

Hello,

I'm writing to update you on our state-approved project to install new meters for all 1.4 million of our customers, which began last year and will continue through 2019.

We are replacing our meters for several reasons, many of which involve better service for customers. The new meters will enable new energy-saving technologies, and will give customers improved access to data that will help them manage energy use. The meters will help us more quickly detect outages to improve reliability, and will help us detect energy theft and fraud to reduce costs.

Also, our current meters are reaching the end of their useful lives. We are proactively replacing them with meters that will bring us into full compliance with state regulations on meter technology.

Before we install our new meters, we must put supporting equipment in place. We have hired a contractor, Riggs Distler, to install routers (a picture is attached) on some utility poles and street lights in our service area. Riggs Distler is performing router installations this fall in the Wayne County area. Our new meters, when installed, will send secure, encrypted data to these routers.

You might see Riggs Distler crews out doing the work in your community, and you might notice the devices once they're attached. Neither the installation nor the operation of these routers should have any impact on customers. If you have questions, or receive questions from residents or constituents, please do not hesitate to contact me. Also, for more information on our meter project, visit www.pplelectric.com/newmeters.

Thank you,

Alana

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