

SLEMCO

Meter Update Frequently Asked Questions



Below are some of the most common questions asked by SLEMCO customers about their updated meters and how they work, along with their answers.

Why is SLEMCO updating meters?

For a community to remain competitive, those providing essential services have a responsibility to provide the most advanced, efficient technologies possible. Updated meters are a necessity for all of us to keep pace with the digital world.

Will my updated meter work the same way my old one did?

It serves the exact same purpose but performs more efficiently and directly with our central office. Much like when you upgrade your existing cell phone to the newest model, your updated meter will do the exact same thing it did before, but with a few new features.

What are the updated features?

Monthly meter readings will be sent to us instantly and remotely. Meter readers will no longer be reading meters in the field each month. They will still be on staff performing their other regular duties.

If your home or business experiences a power outage, the new meters will notify dispatchers in near real time. You won't have to call to inform us of an outage. However, blinks or momentary outages will still require a call and direct report from you.

If you're out of town and think you might have an outage at home, simply log in to your SmartHub account to verify whether or not your power is out.

Your updated SLEMCO Meter allows you to access daily meter readings to view the amount of electric consumption to expect on your next bill. You can even request notifications to alert you when your electric usage goes above an amount that you specify. This will keep you on top of excessive usage and potential equipment issues that can be avoided or repaired well in advance of causing an unexpectedly high electric bill.

Service transfers, disconnects, and reconnects can all be handled remotely and almost instantly.

What's all this going to cost me?

An average of \$1 – 2 dollars per month or less than five cents per day.

Can I expect my bill to dramatically increase because of the updated meters?

No.

Current meters are still operating properly and accurately. However, maintenance costs are increasing as the units continue to age. Additionally, meter technology (like all technology) has changed drastically over the last two decades, and our current digital meters will simply become obsolete over the next few years. With over 110,000 meters in the field, we must plan ahead and not wait until the last minute.

Do the updated meters pose any kind of health dangers?

No, they do not. Data is transmitted via radio waves that emit a signal less intense than a baby monitor. In addition, these meters are typically placed outdoors with a wall separating the meter from the living space.

When will my meter be updated?

Testing of the updated meters in the field begins summer 2021 to ensure data transmission runs smoothly. Once that has been verified, we will begin updated meters in groups of about 30,000 each year. We have just over 109,000 customers.

Will SLEMCO employees be updating the meters?

Not in all cases, but Honeywell contractor crews will be identifiable by Honeywell uniforms, and their vans will bear the SLEMCO logo. If you have questions about someone at or near your home working for SLEMCO, please call our office at (337) 896-5384.

Will SLEMCO notify me prior to the update?

You'll receive written notice in your SLEMCO bill. You can also find information on our Facebook page. The day your new meter is installed, a notice will be placed on your door.

