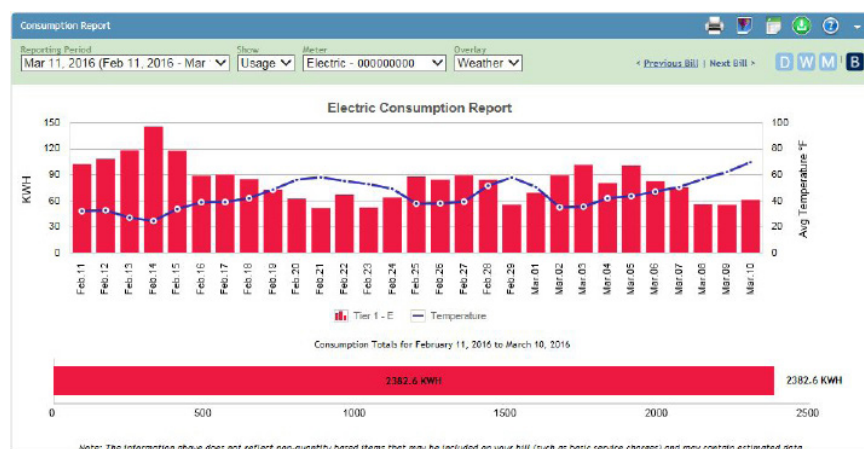
KUB's Century II program replaces aging infrastructure throughout its service territory. While much of the work has focused on water, wastewater, natural gas, and electric infrastructure, KUB is preparing to take a step forward in technology with a new initiative under Century II: Grid Modernization through advanced meters.

After a successful pilot program in the Fort Sanders area that ended in 2014 and years of research and planning, KUB will expand the program to install new advanced meters systemwide through a four-year project to replace 400,000 electric, water, and natural gas meters starting summer 2016. These new meters will provide a multitude of benefits to both customers and KUB.

- **Outage Detection Capabilities**—The new advanced meters will automatically alert KUB to an outage. Customers with advanced meters will not have to call KUB because an automatic notification will be sent from the meter, allowing for a faster response time for service restoration. Additionally, KUB will know to dispatch a technician even if the customer is not home.

To avoid disturbing customers during the night, KUB does not respond to isolated advanced meter power outage alerts between 9 p.m. and 6 a.m. unless the customer calls. Instead, KUB will respond after 6 a.m. the next morning. Note: This only applies to isolated outages, not storm-related outages. If you want power restored before 6 a.m., please call KUB at 524-2911.

- **Access to the Customer Portal**—Advanced meters will provide detailed usage for each service the customer has with KUB. This usage data will be available to the customer for viewing through the Customer Portal, which will show the usage broken down by utility type. This information can be shown by hours, days, weeks, or months, for as long as the customer has had their advanced meter. Weather data will also be available in the system, so customers can see how the seasonal weather patterns impact their utility usage. All of this together will allow KUB customers never-before seen detail of their personal utility usage, and allow them to identify areas where they can change their habits to help lower their monthly bill.



524-2911  
[www.kub.org](http://www.kub.org)

## Century II: Meter Modernization

- **Remote Meter Reading**—Advanced meters will relay usage information to KUB remotely. This will eliminate meters being read manually, thus preventing errors that can occur during that process. It also has the added benefit of keeping vehicles and drivers off the road, reducing emissions and keeping employees safe.
- **Remote Start/Stop**—Moving will be made easier as utility start/stop requests can be handled remotely with the advanced meter.
- **Schedule**—The deployment plan to install 400,000 advanced meters throughout KUB's system will occur over a four-year period. Installations are scheduled to begin in July 2016.

25% of the meters will be installed in the first two years of the project. The pace will pick up in the final phase of the meter modernization project with 75% of the meters, or 150,000 meters per year, replaced in the last two years of the project.

