

## EXAMPLES OF FAILING CUSTOMER OWNED ELECTRIC FACILITIES



## THE HAGERSTOWN LIGHT DEPARTMENT

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## ELECTRIC METER REPLACEMENT WITH ADVANCED METERING



The Hagerstown Light Department will be installing an ADVANCED METERING INFRASTRUCTURE (AMI) beginning Fall of 2024. Please review and retain this pamphlet for information that will be helpful to you.

Further details are available at [WWW.HAGERSTOWNLIGHT.ORG](http://WWW.HAGERSTOWNLIGHT.ORG)



## WHAT IS AMI?

Advanced Metering Infrastructure (AMI) allows for two-way communication between the utility meter and utility provider.

### BENEFITS

- The HLD will be notified immediately of power outages
- Quicker crew response and restoration time
- Faster service times
- Safer for crews in emergencies
- More accurate billing (real time data, no estimates)
- More privacy, HLD employees will need to spend less time accessing your property to read the meter.



## WHAT DO I NEED TO DO?

**It's likely that you will not need to do anything.**

Notification of a brief power outage will be made prior to changing the meter. Provided there are no issues with your meter socket, the replacement should take less than 5 minutes.

If an issue or potential hazard with the "Customer Owned" facilities is identified during this process, the HLD will communicate this to you in detail.

Any required repairs to "Customer Owned" equipment must be made by a licensed electrical contractor.

Once complete, the contractor will notify the HLD to complete the meter changeout.

Please see the adjacent tab for the items of a residential electrical service that are "Customer Owned".

The HLD recommends after review of this pamphlet, that you perform a visual inspection of the electrical service equipment. If any of it appears degraded or in disrepair, contact a licensed electrical contractor and schedule inspection and/or repairs.

## WHAT DOES "CUSTOMER OWNED" MEAN?

All items highlighted yellow in the diagram below are owned and maintained by the Property Owner. This includes the weather-head, service entrance cable, service attachment bracket, and meter socket.

Items shown in white/black are owned and maintained by the HLD such as the meter itself, the service drop cable from the pole to the house, and the connectors.

For underground services: the HLD owns the cable leading up to the meter socket, and the meter itself.

