





Dear Klickitat PUD Customer,

Klickitat PUD has partnered with Allegiant Utility Services, Inc. to install the new advanced meters, also known as AMI meters. AMI meters record and transmit your energy consumption throughout the day via a secure two-way wireless network, allowing your information to remain confidential. Below, we provide a few of the benefits and what to expect from KPUD for communication. We encourage customers to visit our website (www.klickitatpud.com) and follow our Facebook page to learn more.

-  **Customer Empowerment**
Through Klickitat PUD's SmartHub, customers can access a variety of tools, such as charts and graphs, that will improve understanding of their energy usage. Customers will be able to view usage in real-time from anywhere where they have internet access and will have the option to enroll and receive usage notifications and alerts as desired.
-  **Faster Response**
Improved meter communication notifies KPUD of outages immediately, resulting in faster response and restoration. Daily reads identify service issues faster, so they do not compound over multiple months.
-  **Real-Time Service**
Customer service will have more information available to refer to when questions arise. Customer service will also be able to request on-demand meter reads and perform disconnects and reconnects, all of which reduce customer wait times and increase the efficiency of service work.
-  **Enhanced Privacy**
Meter readings and some service work can be completed remotely, so KPUD will no longer have to enter your property monthly. The PUD will still need occasional access for maintenance.

What to expect for AMI deployment communications:

- Installation will begin in mid-September, within 1-3 weeks of this letter.
- Customers will receive an automated reminder call the week of the AMI meter installation.
- On the day of installation, an Allegiant technician will knock on your door to provide exchange information. A door hanger will be left regarding the status of the meter exchange if the customer is not present.
 - The technician will have ID available, and their vehicle will have KPUD and Allegiant signage.
 - Customers can expect to briefly lose power as a technician completes the meter exchange.

Download SmartHub today and earn a \$5 bill credit. Verify your contact information on SmartHub to ensure you receive updates.

Klickitat PUD

