



ELECTRIC DEPARTMENT
DIRECTOR OF OPERATIONS
Barry A. Muccio

*Town of
Wolfeboro*

Public Notice to Wolfeboro Municipal Electric Customers November 2018

The Wolfeboro Municipal Electric Department (WMED) is upgrading the way that it reads electric meters by installing a radio-based Automated Meter Reading system (AMR). This safe, proven technology enables our meter readers to read your meter remotely, safely, and accurately, via wireless radio signals.

What you can expect:

- Over the next several months, representatives from the Electric Department will be installing AMR meters to the remaining residences and businesses that have yet to receive an AMR meter. Our installers will carry WMED badges and use WMED vehicles. They will knock on your door to notify you that work is beginning. You do not need to be home as long as we have access to your existing electric meter.
- Meter installations will take place Monday through Friday from 8AM through 3PM, excluding holidays.
- In order to upgrade your meter, your electric service will be interrupted for a few minutes to replace the existing meter with the new AMR Meter. We apologize for this inconvenience.
- You will **not** hear from us once we have completed installation. If we are unable to get access to your meter, we will leave a notice on your door with instructions to call our office at 569-6975 to make an appointment.

What you need to know:

AMR is a faster, easier way to measure your electric usage.

- This new technology will enable us to continue providing consistent, accurate meter readings for you and all WMED customers while decreasing the man-hours, fuel and transportation costs currently required to manually read the electric meters.
- AMR meters will reduce the requirement to estimate electric usage when physical access to the meter is limited. Unplowed driveways, seasonal roadways and island meters will no longer require estimated usage and billing.
- AMR meters enable our employees to automatically get fast, accurate readings from your meter from a distance, such as at the end of a driveway. As we transition to our new technology, during the first few weeks after your new meter is installed, a WMED meter reader will continue to visit your property to manually record your usage until the system is fully operational.

133 Middleton Road Post Office Box 777 Wolfeboro, New Hampshire 03894

Office: (603) 569-6975

Website: wolfeboronh.us



Automated Meter Reading Frequently Asked Questions:

Are these “Smart Meters?”

- No, AMR meters transmit data using only one-way communication. Smart meters are capable of two-way communication that records energy usage in much more detail and have the capability to receive and transmit information between the meter and the utility on a continuous basis. They use higher power transmitters and communicate information via a secure network.

What type of information is being transmitted from the AMR meter?

- The only data being transmitted from our AMR meters will be the amount of electricity used since the last time the meter was read. There is **no** account, customer or banking information stored or transmitted via this meter. With AMR meters, we will continue to capture the same information we collect today, only from a greater distance.

Are AMR meters safe?

- Yes, the radio signal strength the AMR meters are utilizing to transmit is much lower than many everyday appliances, including microwave ovens, radio and television broadcasts, garage door openers, wireless routers, monitors and cell phones.

Can the AMR radio signals be crossed and cause the wrong information to be used to bill my account?

- No, each meter is assigned a unique transmitter number which will be matched to each customers meter location prior to being sent to the Billing Department for processing.

Please call the Electric Department at 569-6975 with any further questions or concerns regarding AMR metering, Monday through Friday from 8AM to 3:30PM.

Further information and schedules will be posted on the Electric Department’s Facebook page and the Town’s website, wolfeboronh.us as the project progresses.