



October 15, 2020

Reference: SECO Account Number/Service Address

Dear Member,

As a member who is enrolled in SECO Energy's MyWay PrePay account type, your service will be part of a pilot project that brings AMI (Advanced Metering Infrastructure) technology to our service area. By the end of the year, SECO-contracted technicians will replace current, prepaid meters with new Honeywell AMI meters that use Verizon cellular communications technology.

The current prepaid program's meter uses a cellular data communications system to generate automated daily meter readings to SECO. This enables you to log into your online account/app to see the daily energy usage and to use a "pay as you go" approach to energy use. Unfortunately, the cellular communications infrastructure used in your current meter is becoming outdated with the advent of LTE and 5G. The meters and system must be updated by the end of 2020 to remain operational as a prepaid program.

SECO has partnered with Honeywell to replace current prepaid meters with a device that offers similar advanced capabilities. Recently, Honeywell joined forces with Verizon to bring AMI meters to utilities using 5G Long Term Evolution (LTE) cellular data. The new AMI meters use two-way communication between the utility and the meter using the same data communications infrastructure used in cell phones.

Immediately upon installation, the new Honeywell AMI meters will supply daily electric usage readings through its two-way communication platform. Once configured, and the meter data management system is integrated with SECO's online account platform, SmartHub, you will be able to see 15-minute interval usage data – to have an even closer look into your energy use habits.

If you have any additional questions or comments regarding the prepaid program update please reach out to us. Visit SECOEnergy.com>Contact Us, call (352) 793-3801 or email customerservice@secoenergy.com. Any conversions to postpaid accounts are subject to a security deposit. SECO will complete an Equifax Utility Score Check upon request to change a prepaid account to a postpaid, traditionally billed account.

Read Frequently Asked Questions about AMI technology on the reverse side. It is our privilege to be your energy provider.

Sincerely,

Kathryn Gloria
Vice President of Corporate Communications and Energy Services



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AMI FAQ

Who will install the AMI meter?

A SECO-contracted meter technician will install the new AMI meter and remove the old prepaid meter. All SECO contractors carry company ID, and their trucks are clearly marked with a SECO Energy Authorized Contractor decal.

Will my service be interrupted while the meter is replaced? Yes, but just briefly. You will experience a brief interruption of a few minutes while the meter is exchanged. Technicians will courtesy knock before performing the meter exchange and will leave a door hanger as well. You do not need to be home for the meter exchange.

Will the meter's cellular transmission affect other devices in my home?

No. The cellular data of other devices in your home will not be affected or interrupted. The cellular communication protocol is like the old meter.

Is the Honeywell meter safe?

Yes. The Honeywell meter uses an industry standard cellular communications system, just like your cell phone. The components of the meter and communication module are UL (Underwriter Laboratories) certified.

What are some of the enhanced capabilities of AMI meters?

A fully developed AMI system allows members to review their energy usage in almost real-time. SECO can transfer, reconnect or disconnect, and troubleshoot the service remotely. When an AMI system is deployed for all members, you can choose your billing date, set usage threshold alerts, have access to money-saving dynamic rates and much more.