

## MID SMART Meter Upgrade Project Quick Reference Guide

Questions	Residential Customers	Commercial Customers
Customers will be notified by	<ul style="list-style-type: none"><li>Letter mailed in late Dec. 2008</li><li>Reminder postcard one to three weeks before meter installed at your home</li></ul>	<ul style="list-style-type: none"><li>Letters mailed June 15, 2009</li><li>Personal on-site notification at your business, at least 24 hours in advance (unless upgrade is pre-scheduled by appointment)</li></ul>
Electric meter installation begins	Week of Jan. 19, 2009	Revised start date July 1, 2009
Electric meter installation done by	Wellington Energy (MID authorized contractor)	MID technicians or authorized contractors
Power outage needed	Yes	Yes
Expected duration of power outage	One minute	Approximately 15 minutes
Do I need to be present when my new electric meter is installed?	No, as long as the technician can access your electric meter	No, in most cases
If technician cannot access your electric meter	A note will be left on your door, explaining what you should do	N/A
Do I need to make an appointment to have my new meter installed?	<ul style="list-style-type: none"><li>No, generally appointments are not necessary</li><li>If needed, a note will be left on your door, explaining how to make an appointment</li></ul>	No, but you may request a morning or afternoon appointment by <ul style="list-style-type: none"><li>Email to <a href="mailto:meter@mid.org">meter@mid.org</a></li><li>Calling 209 526-7697</li></ul>
General information about meter project	<ul style="list-style-type: none"><li>209 526-7337 English</li><li>209 526-7365 Español</li><li>1-888-335-1643 toll-free</li></ul>	<ul style="list-style-type: none"><li>209 526-7697 English</li><li>209 526-7365 Español</li><li>1-888-335-1643 toll-free</li></ul>

**FOR MORE INFORMATION – ALL CUSTOMERS**

[www.mid.org/meterproject](http://www.mid.org/meterproject)