	Billing and Collections Department	SOP Name	AMI System
		Revision #	0001
		Implementation Date	10/7/20
		Last Reviewed/Update Date	
SOP Owner	Kellie Garrett	Approval	12/21/2020

Standard Operating Procedure

1. Purpose

The purpose of this SOP is to ensure that Arab Electric Cooperative, Inc. is providing the most reliable, accurate and up to date technology to our members. In addition, the smart meter system will help determine where outages are more efficiently.

2. Scope

The SOP outlines procedures to Members regarding AMI system.


3. Procedure

- A. New meters will be installed on all accounts. The cooperative is embarking on a system-wide program that will change 100 percent of existing residential and commercial meters in order to acquire more accurate information, without the need to enter a member's property.

At this time, if members have a question about their energy usage, the cooperative must send operation personnel to the member/owner's property to re-read the meter. With the new system, customer service representatives can access the meter information and obtain the reading almost instantaneously.

The new system will give the cooperative hourly and daily meter readings, instead of monthly readings. Other features of the new system will provide new data that will enable us to monitor the system better and correct inefficiencies.

- B. AEC will absorb the cost of replacing lug assembly in member's meter base as needed. However, member will have to sign the attached waiver to relieve Arab Electric of any liability. Should meter base require more than a new lug assembly the member will be responsible for the upgrade as well as the cost. The member will be given 60 days to get the meter base up to NEC Code and AEC Policy, if not done within the allotted time it will be disconnected and will not be reconnected until upgrade is done.

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- C. Due to the AMI system and the way it functions, members may be asked to trim shrubs, trees or overgrowth around their meter base that may obstruct signal from the meter to the router to obtain meter readings.

4. References

Arab Electric Cooperative Application for Service
TVA Regulatory Framework
TVA Power Contract

My signature above indicates that I have received this SOP, and I understand that I am encouraged to discuss any concerns with my supervisor.