



# Consumers Energy Smart Energy™ Program

There are more than 65 million smart meters in the United States. The Consumers Energy Smart Energy™ Program is installing meters through 2017. The information below provides insight into the benefits, facts about the program and where/when we will be installing meters.

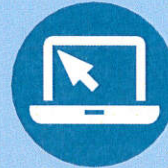
## HOW YOU BENEFIT



Meters can be remotely read in any weather — no estimated bills



Energy use is sent daily to us, minimizing estimated bills or bill surprises.

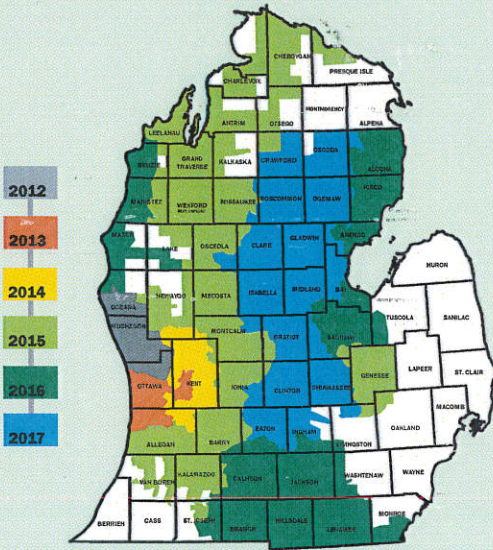


Track your energy use online via the Smart Energy Web Portal.



Better outage management - we will know when a customer's power is out  
*(Coming in the future)*

## INSTALLATION SCHEDULE



## THE FACTS

- The meter contains no customer information, only usage and operational status.
- All information transmitted to/from the meter is protected by a private, secure network.
- The meters do not identify specific devices or appliances – only total energy use is sent to Consumers Energy.
- The radio frequencies used to transmit the data are the equivalent of sending one text message a day. The frequency emissions are well below guidelines set by the Federal Communications Commission (FCC).

## INSTALLING THE METER: KEEPING YOU INFORMED

**30**  
DAYS  
BEFORE

POSTCARD



**7**  
DAYS  
BEFORE

PHONE CALL



**14**  
DAYS  
BEFORE

LETTER



**DAY**  
OF  
INSTALL

DOORHANGER



## HOW CAN WE HELP?

- Visit [www.ConsumersEnergy.com/smartenergy](http://www.ConsumersEnergy.com/smartenergy) to learn more
- Call our dedicated team at 888-862-2199
- Schedule us to speak at your civic meeting

# ENERGY THAT WORKS SMARTER FOR YOU. THAT'S OUR PROMISE TO MICHIGAN.





# CONGRATULATIONS!

SOON YOU'LL RECEIVE AN UPGRADED METER FROM CONSUMERS ENERGY!



Sample A. Sample  
1234 Anystreet  
Anytown USA 12345-6789

Re: Installation at 1234 Anystreet  
Installation at 1234 Anystreet

Dear Sample A. Sample,

In the next few weeks, we'll be in your area to install upgraded meters. We're upgrading to enhance our customer service and provide new tools and information to help you make better-informed energy choices. The first step to help us serve you better is to install your smart meter. Already, more than 65 million state-of-the-art meters like the one you'll receive have been installed in homes and businesses nationwide. We'll be installing 1.8 million of them for our electric customers in Michigan by 2017.

Here's some important information about your installation:

- You only need someone present if your meter is being installed inside your home or office.
- If your current meter is outside, please make sure it's clear of any obstructions so our service technician can access it.
- If you operate sensitive medical or electronic equipment we should be aware of in your home or office, **or if you'd prefer to schedule an installation appointment**, please call 1-888-862-2199.
- Our technician will let you know when he or she arrives. At that time, you may power down your electronic devices. There will be a 5- to 10-minute interruption to your electric service during installation. We apologize for any inconvenience. The technician will leave a door hanger notifying you that your upgraded meter has been installed.
- Once installed, smart meters begin sending daily energy usage to Consumers Energy. To ensure accuracy, meter readers will continue to read meters for a period of time.

For more information, please contact us at 1-888-862-2199 or visit [ConsumersEnergy.com/smartenergy](http://ConsumersEnergy.com/smartenergy). Energy that works smarter for you. That's our Promise to Michigan.

Sincerely,

Garrick J. Rochow  
Vice President, Customer Operations & Quality

Para ayuda en español, llame al 1-888-862-2199.



## TAKE CHARGE OF YOUR ENERGY USE ONLINE

Thanks to your smart meter, now you can visit [ConsumersEnergy.com/smartenergy](http://ConsumersEnergy.com/smartenergy) and explore new tools that let you:

- Review your energy use by hour, day or month
- Discover energy-saving tips
- Receive automated alerts when your energy use is trending higher

## RECOGNIZING YOUR CONSUMERS ENERGY AUTHORIZED CONTRACTOR

The service technician installing your meter will be wearing a photo ID badge and safety vest and will be driving a vehicle displaying the Consumers Energy logo.



SAFETY VEST



ID BADGE



MARKED VEHICLE