

Automated Meter Reading

AMR

What it means to our members



**Frequently
Asked
Questions**

South River Electric Membership Corporation is implementing an Automated Meter Reading, or AMR, system using the TWACS meter module. During the next couple of years a South River EMC contractor, along with Cooperative employees, will change-out every member's electric meter.

The following questions and answers provide detailed information on the AMR project and its impact on you as a South River EMC member.

Summary of the AMR benefits:

- Fully automated, daily meter readings on all system meters
- Reduces meter reading and transportation costs
- Reduces the need to access your property to read your meters
- Reduces estimated billing due to unavailable meter readings
- Provides on-request reads, saves re-read costs
- More efficient outage restoration
- Increases tamper detection and reduces energy theft
- Improves call resolution – the AMR system will give employees the ability to provide members with more detailed information such as power consumption patterns, outage and blink count history and voltage information, reducing high bill inquiries.
- Reduces employee injuries, especially in areas with fenced yards, dogs and landscaping.



What's the difference between the new and old meters?

The new electric meters will operate electronically and the old meters operated mechanically. The new meters will continue to display the meter reading, but it will be in a digital LED form. The biggest difference is that the new meters will have an electronic circuit board module installed, which makes them extremely accurate. The module receives and stores the kilowatt-hour (kwh) consumption recorded by the electronics in the meter, and is able to transmit this and other data over the power lines to equipment located in a substation.

How will South River EMC read the meters?

The Cooperative's computer will dial-up the substation equipment through a secure radio network and tell the substation to request one or more meter read

ings. A reading-request signal is relayed over the power lines, and the meter responds back with its reading. The entire process takes less than 20 seconds for a single meter reading. South River EMC will conduct manual spot readings on a periodic basis to ensure the continued accuracy of the system.

What day of the month will the meters be read?

All meters will be read every day to obtain a history of energy use. For billing purposes, the member’s monthly billing cycle will remain the same.



What information does the TWACS meter record?

The meter records electricity use (kwh), the number of times the meter has experienced a loss of power for any reason and if the meter has been tampered with.

Will my power be out during the conversion?

Yes. Members will experience a short disruption in electric service during the conversion. South River EMC employees and contractors will make every effort to keep the amount of time without power minimal. In extreme situations, problems with equipment owned by the member may result in a longer disruption of service for minor repairs. Following the installation of your new meter, all electronic clocks and timers will probably be blinking and need to be re-set. We understand this is a bother and we apologize for any inconvenience you may experience.

What is the TWACS meter installation schedule?

The installations will begin in February 2008 and should be completed by 2010.

Where will the AMR meter installation process begin?

The first exchange will be for those members served by the Timothy, Herman Jackson (Midway/Falcon area), Erwin, Wade, Newton Grove, Flowers (Bentonville area) and Benson substations. Once the new AMR meters, communications system and billing are in place and tested, the Cooperative will proceed to convert approximately 2,000 meters a month over a period of two years, completing the entire system by 2010.

Who will be changing out the meters?

The majority of the meter exchanges will be performed by a South River EMC contractor. However, some meter exchanges will be done by South River EMC personnel. Contractor personnel will be in trucks bearing a magnetic sign, which identifies them as a South River EMC contractor. They will also be provided with door-hangers to inform each member of their purpose and presence at their home.

How much is this going to cost the member?

There will be no additional cost to the member to install the AMR system.

Will the TWACS module notify South River EMC when the power goes out?

The system will provide some abilities to detect outages and verify restoration, but in order to ensure a timely response, members are encouraged to call the office in the event of an outage.

Can South River EMC disconnect power remotely using the TWACS meter?

Yes, with the addition of a separate disconnect collar, the meters do have remote disconnect capabilities.

What if I think my bill reflects more kilowatt use than normal or if I think my meter is not working correctly?

Contact customer service at (800)338-5530 or (910)892-8071 to discuss any billing concerns. Electronic meters are much more accurate than analog or mechanical meters. The TWACS meters being installed by South River EMC are tested before installation.



South River Electric
Membership Corporation

A Touchstone Energy® Cooperative 

17494 US 421 S Dunn, North Carolina 28334
(910)892-8071 or (800)338-5530 www.sremc.com