

METER DEPLOYMENT BEGINS THIS MONTH

This month our line crews will begin replacing meters in the Neal substation north of Parkersburg. Members can expect a phone call prior to their meter installation and should only experience a brief outage.

As we deploy meters throughout our system, we will continue to phone our members to let them know when they can expect us. We will also announce substation deployments on our Facebook page.

After Labor Day, Van Wert Company of Grundy Center will assist in meter installation. Their trucks will include a Butler County REC magnet so that our members know they are affiliated with the cooperative.

Don't forget to download the SmartHub app! With the app, and the SmartHub link on our website, members can view usage, pay their bill, and contact us, among other opportunities.

Contact us at 888-267-2726 with questions.

New meter benefits

The Itron/Tantalus metering system offers a number of benefits to our members and to the cooperative:

- Integration with our Outage Management System (OMS), which is not a feature of our current metering system.
- Faster outage response due to the integration and automatic reporting from the meter to OMS software. With Itron/Tantalus, if a meter stops working, it will immediately report the stoppage to us.
- Faster isolation of the cause of outages.
- Timelier member information for you and the cooperative—refreshed every 15 minutes through SmartHub rather than the current 24 hours.
- Even more accurate and reliable information in the field.
- More opportunity for load management.
- Meter demand information. This measures the peak amount of electricity required at any time during the month.