



# Advanced Meter Communications Update

Public Utility Board  
Reports of the Director  
June 24<sup>th</sup>, 2020



# Deployment Customer



## ••• Communications Plan - *DRAFT*

General Awareness	Initial Deployment Area (IDA)	Residential Deployment	Commercial Deployment
Web Content - Constant	Virtual Open House	45, 30, 14 Days - Install Letter	60 Days - Install Letter
Web Banner Ads	Installation Videos	7 Days - Install Reminder Postcard	Scheduling Call from Meter Shop
U* Article, Jan 2020 issue	45, 30, 14 Days - Install Letter	2 Days - Auto Dial Call (from MIV)	45-7 Days Outreach from Account Executives
E-newsletter	7 Days - Install Reminder Postcard	Completed Door Hanger	Reminder Call (as needed)
U*Articles, July & Sept 2020 Issues	2 Days – Reminder Call		
Bill Insert July/Aug 2020			
Bill Insert Sept/Oct 2020			
Community Outreach			
Social Media			
Communication materials will be available in multiple languages.			

5 specific residential customer communications **before** meter installation.

# Deployment Customer Pieces

## 45 Day Letter Power & Water



### Advanced Meter Upgrade Coming Soon

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Service Address for Advanced Meter Upgrade:

Address Line 1  
Address Line 2

The electric and water meters at the **service address** above will be upgraded within the next two months to improve your utility service. The upgrade will give you increased privacy, control, convenience, automated meter reads, monthly billing, faster response to outages, and more efficient move-in/move-out services.

#### Why Am I Receiving this Notice?

Ordinarily, as part of the terms and conditions for utility service, we'll access the meter and related equipment at reasonable times. (Tacoma Municipal Code sections 12.06.050B and 12.10.525) This notice is a courtesy to ensure you're aware of the upgrade and brief interruption to service.

#### What to Expect

- Your electric and water meter upgrades might require two separate visits.
- Installations will occur Monday through Friday, between 8 a.m. and 6 p.m.
- You'll receive more information as your installation date approaches.
- A certified installer from Tribus, a TPU authorized contractor, will knock on your door, but won't need to enter your home. The installer will carry an ID badge and will wear proper protective gear to prevent the spread of COVID-19. If you have questions about an installer, call **253-XXX-XXXX**.
- You don't need to be home, unless you must provide access to the meter. **Secure all animals before installation.**
- The installer will need access to your meters and you'll experience brief interruptions to your water and power during the upgrade - see reverse for details.

Conozca más acerca de la instalación de su medidor avanzado en [MyTPU.org/AdvancedMeters/SP](https://MyTPU.org/AdvancedMeters/SP).  
Tìm hiểu về cách cài đặt đồng hồ đo điện/nước sắp tới của quý vị tại [MyTPU.org/AdvancedMeters/VIET](https://MyTPU.org/AdvancedMeters/VIET).  
Получить информацию об установке счётчика можно здесь: [MyTPU.org/AdvancedMeters/RU](https://MyTPU.org/AdvancedMeters/RU).  
다음 웹사이트에서 곧 설치될 미터기에 대해 알아보세요. [MyTPU.org/AdvancedMeters/KOR](https://MyTPU.org/AdvancedMeters/KOR).  
ស្វែងយល់បន្ថែមអំពីការដំឡើងម៉ែត្រវាស់សាពេលខាងមុខរបស់អ្នកតាម [MyTPU.org/AdvancedMeters/KM](https://MyTPU.org/AdvancedMeters/KM).

PW 45, 6/20

### About Your Advanced Meter Installation

#### Electric Meter

You won't need someone home for your meter upgrade unless a meter reader needs someone present to access your meter. Please ensure no obstructions to your meter are blocking access, such as locked gates, doors, trees, bushes, or outdoor pets. The installer will need 18 inches of clearance on each side and 36 inches in front of your meter. The installation will take five to 15 minutes. You will experience a brief interruption in power service during this time.

#### Water Meter

The installer will need access to your water meter for 15 to 30 minutes. You won't have water service during the installation. Leave at least four feet of clearance around the meter. You can typically find the meter in front of your home near the sidewalk or street. Please remove any obstructions in advance, such as rock or retaining walls, fences, trees, plants, locked gates, or vehicles parked over the meter.

The installer will replace the lid and meter and, in most cases, won't need to replace the meter box in the ground. The installer will run water for a short time after installation to release any air caught in the line if your home has an accessible exterior spigot.

Your water is safe. Running your cold water for two minutes after installation will clear any air from your pipes or discoloration caused by the meter replacement.

#### If You Need an Appointment

If you can't accommodate a brief shut off to your power or water, or must be home to provide access, please call **253-XXX-XXXX** to schedule an appointment.

#### Opt-Out

If you prefer to forgo your upgrade, visit [MyTPU.org/AdvancedMeters](https://MyTPU.org/AdvancedMeters) for details about opting out, eligibility requirements and fees.



[MyTPU.org/AdvancedMeters](https://MyTPU.org/AdvancedMeters)



Communication materials will be available in multiple languages.

Draft letter shown.

# Deployment Customer Pieces



## 7 Day Postcard



### Installation Reminder

We will install your advanced electric and water meters between Monday and Friday in the next week **at this service address:**

**Address Line 1**  
**Address Line 2**

Your installation might require two visits between 8 a.m. and 6 p.m. and will take five to 45 minutes. **Expect a brief interruption in your power and water service during install.**

If your meters are accessible, you don't need to be home. Visit [MyTPU.org/AdvancedMeters/XXXX](https://MyTPU.org/AdvancedMeters/XXXX) to ensure your property is ready.

If you can't accommodate a brief shut off to your power and water, or must be home to provide access, call **253-XXX-XXXX** to schedule an appointment. **Secure all animals before installation.**

 [MyTPU.org/AdvancedMeters](https://MyTPU.org/AdvancedMeters)

Mailing & Barcode Areas

Indicia

Communication materials will be available in multiple languages.

Draft postcard shown.

# ● ● ● Ongoing Community Outreach

- Tacoma's Neighborhood Councils
- Tacoma City Council
- Black Collective
- Neighborhood Block Groups
- Community Organizations
- Franchise Cities
- Pierce County
- Joint Municipal Action Committee



# Customer Communications

## TACOMA PUBLIC UTILITIES Advanced Meter Project

The Tacoma Public Utilities (TPU) Advanced Meter Project will provide you with greater control, choice, and convenience. Starting in mid 2020, TPU will begin upgrades to its electric and water meters with modern digital technology that brings many new customer benefits over time, including monthly billing, remote electric service reconnection, more options to control your costs, improved reliability through faster outage and leak detection, and more flexible payment options in a safe and secure way.

TPU has been a trusted service provider in the region for more than 125 years and will continue to provide you with the reliable, affordable, and environmentally-responsible service you expect by replacing and upgrading aging meters. With technology that is used in more than 75 million households nationwide, the advanced meter project enables a shift to a modern digital utility, making operations more efficient and helping the environment through reduced carbon emissions.

### Your benefits over time

- Your Control, Choice, and Convenience**  
Access more usage data anytime to manage your use and costs.
- Automated Meter Reading**  
More accurate, timely bills based on real-time data.
- Monthly Billing**  
Advanced meters will allow a switch to monthly utility bills, which most people prefer.
- Enhanced Personal Privacy**  
No need for regular physical access to read your meter.
- Easier Move In, Out, and Reconnection**  
Remote turn on and off of electric service saves you time.
- Expanded Ways to Save**  
Providing data about your use increases your ability to save money, water, and energy.
- Faster Outage and Leak Detection**  
Locating and fixing issues helps us restore service to you sooner.
- Flexible Payment Options**  
More options over time include prepay for electric service and custom due dates.
- Improved Operational Efficiency**  
Better information about our systems helps us manage costs.
- Reduced Environmental Impact**  
Fewer vehicle miles traveled for meter reading, basic field services, and outage detection lowers our carbon footprint.

[MyTPU.org/AdvancedMeters](http://MyTPU.org/AdvancedMeters)



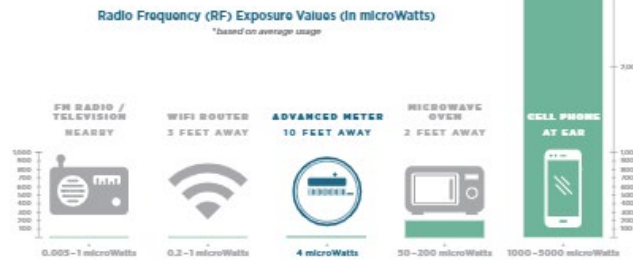
## TACOMA PUBLIC UTILITIES

### Facts about Advanced Meters and Radio Frequency Emissions

Your concerns about radio frequency (RF) emissions are important. The intent of the information below is to help you better understand advanced meters and provide reassurance about the health and safety questions often associated with them.

#### How do advanced meters work?

Advanced meters measure your usage throughout the day, just like your current meter. The meters transmit data via RF to us up to twenty-four times per day. The meters emit RF only when they transmit data, which is typically less than one minute per day.

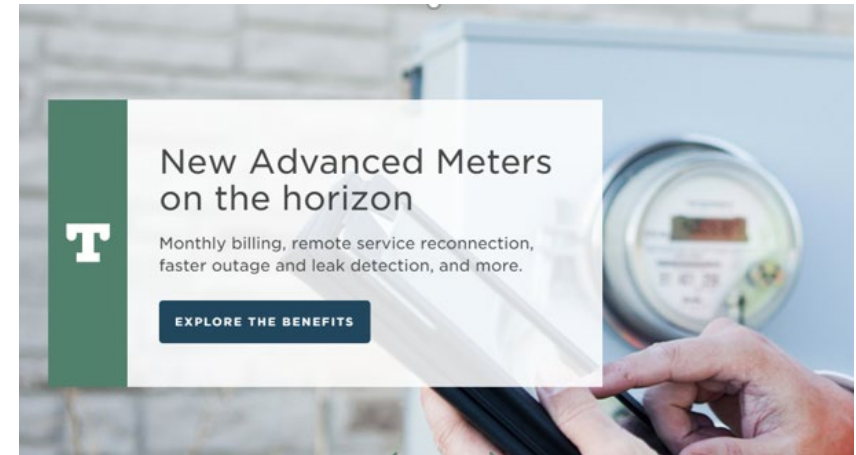


#### Scientific Research about Advanced Meters and Health

- A study by Washington State University determined the amount of energy absorbed from advanced meter radio frequency is substantially less than the Federal Communications Commission (FCC) safety guidelines, even when a person stands close to a meter.

*continued on reverse >*

[MyTPU.org/AdvancedMeters](http://MyTPU.org/AdvancedMeters)



### New Advanced Meters on the horizon

Monthly billing, remote service reconnection, faster outage and leak detection, and more.

[EXPLORE THE BENEFITS](#)

[PAYMENT & BILLING](#) [OUTAGES & SAFETY](#) [WAYS TO SAVE](#) [COMMUNITY & ENVIRONMENT](#) [CUSTOMER SERVICE](#)

[Community & Environment > Projects > Advanced Meters > Public Process](#)

### Public Process

## Advanced Meter Public Process

We host several outreach events to provide an opportunity for members of the community to learn more about the Advanced Meter project.

#### Public Utility Board Meetings

[View agendas and minutes from the Public Utility Board Meetings online.](#)

#### Neighborhood Council Meetings

- April 10, 5:30 p.m. – New Tacoma Neighborhood Council – Tacoma Municipal Building
- May 2, 7 p.m. – Central Neighborhood Council – Tacoma Nature Center
- June 3, 6 p.m. – North End Neighborhood Council
- June 17, 7 p.m. – South End Neighborhood Council
- June 19, 6:30 p.m. – South Tacoma Neighborhood Council
- June 20, 6 p.m. – Northeast Neighborhood Council

Customer communications before, during, and after meter installation.

# Upcoming Target Dates

IDA Communications Begin

July/August

IDA Meter Installations

September/October

Mass Meter Communication Begin

November/December

Mass Meter Installations

Q1 2021- Q3 2022



# Questions?

[MyTPU.org/AdvancedMeters](https://www.mytpu.org/AdvancedMeters)

