



January 21, 2022

Penny Thompson
City Manager
City of Caribou
25 High St
Caribou, ME 04736-2710

RE: Versant Power meter replacement project

Dear Community Leader,

I'm reaching out to let you know that Versant Power will begin installing new meters for all residential, small and medium customers in the next few months. This effort will continue throughout 2022 and into 2023.

New meters will:

- Ensure all customers can access timely, detailed information about their electricity use.
- Help Versant Power identify outages and power issues more quickly.
- Allow us to connect or disconnect your meter remotely.

We are replacing meters because our current metering systems are reaching the end of their useful life.

Affected residents and businesses will receive a notification letter about 30 days before we begin meter replacement work in your area. Customers also will receive a phone call about seven days before their new meter is installed.

Here's what residents and businesses can expect:

- You don't need to be home for us to do this work as long as we have safe and clear access to the meter. Please remove any physical barriers that prevent a meter exchange.
- A technician will knock on your door before starting any work.

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- Meter installers will have Aclara and/or Versant Power logos on their uniforms, badges and trucks.
- In most cases, the exchange will take less than 10 minutes.
- You will experience a brief power interruption, in most cases about a minute. If you have any critical equipment that requires constant power, please double-check to make sure that your back-up power supply is working properly.
- We will leave a doorhanger indicating if we were able to successfully replace your meter.

Customers will not incur any surcharges for installation of new meters unless they choose to receive a non-communicating meter that must be read manually.

If you would like to learn more about our meter replacement project, please visit versantpower.com/newmeters. If you feel that you would benefit from a fuller presentation about the project, we are happy to set up a virtual meeting or call with project leaders. Please get in touch with Communications Coordinator Robin Merchant at (207) 973-2634 or robin.merchant@versantpower.com.

We're proud to serve you and we're working every day to provide the best possible service now and into the future.

Yours truly,

Brad Flannery
Director, AMI Project