



# Winchester Utilities

219 2<sup>nd</sup> Avenue NW  
Winchester, TN 37398  
Telephone: (931) 967-2238

Dear Customer:

We at Winchester Utilities would first and foremost like to thank you for being our customer. We realize that our customers are a large foundation of our company and we also realize that with current economic situations, times can be tough. Electric bills have been higher due to rate increases from TVA (our power provider). In these times, conserving energy is more important than ever.

TVA is planning to move to Time of Use pricing on power rates in 2012. What this means is that there will soon be peak and off-peak power rates that will be billed to you according to when you actually use your power. For example, if you use 20kWh of power from 7:00pm to 10:00AM in December, you may be paying considerably more per kWh of power than you are now, whereas if you use the same amount of power during the day in December (say from 8:00pm to 2:00am) you might pay less per kWh than you pay now. (Please note that these times and price examples ARE merely examples. TVA has yet to release final pricing and peak/off-peak timelines).

With this knowledge, Winchester Utilities had two options. We could either let our customers continue to pay a flat rate (but be hit with even higher bills due to having to bill at an average rather than being able to bill for both peak and off-peak use), or we could install Automated Metering Infrastructure (or AMI) to read a customer's use hourly and bill them accordingly.

Winchester Utilities has elected to go the second route, and it is with great excitement that we bring to you the FlexNet AMI system from Sensus. Utilizing FlexNet equipped electric meters, we will be able to provide you with more information than ever before.

With an AMI system, readings are taken every hour from a centrally located radio device. The device then sends the readings to us, where we can properly calculate usage. This will eliminate dedicated meter readers from having to be on your premises constantly and allow us to read every meter without worrying about dogs or road hazards.

Using a state of the art system called FlexServer, you, the customer, will be able to log in and see your electric usage by the second as well as control your home thermostat (compatible device is required\*).

Using this system in combination with a Sensus Smart Home device will allow you to see if you are paying peak, off-peak or other power rates at that very minute so that you can properly curb your usage and potentially lower your power bills. Sensus makes several



# Winchester Utilities

219 2<sup>nd</sup> Avenue NW  
Winchester, TN 37398  
Telephone: (931) 967-2238

Smart Home devices including a 5a and 30a load control module (for a hot water heater, etc.) as well as a standard in-home display so that you may receive updates directly from the Utility System and see what power rate you are currently paying. All of these devices (including the thermostat mentioned above) can be controlled remotely through your account on the FlexServer system, allowing you to adjust your thermostat while on vacation or turn off your hot water heater while you are at work. The possibilities are endless and when used properly, can amount to less usage and lower bills.

We believe informed customers will be happier customers, and because of this we are putting every piece of information we receive from your meters, as well as the ability to control devices in your home, on the FlexServer system.

This project is currently underway. Currently Winchester Utilities has no plans to increase rates to cover the cost of this project. This project is to provide you with the tools to control your power rates in these tough economic times.

The Smart Home devices mentioned above can be purchased at the Utility System office (pricing and availability to be determined\*) if you are a customer of Winchester Utilities.

Again, we would like to thank you for being a customer of Winchester Utilities and urge you to come by our office if you have any questions or concerns regarding this project. We want all of our customers to be well informed.

Thank you!