

**T**he PUD's **Connect Up** program will deliver an array of new benefits for customers, enriching the customer experience and helping the PUD become the Utility of the Future. Connect Up will focus on PUD customers, giving them new options to take control of their energy usage and lower their bills. Starting Day 1 when a customer receives an advanced meter, added benefits include:

### **A More Dependable Bill**

- ▶ Advanced meters will put an end to the occasional need of basing bills on estimated reads.
- ▶ Customers will now have a consistent number of days in their billing cycle each month.
- ▶ New meters are also more accurate; older, electro-mechanical meters tend to slow down over time.

### **Better Customer Experience**

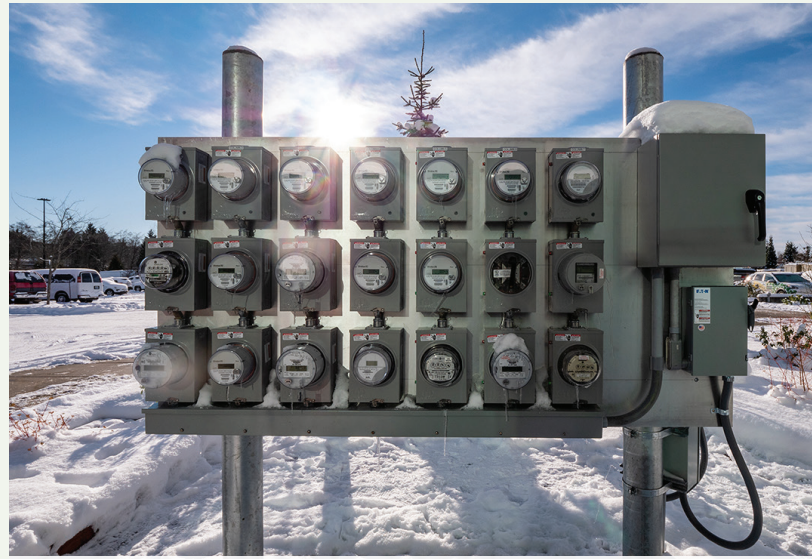
- ▶ Customers will have improved visibility into their energy usage instead of having to wait a month until their meter is read.
- ▶ Usage will be recorded in 15-minute increments instead of monthly, giving customers more information on energy usage patterns.
- ▶ Customers will be able to choose their billing date to match their planning and budget needs.
- ▶ Customers with multiple premises can align billing on the same day.

### **Immediate Move-in/Move-out Services**

- ▶ Real-time remote reconnect for customers moving in means no longer having to wait for a truck/field worker to roll out to a customer's home.
- ▶ More accurate bill for customers moving out.
- ▶ Equitable reconnect/disconnect services for all customers no matter where they're located.
- ▶ Improved off-hours support for customers.

### **Safer, cheaper and less carbon emissions and waste**

- ▶ Remote meter reading and connect/disconnect means:
  - ✓ Fewer PUD employees in the field and driving to customers' homes and businesses in potentially dangerous situations.
  - ✓ Fewer cars and trucks on the road emitting greenhouse gases.
  - ✓ Less money spent on vehicles, maintenance and fuel.
- ▶ Improved leak detection (water meter) can save water and money.
- ▶ Remote disconnect (move-out) can eliminate unauthorized consumption.



*Connect Up meter testing began in December 2021.*

