

What is advanced metering?

Our advanced metering program involves the installation of state-of-the-art metering technology for our residential and commercial electric and natural gas customers.

Advanced meters record your energy use each day. The information is then sent to DTE Energy over a secure communication network.

Advanced electric metering

Over the next several years, DTE Energy electric meters will be replaced with digital meters that allow two-way communication and will give you better access to tools and information to help you manage your energy use.

Our advanced metering program for electric customers is part of DTE Energy's SmartCurrentsSM program. SmartCurrentsSM, an exciting new initiative to upgrade the electrical system in Southeastern Michigan, will offer our customers new programs and improved service. SmartCurrentsSM will give you the tools to use electricity economically, efficiently and effectively.

Advanced natural gas metering

DTE Energy natural gas meters will be modified with remote-reading modules that are placed on existing natural gas meters. In some instances, natural gas meters may need to be replaced. The meter module will give us the capability to remotely read your meter without having to enter your property.

Learn more

For more on advanced metering, visit dteenergy.com/advanced_meter

For more on our SmartCurrentsSM program, visit dteenergy.com/smartcurrents

**Si necesita esta información en español,
llame al número siguiente: 800.477.4747**

إذا كنت تحتاج لهذه المعلومات باللغة العربية،
يرجى الاتصال على الرقم التالي: **800.477.4747**

Benefits from SmartCurrentsSM

- Enhanced online energy usage data helps you better manage your energy use.
- Significantly reduce the number of estimated bills.
- Eliminate the need for meter readers to enter your yard.
- Remote connection, disconnection of service.

Future benefits from SmartCurrentsSM

- Automatic power outage detection alerts DTE Energy when your power is out. Please call **800.477.4747** for on all wire downs for Public Safety.
- New rates, tools and programs will help you save energy and money.
- Access to new technologies, such as smart appliances for your home, as they become available. These include; thermostats, washers, dryers and dishwashers, that contain technology allowing you to remotely monitor and control operation through the Internet.
- Better integration of renewable energy sources, such as wind power, and plug-in electric vehicles into the electric system.

Your personalized energy data will be available online following installation

Find out when your home is using energy. Get energy usage information on a daily and even hourly basis.

How do I access the energy usage data?

It's easy! Just sign in at dteenergy.com and select the Bill Analyzer link on the left side of the My Account page. You'll have access to your "My Energy Usage" chart. Not registered yet? Use the "Register" link in the box at dteenergy.com to create your online account.

DTE Energy



Connecting you
to cost savings,
convenience and more ...

Advanced
Metering is
coming to you

DTE Energy



Installation

Your new electric meter or natural gas module will be installed by a DTE Energy employee or a contractor. The installer will have identification that shows he or she is working on behalf of DTE Energy.

You do not need to be home if your electric and/or gas meter is outside and accessible. If your meter is inside your home, an adult must be present during installation.

- Electric meter installation—A brief, approximately five-minute interruption of your power will occur.
- Natural gas installation—No interruption of service is needed for installation of your natural gas meter module.

Meter reading

Until installation is complete in your area, a meter reader will continue to read your meter. We will compare the meter reading obtained by our Meter Reader to the advanced meter reading as part of our extensive quality assurance testing to ensure accuracy. The date you receive your bill will not change.

Your new advanced electric meter has a digital display instead of dials. To read your meter, simply look for the screen beginning with "004." This screen shows your kilowatt-hour meter reading. The other displays show your meter communicating with our systems. A video describing how to read your meter is available on our website.

In most cases, your gas meter will have the same display—either digital or dial—that it originally had because the gas meter module is fitted behind the display.



How advanced metering works



Your Meter

State-of-the-art electric meters, which can be read remotely, are installed. Gas meters will look the same because advanced metering modules are installed behind the existing meter faces.



Communications Network

The meter will transmit your energy use information to us via a secure communication network.



Our Billing System

Meter data is sent to our billing system. Advanced metering technology will virtually eliminate estimated bills.



Your Energy Bill

Your monthly utility bill is generated using the information sent to our billing system.



Manage Your Energy Usage

Once fully implemented as part of the SmartCurrentsSM program, you will be able to monitor and manage your energy usage online.

Frequently asked questions

Q. Will I have to pay for my new meter or module?

- A. No. There is no charge for the meter or installation. If any electric or gas service issues exist on your customer-owned equipment, you will be responsible for the cost to fix the problem before the advanced meter installation can take place.

Q. Who is the installer and how can I be certain this person is authorized to do the work?

- A. Your new electric meter or natural gas meter module will be installed by a DTE Energy employee or a contractor working on behalf of DTE Energy. The installer will have identification that shows he or she is working on behalf of DTE Energy. You should immediately report to DTE Energy anyone posing as an installer who requests money for the meter, modules and/or installation. Call us at **800.477.4747**.

Q. Are there any health hazards associated with the new technology?

- A. No. The equipment operates at a low-power radio frequency, comparable to a cordless telephone. All equipment operates in compliance with state and federal communication standards.

Q. While reading my new meter, will DTE Energy have wireless access to any personal information, such as data stored on my home computer?

- A. No, the network being installed will not give us access to confidential personal information stored on your home computers. This technology does not invade your privacy, which we fully respect.

