

KLICKITAT PUD

0019-480-038



Understand Your Meter

Meter tampering is illegal and can result in injury, fire and violation fees.

Klickitat PUD advanced electric meters measure and monitor the energy consumed in our homes, businesses and industries. These devices are fundamental to the functioning of our electrical infrastructure.

AMI meters enable utilities to forecast energy needs with providers, bill energy consumed to customers and make wise system updates at a time when efficiency in use and investment is of the utmost importance.

To protect everyone's safety, no customer or electrician should ever remove or break the seal of any KPUD meter.

Meter & Meter Seal Removal Requires Permission

If a customer or electrician removes a meter or breaks the meter seal, Klickitat PUD automatically receives an immediate notification of that break in service. Removal of a KPUD electric meter or seal by anyone other than an authorized KPUD representative is considered meter tampering.

If a customer or certified electrician needs to address a meter issue involving meter sockets, removing the meter or breaking the seal, they must call 509-773-5891 at least two business days in advance to schedule a disconnection. We understand there are situations when an emergency repair is necessary however, KPUD must still be contacted. A KPUD representative is available 24/7 by phone to address all urgent issues.

Meter Tampering

Electric meter tampering poses significant risks and consequences, ranging from safety hazards to financial impact for both the utility and customers. A few ways meter tampering impacts Klickitat PUD and our customers are:

Safety Hazards: Tampering with electric meters can lead to safety hazards, including electrical fires and shocks. Designed to measure and regulate the flow of electricity safely, meter tampering can compromise safety, putting individuals and properties at risk.

Power Theft or Diversion: Meter interference allows individuals to consume electricity without it being properly measured and billed, leading to financial losses for the utility and higher costs for other customers.

Impaired Access or Transmission: Tampering with electric



meters also consists of covering meters with unapproved equipment which may reduce or eliminate the ability to obtain meter readings remotely or on site. KPUD engages with local law enforcement to investigate and prosecute all incidents. Meter tampering has financial and legal consequences, with an immediate fine of \$200.

Meter Reading and Access

KPUD meters are read remotely through advanced communication technology, most of the time eliminating the need for our personnel to enter a customer’s property. However, KPUD crews may require access to the meter—particularly during an emergency. By requesting service from KPUD, you are granting 24-hour access to your meter, and it is your responsibility to see there are no obstacles, debris, pets or coverings preventing KPUD staff from safely accessing the meter.

We appreciate your cooperation in providing KPUD safe access to your meter.

Maintenance Responsibilities

To help ensure the safe delivery of power to your home or business, it is important customer understand where KPUD’s maintenance responsibilities end and yours begin.

KPUD is responsible for servicing and maintaining all facilities up to the point of delivery, which is usually the weatherhead or meter base for underground services. KPUD will correct any damage to these lines or equipment up to the point of delivery, including the meter, as quickly as possible.

All wiring and equipment after the point of delivery belongs to the customer, and maintenance is each customer’s responsibility.

Customers should contact an independent electrician to make any necessary repairs or improvements to a meter base, service riser (conduit), attachment hardware and weatherhead.

If you inadvertently damage or notice that damage has occurred to KPUD electric facilities, reporting the damage promptly may reduce future equipment failure and outage repair time. Please call 509-773-5891 to report any damage.

Please keep your meter and meter access platforms free from obstacles, debris or pets. Obstructing access can slow down power restoration during an outage or prevent maintenance that ensures service reliability.

Energy Use Data

KPUD’s advanced meters also provide daily energy use data, which customers can view via the utility’s online account access tool SmartHub.

SmartHub tracks your energy consumption to help you better understand your electricity use and find ways to save. If you’re not already registered for SmartHub, visit www.klickitatpud.com or scan the QR code and sign up to start using the online app service today. ■



AMI METER UPDATE

- ◆ Allegiant has completed their project scope and exchanged over **11,500** residential meters since September.
- ◆ KPUD is actively exchanging larger residential & commercial services, as well as net meters.
- ◆ Residential meters not exchanged due to access or owner refusal will be a focus in April.

Please call if you have access questions or concerns. KPUD is happy to schedule meter exchange appointments for concerned customers.

Below is a sample daily usage chart available to customers in **SmartHub**. This puts your usage information in your hands to make adjustments. **Sign up for SmartHub today!!**

