



ADVANCED METERING INFRASTRUCTURE (AMI)
A service of Braintree Electric Light Department
FREQUENTLY ASKED QUESTIONS

Braintree Electric Light Department (BELD) launched a state-of-the-art meter reading program called Advanced Metering Infrastructure (AMI). The new system provides our customers with many important benefits—including remote meter reading, early detection and reporting of outages, and even more efficient response times. We've compiled a list of "frequently asked questions" to help you better understand the program and how it works. If you have additional questions, please contact us at 781.348.BELD (2353) or cservice@beld.com.

WHAT IS AMI?

AMI stands for Advanced Metering Infrastructure. It is proven technology that will enable BELD to maintain costs in a variety of ways, including reading electric meters remotely without having to physically visit them.

HOW DOES AMI WORK?

As a customer uses electricity, an electronic module located inside the meter records the usage. This module transmits the usage data through a wireless communication network to our office to be integrated into our computer system.

HOW WILL THIS SYSTEM BENEFIT ME?

AMI should eliminate estimated meter readings and aid in outage notification and service restoration.

WHO IS ELIGIBLE TO RECEIVE AMI SERVICE?

Over the next two years, all BELD accounts will receive these devices. BELD staff has developed a detailed plan identifying which areas will receive the new meters throughout the deployment schedule.

WHAT DOES THE NEW AMI METER LOOK LIKE?

The meter's exterior appearance is similar to a typical watt-hour meter. The only difference is that an AMI module is installed inside.

WILL I NEED TO BE AT HOME/MY BUSINESS WHEN YOU INSTALL THE AMI DEVICE?

In most cases, you will not need to be at your home/business when the meter is exchanged. If no one is present, meter exchange technicians will leave a door hanger at your premises indicating that the meter was successfully exchanged or advising you that an appointment is required to access the meter for the exchange.

I WOULD LIKE TO BE HOME WHEN THE AMI DEVICE IS INSTALLED. WILL YOUR TECHNICIANS MAKE AN APPOINTMENT WITH ME?

Generally, no. Appointments will only be made for customers whose meters are not accessible. Many factors determine when the devices will be installed at various locations including the number of meters in an area, the route schedule and installation efficiency. It would be too difficult to successfully meet appointment times.

HOW WILL I KNOW WHEN I AM SCHEDULED TO HAVE MY METER EQUIPPED WITH AMI TECHNOLOGY?

You will receive notification by mail approximately two weeks before your meter(s) is/are scheduled to be installed. As a courtesy, the technician will knock on your door to inform you of a brief electrical interruption when the electric meter is being exchanged. This outage should only last about five minutes; however you may want to be sure your computer data is saved and all computers turned off.

(continued on reverse)

IS THERE ANYTHING I SHOULD DO BEFORE THE AMI DEVICE IS INSTALLED AT MY PROPERTY?

Yes. To make the meter exchange at your location go quickly and efficiently, you should clear an adequate work area around your electric meter to give our technician ready access to the meter. We would greatly appreciate your assistance in removing any obstructions or barriers, such as overgrown shrubs or other obstacles.

WHO WILL INSTALL THE NEW METER AND HOW WILL I BE ABLE TO IDENTIFY HIM/HER?

BELD is installing the AMI meters with its own staff. All technicians will be driving marked BELD vehicles and can be recognized by their photo identification badges. BELD staff will perform ongoing maintenance on some equipment once deployment is complete.

WILL MY ELECTRIC SERVICE BE INTERRUPTED DURING THE METER EXCHANGE?

Yes, for a brief period. Exchanging your meter will cause a brief loss of service, so please be sure to follow manufacturers' recommendations to protect electronic equipment and data. Clocks and other devices may need to be reset after the meter exchange.

HOW LONG WILL THE METER EXCHANGE TAKE?

We anticipate that the meter exchange will take about five minutes for each meter. It could take longer if you have objects or shrubbery blocking your meter. All efforts you make to help us gain access to your meter are sincerely appreciated.

HOW WILL I KNOW IF MY METER HAS BEEN EXCHANGED?

If no one is home, we will leave a door hanger when we exchange the electric meter to indicate that a brief interruption of your electrical service has occurred.

WILL AMI SERVICE INTERFERE WITH MY RADIO, TELEPHONE, COMPUTER, TELEVISION, PHONES, WIRELESS INTERNET ACCESS, INVISIBLE FENCE OR OTHER EQUIPMENT?

We have no evidence to suggest that this will occur. The transmitting device operates in compliance with FCC regulations in a licensed spectrum to avoid interference with other electronic devices. The AMI system operates for short periods of time at a low-power frequency reserved for this purpose and should not interfere with other equipment.

WILL THE TIMING CHANGE FROM WHEN I AM BILLED?

Generally, no. Customers will not see a major difference in the timing or billing method for their monthly electric usage.

IS MY ACCOUNT INFORMATION SECURE?

Yes. Only meter readings and meter identification data are transmitted over a secure gateway to our office. The AMI system does not interact with, or transmit, personal customer information.

WHO CAN I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

If you have additional questions about this advanced meter project, you can contact us at 781.348.BELD (2353) or via email at cservice@beld.com.

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