



Meter Upgrade Network factsheet

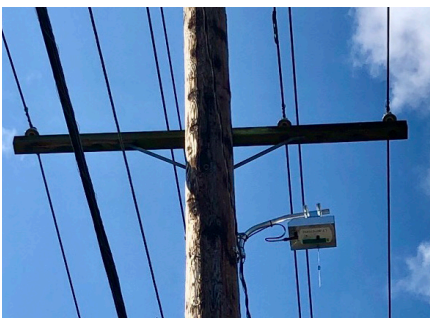
PSE was one of the first utilities to adopt digital metering technology 20 years ago, and the system we installed is now nearing the end of its lifespan. That's why, to better serve our customers, we're currently updating our entire metering system to the latest industry standard.

This Meter Upgrade Project was launched in 2016 and involves swapping out almost 1.1 million electric meters and 800,000 natural gas modules in the 10 counties we serve. It also requires installing network devices that can communicate usage from the new meters to PSE for billing purposes. These devices are either mounted on poles, or installed as pedestals, in areas prior to meter deployment.

We anticipate completing these network installations by 2021, and the entire Meter Upgrade Project in 2023.



Device attached to light pole



Device installed on utility pole



Pole device in area with underground electric service



Pedestal device (right) next to a pad-mounted transformer

Frequently asked questions

Q: What will these pole and pedestal devices do?

They are needed to communicate usage from our customers' gas/electric meters for PSE billing purposes. The devices we're installing, and the new meters they support, are the current industry standard for metering technology.

Q: How do easements work? Why can you install this on my property?

Although easements grant legal permissions to use designated areas of property for certain purposes, we do everything we can to minimize the impact for residents and their properties. This work is necessary to maintain our metering system and ensure service for our customers. For more information about easements and rights of way, visit pse.com/meterupgrade.

Q: How does PSE decide to install a pole top device or pedestal device?

The type network device installed depends on the area's electric service. If an area has overhead power, the device is installed on an existing pole. If the power is underground, the device must be a pedestal-type or, occasionally, attached to a pole that's connected to a pad-mounted transformer.

Q: Why does the pedestal device have to be installed on my property or near my house?

Since they require an electric source to work properly, they must be installed near an existing pad-mounted transformer. We choose our locations carefully, based on a number of logistical requirements, and do our best to minimize customer impact.

Q: Can PSE install these pole and pedestal devices somewhere else, or make them smaller?

The housing for these devices is as compact as possible without compromising functionality and safety. They must also be near a power source and within range of customers' meters and other network devices.

Q: Why is PSE installing this pedestal device if I don't have gas (or electric) service at my house?

Chances are, it's because your property has a pad-mounted transformer, which is necessary to power the device.

Q: I already have something like this in my yard. Will it be removed?

Existing equipment is not removed. Depending on the device, it could be part of PSE's utility infrastructure or equipment owned/operated by another utility or business entity — like a city or county PUD, or a cable or phone company.

Q: Will I experience an outage while you're installing a pole or pedestal device?

You should not experience any service interruption during installation.

Q: Can I plant shrubs or trees to help conceal the pedestal device?

Accessing the device is crucial for routine maintenance, to ensure it's working properly, and to avoid service interruptions. Please do not plant shrubs, trees, or other vegetation that could block access to the pedestal device. You can learn more about vegetation management and download our Energy Landscaping Brochure at pse.com/trees.

Q: Are the devices 5G?

No. Our meters and network devices are not 5G or use 5G communication. Our system sends and receives information via a secure, third-party 4G network.

If you have additional questions not addressed in these FAQs, please email us at majorprojects@pse.com.