

Smart Meter Project – Installation Process

ELECTRIC METER

- PMI will send a postcard to each electric customer advising you a PMI installer will be replacing your electric meter.
- The postcard will indicate you do not need to be home at the time the electric meter is changed. It will also state if you wish to be present at the time the meter is removed to call PMI's toll free number to setup an appointment.
 - If PMI does not receive a call from you to set an appointment, they will proceed with the installation.
- For customers who do not call for an appointment:
 - When PMI arrives at the address, they PMI will knock on the door. If someone is present the installer will announce they are here to exchange the electric meter and there will be a temporary disruption in power.
- For customers who do have an appointment:
 - The PMI installer will arrive within the established appointment window.
 - If the PMI installer is running behind or ahead of schedule, you will receive a call to communicate the status.
- On the day of the install, after announcing themselves, the PMI installer will proceed to the electric meter and prepare to exchange the meter
 - The installer will have a picture ID and will be wearing a uniform with the PMI logo.
 - The installer will be driving a vehicle that is clearly placarded with the PMI logo.
 - If you have concerns over whether this person is actually a PMI installer, PMI installers are trained to direct the customer to call the City to confirm that their name is on the list of authorized installation personnel.
 - You can also call PMI's toll-free number to confirm the credentials of a person claiming to be a PMI installer.
- At the start of installation, the PMI installer will perform a visual inspection.
 - If the installer observes a condition that may represent a safety hazard, he will stop and notify a supervisor.
 - If no clear hazard is identified, the installer will proceed by removing the meter seal, opening the meter box lid or removing the meter ring, and then remove the existing meter.
- Once the existing meter is removed, if a hazardous condition is observed, a supervisor will be called.
- If no hazardous condition is observed, the installer will perform a voltage check and then the new meter will be installed and sealed.
- Following installation, data will be collected using a handheld computer.
 - Installation data will be collected in a single time stamped record and will include old meter read and picture and new meter serial number, class, and form.
 - The installer will leave a door hanger which lets you know your electric meter was replaced and will provide you with a toll free number to call if you have questions.

WATER METER

- PMI will send a postcard to each resident or business asking you to call PMI to setup a convenient appointment time to have your water meter upgraded.
- The resident or business calls PMI Customer Service to make an appointment.
- The day before the appointment, PMI will call to remind you of the appointment.
- On the day of the appointment the PMI installer will arrive within the established appointment window.
 - If the PMI crew is running behind or ahead of schedule, you will receive a call to communicate the crew status.
 - The installer will have a picture ID and will be wearing a uniform with the PMI logo.
 - The installer will be driving a vehicle that is clearly placarded with the PMI logo.
 - If you have concerns over whether this person is actually a PMI installer, the PMI installers are trained to direct you to call the City to confirm that their name is on the list of authorized installation personnel.
 - You can also call PMI's toll-free number to confirm the credentials of a person claiming to be a PMI installer.
- Upon arrival, the installer will introduce himself and briefly describe the meter change out process.
- The installer will ask you to take him to the water meter.
 - PMI requests all boxes, furniture, or other items that may be obstructing the meter are moved prior to our arrival. PMI will request this at the time the initial appointment is made and during the reminder call the day before the appointment.
- Water will be turned off for a short period of time (typically between 5 and 15 minutes).
- The old water meter is removed and a new water meter is installed. A new transmitter wired to the new meter will also be installed and programmed.
- After meter installation, installation data is collected using a handheld computer.
- Time stamped installation information includes pictures, old meter read, new meter serial number and transmitter serial number and customer signature.
- Once the new meter and transmitter are installed PMI will:
 - Flush the lines to remove air or debris that may have been dislodged when the valve was shut. This is typically best performed using a laundry tub faucet or bathtub faucet (something without a screen).
 - Ask you if you have any questions or concerns.
 - Ask you to sign the touch screen computer acknowledging the work was performed.
 - Leave a business card with PMI's toll-free number and ask the customer to call if they notice any problems such as low pressure or a leak.