



IN THE NEXT FEW WEEKS, YOU WILL BE RECEIVING UPGRADED METERS!



Sample A. Sample
1234 Anystreet
Anytown USA 12345-6789

Re: Installation at 1234 Anystreet

Dear Sample Name,

In the next few weeks, we'll be in your area to install upgraded meters. We're upgrading to enhance our customer service and to provide new tools to help you have better information about your energy usage.

WHAT YOU NEED TO KNOW



We will be upgrading both your electric and gas meter



No need to be home, unless your meter is inside



Make sure your meter area is clear for installation



Do you operate sensitive equipment? Do you want an appointment?
Call 1-888-862-2199

For more information, please contact us at 1-888-862-2199 or visit ConsumersEnergy.com/smartenergy.

Sincerely,

Garrick J. Rochow
Vice President, Customer Experience, Rates, Regulation and Quality

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

WHAT'S IN IT FOR ME?



No more estimated bills



Monitor your energy use online and save money



We'll know about outages faster so we can respond quicker

LEARN MORE:

Visit ConsumersEnergy.com/smartenergy

WHAT TO EXPECT: DAY OF INSTALLATION

The service technician will be wearing and driving:

1



MARKED VEHICLE



SAFETY VEST



ID BADGE

2

The installer will knock on your door. If you would like, you may shut off your electronics.

3

The installation will take approximately 5 - 10 minutes – during that time you may be without power.

4



The installer will leave a door hanger (pictured) when the installation is complete.

5

Visit ConsumersEnergy.com/smartenergy to learn more about the benefits of your new meter.

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



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.

CUSTOMER BENEFITS



Instead of sending an employee and a vehicle out to customer homes, we can now read meters remotely.



Increased meter read accuracy. No estimated bills or bill surprises.



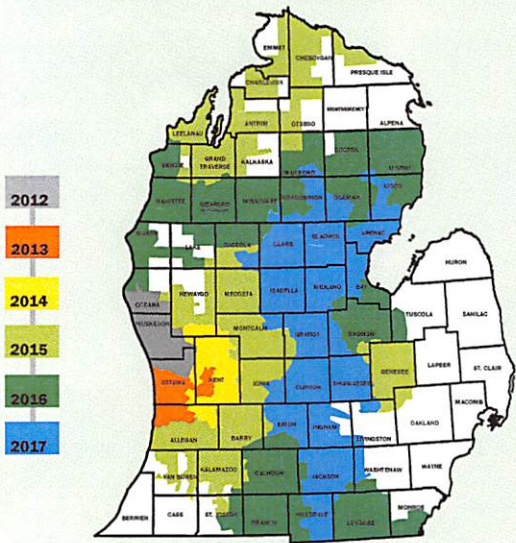
Track your energy use online via the Smart Energy Web Portal.



We'll know about outages faster so we can respond quicker.

(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 sent by the Federal Communications Commission (FCC).

COMMUNICATING WITH CUSTOMERS

30
DAYS
BEFORE

POSTCARD



7
DAYS
BEFORE

PHONE CALL



14
DAYS
BEFORE

LETTER



DAY
OF
INSTALL

DOORHANGER



HOW CAN WE HELP?

- Visit ConsumersEnergy.com/smartenergy to learn more
- Call our dedicated team at 888-862-2199
- Reach out to us to speak at your civic meeting

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

Consumers Energy
Count on Us