

## 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>	Letter mailed in mid-Jan. 2009
Electric meter installation begins	Week of Jan. 19, 2009	Target start date Feb. 2009
Electric meter installation done by	Wellington Energy (MID authorized contractor)	MID technicians
Power outage needed	Yes	<ul style="list-style-type: none"><li>• Only in some cases</li><li>• If needed, MID will contact you</li></ul>
Expected duration of power outage	One minute	15 – 30 minutes, if outage is needed
Do I need to be at home when my new electric meter is installed?	No, as long as the technician can access your electric meter	<ul style="list-style-type: none"><li>• No, in most cases</li><li>• If you are needed, MID will contact you to schedule</li></ul>
If technician cannot access your electric meter	A note will be left on your door, explaining what you should do	If you are needed, MID will contact you to schedule
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>	If an appointment is needed, MID will contact you to schedule
General information about meter project	<ul style="list-style-type: none"><li>• 209 526-7337 English</li><li>• 209 526-7365 Español</li></ul>	<ul style="list-style-type: none"><li>• 209 526-7697 English</li><li>• 209 526-7365 Español</li></ul>

**FOR MORE INFORMATION – ALL CUSTOMERS**

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