

DIGITAL METER UPGRADE PROGRAM

Energy meets efficiency.

In an effort to upgrade our metering equipment, we are replacing meters within the Westar service territory.

The upgraded meter is equipped with two-way communication that is part of Advanced Metering Infrastructure (AMI). This digital metering technology has been in use around the world for more than a decade.

These new digital meters give our customers a much better understanding of their energy usage. By incorporating optional budget alerts and usage notifications, these meters can help customers develop more energy-efficient behaviors.

The new meters also improve customer service by enabling Westar to respond faster to outages and service requests. Digital metering reduces the need for billing estimation and manual meter reading.



Customer benefits

- Detailed energy usage information—no more surprises at the end of the month
- Customizable budget alerts, text alerts and usage summaries
- Optional enrollment in savings programs



Improved customer service

- Eliminates need to estimate bills
- Real-time troubleshooting and proactive recognition of potential outages
- Improved service order speed via automation



Reliability benefits

- Replaces aging equipment
- Provides analytics to improve system operation and reliability
- Enables Westar to manage and meet future electricity demands



Environmental benefits

- Reduces vehicle usage for manual meter reads



The benefits are growing

As of September 30, 2017:

- 550,000 digital meters installed
- 152,000 automated service calls (providing timely service without sending out a truck) in 2015
- 183,766 automated service calls (providing timely service without sending out a truck) in 2016
- 159,000 YTD automated service calls (providing timely service without sending out a truck) in 2017

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FAQ

Is the meter safe?

Yes. Each meter is inspected according to the American National Standards Institute's safety guidelines to ensure it meets or exceeds those specifications.

What about data security and privacy?

The digital meter only transmits the total energy usage data of the associated house or business. Transmission of the data is encrypted and secure.

How often does the digital meter transmit data?

The meter emits radio frequencies for less than 10 seconds a day. While transmitting data, the digital meter operates at a lower strength than most household appliances.

Do digital meters control items or appliances in the home?

No. Digital meters only measure energy usage. They do not limit or control the usage of appliances.

Do digital meters control air conditioning units?

No. Digital meters only measure energy usage.

What if no one is home during meter installation?

If no one is home, a Westar Energy employee will install the new meter and leave an informational pamphlet on the customer's door. Typical installation takes about 10 minutes.

Are customers charged a different price for having the new meter?

No. There is no installation cost and the price of energy remains the same.

Will Westar be able to shut off electricity at the push of a button?

Service can be turned off remotely at the customer's request. Customers who face disconnection due to past due balances are notified multiple times before service is interrupted. Westar remains committed to working with our customers who have bill payment difficulties.

Can Westar turn on electricity faster?

Yes. Digital meters allow us to initiate service much faster when a customer moves in or when service is reconnected—often in an hour or less.



More information is available at
[WestarEnergy.com/energy-dashboard-information](https://www.westarenergy.com/energy-dashboard-information)