

The City of Cuero, in an effort to continue to assist with residents and business with the cost of utility services, has contracted with ANIXER to install “Advanced Meters” for both electric and water services.

Installation/Change out is expected to begin April 11, 2016 and be completed by October 31, 2016. There will be a brief interruption of services while the change of meters occurs. At this time, it is not expected that someone be home during the process. When your meter is changed out you will be notified, if not home, by a door hanger. The technician will knock to see if someone is home before the installation/change out begins.

After the change out is completed you may need to reset any electronics.

Some key reasons the City of Cuero has made the decision for the new metering system:

- More accurate billing for customers
- Ability to monitor for outages, possible water leaks
- To assist customers in controlling their expenses by allowing real time monitoring
- Improved Customer Service

We will be updating the city website www.cityofcuero.com and our Facebook page with the areas that are scheduled to have the Advanced Meters installed.

What to expect when your meter is changed. Meters will be installed by Anixter contractors.

- All installers will be driving vehicles clearly marked with the City of Cuero and Contractor/Anixter logos.
- Employees will have uniforms and employee badges
- They will knock on your door between 8:00 am and 6:00 pm, before starting any work.
- Contractors will leave green door hangers when work is completed
- Contractors will leave red door hangers if there was an issue and more work is needed.
- If the contractors cannot access the meter due to locked gates, dogs or other obstructions, you will need to contact the number listed on the door hanger to reschedule your installation.
- Contractors should not need access inside the home.

If you were are not in the scheduled area or someone stating they are with Anixter and they are not in uniform, have an employee badge and/or not driving a clearly marked vehicle, do not allow them access. Call the City of Cuero to verify who they are or call 911.

FREQUENTLY ASKED QUESTION:

Q: Do I have a choice to stay with my current meter or get an Advanced Meter?

A: No. All electric and water meters will be changed to the Advanced Meters by October 31, 2016

Q: How much will the new meter cost me and what if I cannot afford the cost?

A: There is no charge to the customers for the new meter or the installation. The City of Cuero is paying for the cost of the meters and installation.

Q: Is this new meter a “Smart Meter”?

A: They are considered “Smart Meters” and transmit the information via a secure radio frequency communication system. You will be able monitor your usage by time of use, which will be helpful to you in conserving energy and water and possibly lowering your utility bill.

Q: Are the new meters safe?

A: Yes they are safe to the customers and the information that is sent is done so on a highly secured radio frequency. There is no health danger with the radio frequency. The City has documents and articles that can be provided for this information.

Q: Will my rates go up with the new meter?

A: Your rates will continue to be the same rates.

Q: Will I see an increase in my utility bill?

A: While your rates will not change, we will have a more accurate reading of the usage of utilities. Due to the accuracy, you may see an increase or decrease on your statement. If you do not believe the usage to be correct, you may contact City of Cuero Utility Department for a review.

Q: Will someone still be coming by to read the meter?

A: With the advance meter there is not a need for monthly meter readings as the meter will continually transmit readings. There may be an occasional manual meter reading for audits.

Q: Can the City disconnect the electric service using the new meters?

A: Yes, the meters allow the city to disconnect and reconnect services remotely.

Q: Are the new meters safe?

A: Yes they are safe to the customers and the information that is sent is done so on a highly secured radio frequency. There is no health danger with the radio frequency. The City has documents and articles that can be provided for this information.

Q: Is there independent information regarding the safety of the Smart Metering System?

A: Yes, along with information available at City Hall – you can go online using the following links:

Public Utility Commission of Texas – **Report on Health and Radiofrequency Electromagnetic Fields from Advanced Meters:**

http://www.puc.texas.gov/industry/electric/reports/smartmeter/SmartMeter_RF_EMF_Health_12-14-2012.pdf *This report contains the website address to many studies PUCT staff

reviewed.

Electric Power Research Institute – **A Perspective on Radio-Frequency Exposure Associated With Residential Automatic Meter Reading Technology – EMF Health Assessment and RF Safety:**

<http://www.epri.com/abstracts/Pages?ProductAbstract.aspx?ProductId=00000000001020798>