



What is the AMI Pilot Program?

Beginning in February, Kenergy will be installing new electronic meters as part of the Automated Meter Infrastructure (AMI) Pilot Program to Kenergy members. Kenergy has chosen the Bon Harbor Hills Area as the trial area. Kenergy will install approximately 1,000 meters in the specified area over the next couple of weeks.

Why is Kenergy participating in the AMI Pilot Program?

As your electric provider, Kenergy continually evaluates new technologies that continues to enhance customer service. The AMI system that Kenergy has chosen is designed to provide a variety of benefits to our members.

What are the future benefits of AMI?

Kenergy customers will no longer be required to read their electric meter, if the pilot program is successful.

Improved electric service reliability.

Shorter outage times.

Reduced response time for trouble calls.

Provides additional metering data to better assist members with billing and service questions.

Who will be changing the meters?

Kenergy's Operation personnel will be performing the meter changes. Door hangers will be left when no one is home at the time of the meter change out.

Will service be interrupted during the meter change-out?

Yes, in most cases, you will experience a short, 30-45 second disruption of power.

How does AMI work?

Utilizing power line carrier technology. Two-way communication from the electric meter at your home or business to our office provides the cooperative with meter data, including meter readings.

How long will the AMI Pilot Program last?

Once Kenergy has completed the installation of the 1,000 meters in the Bon Harbor Hills Area, the new system will be monitored for a few months. It is expected to conclude by the end of September, 2008. Kenergy will keep you informed of the programs results.

We ask that you continue to read your meter on a monthly basis and return your meter reading to Kenergy during the pilot program. If the pilot is successful, you will no longer be required to read your electric meter.