



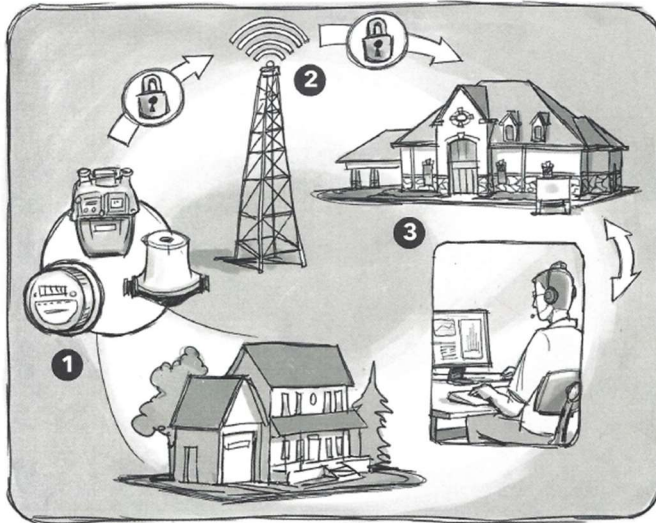
Loudon Utilities is launching its new UtiliWise Program.

The customer awareness campaign starts in August 2018.

UtiliWise begins with an Advanced Metering Infrastructure or “AMI” electric meter upgrade for Tellico Village customers.

How AMI Works

From installation to operations AMI is an extremely beneficial but simple process. **UtiliWise** begins with an “AMI” meter upgrade.



The AMI Illustration and Interfaces are Summarized Below:

1. **The Meter** – Tellico Village customers will receive a new AMI electric meter or have their current meter modified.
2. **Communications Network** – The AMI meters deliver usage information securely over a network to the utility’s office.
3. **Loudon Utilities Office** – Loudon Utilities remotely receives meter readings for billing from the AMI meters. The utility also receives important alerts which allows for a faster response to service disruptions or customer questions.

Customer Benefits

Since LUB began in 1939, our meter reading practice, like most utilities, has not changed much over the years. However, in a digital era we find that many technology developments have helped us become more productive and efficient. Consider the convenience that smart phones, networks, and computers provide when accessing information or performing daily tasks. **Now we can add digital technology and innovation in utility metering to the list as well.**

Key Dates

Awareness Campaign **August 2018**
Installations **Sep. and Oct. 2018**

HOA Loudon Utility Board Liaison

Mark Kovar, HOA Board Member

Customer Benefits to Having an AMI Meter Include:

Convenience – Utility personnel will no longer need to enter customer property for meter reading activities.

Increased metering and billing accuracy – New AMI meters are extremely accurate and makes the billing process more efficient.

Faster response time to service disruptions – With near real-time notifications on outages and other issues, Loudon Utilities can address customer concerns quickly.

Better customer service – Loudon Utility staff will be able to answer customer questions more effectively after modernizing its metering infrastructure.

Frequently Asked Questions (FAQ):

Which meters are being upgraded? In Tellico Village electric meters will be upgraded. Installations will be scheduled by Loudon Utilities during September and October of 2018.

How can customers identify meter installers? Representatives from Loudon Utilities and its installer Utility Meter Services will have signage on their vehicles and will be dressed in uniforms and have photo ID badges.

Will services be disconnected during the meter upgrade?

Customers may experience a brief interruption of service during the meter upgrade.