

Dear Customer,

Austin Utilities is about to begin its Advanced Meter Infrastructure (AMI) project. This project will involve upgrading electric, natural gas, and water meters in our entire service territory. This equipment will allow us to provide improved service, operational savings, and better billing information, all at no cost to you.

We will begin installing meters this winter. Due to the unique features of each type of installation, meters will be installed in neighborhood sweeps by meter type.

- Electric Upgrades to be completed end of 2023.
- Water Upgrades to be completed by end of 2026.
- Gas Upgrades to be completed by end of 2026.

You will receive postcard notification approximately two weeks prior to your meter installation, and door hanger notification when completed. Keep an eye out for the following information

Step One: Postcard Notice Prior to Installation



Step Two: Door Hanger Install Notice



As a customer, you will have access to more data than ever before to help you understand how you use energy. This information will help you make decisions that will save you energy and money. To take advantage of the information your new meter will provide be sure to sign up for an **Austin Utilities SmartHub** account.

We thank you, in advance, for your help as we move forward with this exciting project. To learn more about this project please visit <https://www.austinutilities.com/pages/amifaq/>.

Thank you!

Austin Utilities



Click on My Account at www.austinutilities.com or Download the free mobile SmartHub app for iPhone and Android