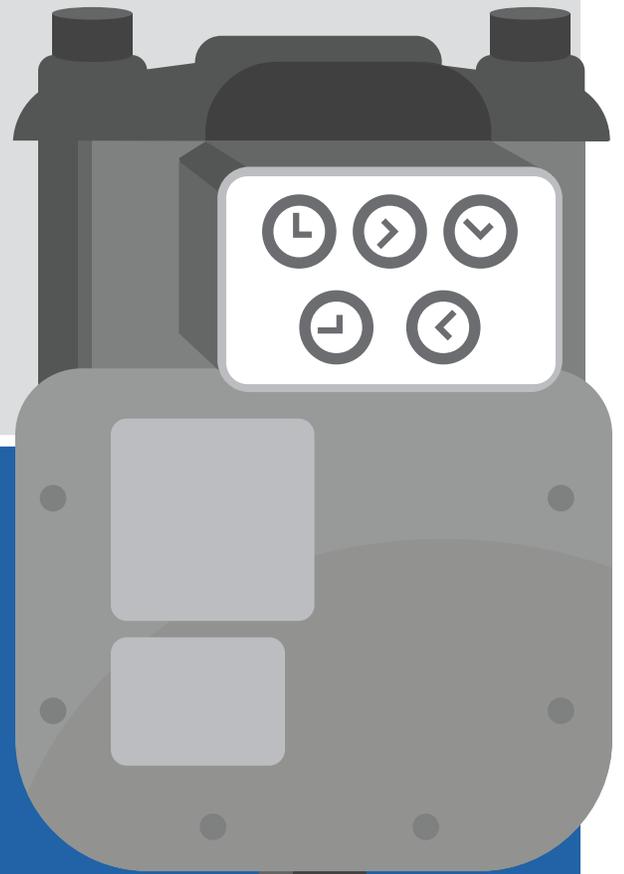


SERVICE IMPROVEMENT UPDATE:

# Automated Meter Reading



To increase efficiency, enhance safety and improve overall service to our customers, Vectren is launching a two-year plan to install Automated Meter Reading (AMR) devices throughout its southeast and central Indiana service area.

When completed, AMR will enable Vectren to obtain as many as 10,000 actual reads in a single route, compared with an average of 500 reads recorded per daily walking route.



WALKING ROUTE

**500 Meters Per Day**



AMR ROUTE

**10,000 Meters Per Day**

**What is AMR?**

AMR is Automated Meter Reading. This technology enables meters to be read using handheld devices or a mobile collector. AMR uses special devices known as Encoder Receiver Transmitters (ERT) which are installed on natural gas meters in order to transmit meter information via radio signals to handheld computers or mobile collectors.

**Why is Vectren upgrading my meter?**

AMR-equipped meters will allow us to more safely and efficiently gather meter readings and help eliminate the need to estimate readings. By allowing meter readers to gather readings from a nearby vehicle or from the curb, AMR allows our meter readers to avoid many common obstacles, such as severe weather, locked gates, tripping hazards and animal interference.

**Is AMR the same thing as a “smart meter”?**

No. AMR-equipped meters transmit data using one-way communication. This technology is different from two-way meters, which are sometimes referred to as “smart meters.” Smart meters receive and transmit information between the meter and the utility on a continual basis, whereas AMR-equipped meters will allow us to gather meter readings for normal monthly billing from a nearby vehicle or from the curb.

**What kind of information is being transmitted by the meter? Is it secure?**

No personal information is transmitted by the meter. Your normal monthly meter reading is collected and the usage information is used to compute your monthly bill.

**Are other utilities using AMR meters?**

Yes. Many water, gas and electric utilities are using AMR technology for meter reading.

**Do the new meters pose any safety concerns related to radio frequency exposure?**

No. AMR-equipped meters are powered by a battery and produce low-powered radio frequency (RF) exposures that are far lower than the guidelines established by the Federal Communications Commission (FCC) and have not been shown to pose any risk to human health.

*Comparison of RF Levels from Various Sources*

Source	Distance	Exposure Level (in microwatts per square centimeter)
Microwave Oven	Two in. from door	5
Cellular Phone	At ear	1-5
Radio/TV Broadcast		0.000005-0.001
Wireless Network Signal	Three ft. from router	0.0002-0.001
AMR Meter	10 ft.	0.000009

Source: Electric Power Research Institute (EPRI), Radio Frequency Exposure Levels from Smart Meters (November 2010)

**How long will the ERT last?**

The life expectancy for the battery in the ERT is approximately 15-20 years.

**How long will the installation take?**

The installation process is very quick and in many cases can take 10 minutes or less.

**Who will install my new meter?**

Installations will be completed by a Vectren subcontractor. The work

crews will carry photo identification, wear uniforms and drive marked vehicles. As always, if you are unsure of the identity of anyone claiming to be a Vectren employee or contractor, please call 1-800-227-1376.

**Will there be any changes or interruptions to my service?**

Service for most Vectren natural gas customers will not be disrupted. However, some gas meter models will not accept the new technology and a new meter will need to be installed. If this is the case, you will be contacted by a Vectren subcontractor to arrange the meter exchange.

**Will there be any changes to the days of service on my bill or monthly bill due date?**

As Vectren transitions from walking meter reading to mobile data collection, many customers will see changes to their monthly bill due date. This will occur as small walk-by meter routes transition to larger mobile drive-by routes. As this occurs, Vectren is seeking to minimize changes that affect the monthly bill due date and the days of service on your bill. Any changes will be communicated to you via a bill message on the statement when the change occurs. For those that experience a significant change in due date or a bill that varies significantly from the normal 30 days of service, you will receive a letter of explanation and if the bill significantly exceeds the normal 30 days of service, you may request a payment arrangement if this results in a bill amount that is higher than normal. It is possible that you may experience more than one due date change during this process as several routes are merged into single consolidated routes. Once the larger route is established, the billed days of service will return to a normal level, which is approximately 30 days.

**What will the new meters look like?**

The gas meter will look the same. Only an attachment will be added to the meter.

**Is there an additional charge to the customer for this upgrade?**

There is no additional charge to you for this upgrade.

**Is there anything I need to do?**

While it is not necessary for you to be home for the installation of the ERT, to make it safer for the work crews and expedite the process, please keep pets indoors during the exchange. A crew member will not enter a yard with an unrestrained pet. Please also make sure that the path to the meter and area around the meter is clear. If your meter is not accessible, you will be contacted by a technician to schedule an appointment for the retrofit.

**What if my meter is located inside my home or business?**

Similar to the normal meter reading process, a technician will schedule an appointment to access your meter and complete the work required should special access be necessary.

**Does this mean that meter readers will not be coming on my property anymore?**

There may be occasions when a Vectren technician or subcontractor will need access to the meter for maintenance, but access to the meter for routine readings will no longer be necessary.

**When will you be upgrading my meter?**

Installations will begin in August 2015 in Indiana and proceed through 2018, ending in Vectren’s Ohio service area. You will receive a message on your Vectren bill in advance of your meter upgrade.

**How will this upgrade impact local jobs?**

No Vectren job loss will occur as a result of this upgrade. Approximately 45-50 people will be hired by the subcontractor(s) to complete the installations.