

Name 1
Name 2
Mailing 1
City State Zip+4

RE: Service House# Service Street Service Apt#

May 11, 2015

Dear (Customer Name 1 Name 2),

We are happy to let you know that your community is next as we continue meter upgrades across our entire service area for our four-year Smart Grid Initiative.

Our contractor, Corix Utilities, has already installed more than 150,000 digital smart meters and gas devices as we modernize our electric system and make it align with other industry technology. In the coming weeks, Corix will be in your neighborhood to replace our existing meters. We ask that you prepare by providing access and a clear path to the meter.

How does this help you?

- **See the energy you're buying as you go.** For the first time ever, you won't have to wait for your monthly bill to see how much energy you're using. Access your private account through our secure My Energy portal for a daily look at how much energy you're buying, and other helpful insights. Just sign up for our free **Manage My Account** service at cpsenergy.com and start budgeting and saving like never before.
- **Get quicker response times to power outages.** With advanced technology, we are alerted about power outages and can get crews out right away - no need to call.
- **Enjoy greater privacy.** In late 2015, meter readers will no longer need to enter your property to read the meter. We will accept data directly from the meter. Just like we do now, we will occasionally need access for maintenance of our electric and gas meters.

If you use natural gas in your home, a device will be attached to the natural gas meter within weeks of the electric meter installation. You will NOT be asked for any payment for the meter upgrade and it is unlikely that you will lose power. We will give you a reminder phone call the week before installation. To schedule a time for the upgrade, please call Corix toll free at **1-844-845-9665**.

As an option, customers may choose to have a non-communicating meter installed, a monthly fee will apply. Please visit our website to learn more.

Thank you for being our customer and allowing us to serve you. We're committed to making this process as smooth as possible.

Regards,



Phyllis Batson
Vice President, Customer Accounts & Operations

For more information visit our website at cpsenergy.com and search "smart grid."

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