

Electric Meter Replacement – Notification Letter

July 28, 2021

In the coming months, City of Shasta Lake electric department personnel will be replacing the City's electric meter(s) on your property as part of a planned equipment replacement program. Many of the City's electric meters have been in place for many years, are reaching the end of their useful life, and are scheduled for replacement.

Here's what you can expect during the replacement:

- The meters will be replaced by the City's electric department line workers who will carry proper identification and are fully trained to carry out this project. In addition, these line workers will be inspecting City-owned electrical equipment around your property (e.g., poles, transformers, service wire) as part of the City's wildfire safety program.
- The meter installer will knock on your door before they begin working. The installation will take about 10 minutes to complete, during which time you may briefly lose power.
- You do not need to be home for the installation if the meter is outdoors, and our personnel have clear and safe access.
- If the City's electric meter is located indoors, or in another location that is inaccessible, you will need to be present to provide access. Installations will take place from 8:00 AM – 3:00 PM on regularly scheduled workdays.
- Please contact the City's general number at 530-275-7400 during normal business hours with any questions.

Here are a few more details about this meter replacement project:

- If you do not take electric service from the City, please disregard this letter.
- The new meter utilizes the same base technology as your existing meter.
- In some cases, your existing meter may be the most current version available and no meter replacement will be necessary.
- All existing meters will be disposed of properly.
- City personnel will be using vehicles with the City logo on the door. No field personnel will ask you for confidential personal information or for money.

Sincerely,

City of Shasta Lake
Electric Department

Questions and Answers

1. Will my electric bill be impacted by a new meter?

Changing the electric meter does not change electric rates or rate structures, so the meter changeout is not expected to change your bill. If your old meter has been failing to read correctly, replacing it with a correctly functioning electric meter would eliminate the need for billing staff to make manual adjustments or billing estimates.

2. Can the City turn my electric off whenever they want?

No, the City reserves the right disconnect electric for non-payment past due utility bills and for safety reasons, such as building and code enforcement violations.

3. What about (PSPS's) Public Safety Power Shut Offs?

The City maintains its electric equipment in good working order and vigorously addressing dangers around City electric equipment. As a result, the City has not resorted to widespread PSPS. The City does reserve the right to implement a PSPS, if deemed necessary.

4. Will my bill look different after I receive a new meter?

Overall, your City utility bill will look the same. The first bill may have to combine data from the old meter and the new meter, and may look a little different, but all bills that follow will look like they do today. FYI, the City may be changing utility billing platforms some time in the next year, causing some changes to the way billing is presented, but that is a separate project.

5. Will both electric and water meters be replaced at the same time?

No. This project is specific to the electric meters. If for some reason your water meter must be attended to, it would be coincidental.

6. Who owns the electric meter?

The electric meter being replaced is owned by and property of the City. The main electric service panel that the meter attaches to is the property owners.

7. Will both electric and water be turned off when the City replaces the electric meter?

During the electric meter changeout, you may lose power while work is performed, which typically takes 10 minutes. If you're on City water, there should be no interruption to your water service. However, if you are on a well, or have some other configuration where your water depends on electric service, then yes, your water service would be interrupted for this time. We apologize for the inconvenience.

8. How will I know the meter has been replaced?

If the City was unable to replace the electric meter, City personnel will contact you with further instructions.

9. What if I'm a Lifeline customer or operate medical equipment?

The meter replacement should not impact Lifeline customers besides the short interruption to utility service while the meter is being changed. If you operate medical equipment, please contact the City at 530-275-7400, M-F, 7:00 AM – 4:00 PM to discuss.

10. What if the City wasn't able to change out my meter?

If the City was unable to replace the electric meter, City personnel will contact you with further instructions.

11. What if I have questions regarding the meter changeout?

Please contact the City at 530-275-7400, M-F, 7:00 AM – 4:00 PM to discuss.

12. Will there be a charge for receiving a new meter?

No. The City is using funds from the cap-and-trade program and is evaluating Internet-based tools that customers may use to manage their electricity usage.

13. I was contacted by phone/email/text by someone claiming to be from the City. How do I know this contact is legitimate?

It's wise to be vigilant. The best way to verify this call came from the City is to go to the City's website, locate the phone number for the main line at the bottom of the page, and give us a call during normal business hours. It will help us if you can provide the name and contact info of the person who reached out to you. From there, we should be able to help determine if the contact was legitimate.