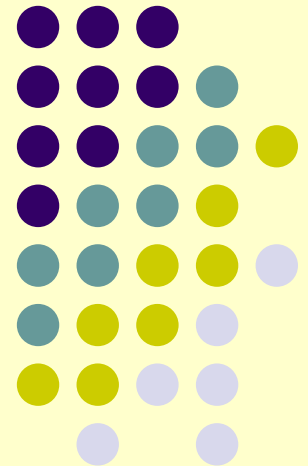


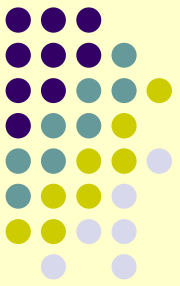
Migrating from AMR to AMI



David Whidden

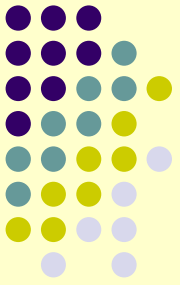
The United Illuminating Company

AMR Deployment Began in 2000



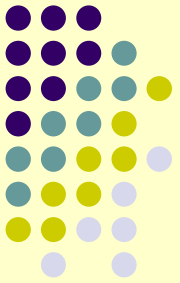
- Fixed Base Cellular Network System
- 320,000 Accounts
 - 288,000 Residential & 32,000 Comm./Ind.
- 40% of our metering is indoors
- Went from a physical disconnect to a virtual disconnect environment
- Solved problems of obtaining meter reads
 - Did not address hard access locations for disconnect

2007 Initiative to Address Hard Access Locations



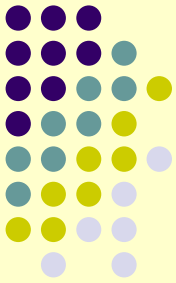
- We were now able to determine the amount of loss from accounts that required disconnect but lack of access prevented this from occurring
- Testimony was provided in support of access legislation requiring landlords be held responsible
- Discussions with the DPUC led to an agreement wherein hard access accounts would be addressed

DPUC Agreement



- Multi-family locations having indoor metering
 - > 3 lockouts within the past 12 months
 - At least 1 account was in arrears > \$1,000
- Letters mailed to all premise locations stating access was needed to install equipment
 - Letter stated that if access was not granted within 15 days service to the building would be terminated
- 7 days prior to termination access was again attempted
 - If unsuccessful the building was posted with termination notices
- If access was not granted termination occurred
- Exceptions:
 - Medical accounts stating “life threatening” or “Life Support”
 - Alternate letter sent describing regulations requiring the utility’s right to access
 - No mention of disconnect
- Upon access remote disconnect devices were installed
- All devices were installed in the “ON” position
- Disconnect occurred on the next billing cycle on Collection accounts
- Disconnect occurred on accounts where there was no customer of record shortly after RDD install

Termination Letter



September 10, 2007

John Doe
1072 Main St.
Anytown, Ct. 01234

Re: 1072 Main St. Anytown, CT.
United Illuminating Company – Electric Services

The United Illuminating Company has made repeated attempts to access the electric meter(s) and equipment located at this address. Because we have not been able to gain access, UI has been unable to perform a planned equipment upgrade.

State of Connecticut Regulations Section 16-3-100 (b)(2)(G) provides “Utility service may be terminated for failure of the customer to provide the utility reasonable access to its equipment.”

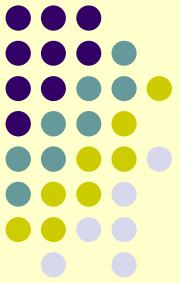
This letter is to inform you that unless access is granted to UI’s meter(s) and equipment within fifteen (15) days of the date of this letter, The United Illuminating Company will terminate service to this building until access is granted and the planned equipment upgrade is completed.

To grant access and prevent the termination of service for failure to provide access, please immediately contact this department at **(800) 891-2922** to schedule an appointment and provide us access. If access is granted during this scheduled appointment, only a short temporary outage necessary to complete the planned upgrade will be required. **If you do not provide access at the scheduled time, The United Illuminated Company will go forward with its plan to terminate service as outlined above without further notice to you.**

Very truly yours,

David Whidden
Revenue Protection/Security
203-499-3476
Cc: file
Regular Mail

Access Letter (Medical)



September 10, 2007

John Doe
1072 Main St.
Anytown, Ct. 01234

Re: 1072 Main St. Anytown, CT.
United Illuminating Company – Electric Services

The United Illuminating Company has made repeated attempts to access the electric meter(s) and equipment located at this address. Because we have not been able to gain access, UI has been unable to perform a planned equipment upgrade.

The UI Guidebook for Electrical Service Section 11.1 A provides “The Company reserves the right to enter the Customer's property and inspect and test UI's equipment at any time without notice. If access into a building is required, UI will make every attempt to do this during normal working hours or UI will make specific arrangements with the property owner.”

This letter is to inform you that access is needed to the equipment for inspection and upgrade purposes. There will only be a brief interruption of power while the new equipment is installed.

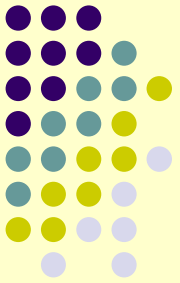
Please contact this department at **(800) 891-2922** to schedule an appointment and provide us access. If access is granted during this scheduled appointment, only a short temporary outage necessary to complete the planned upgrade will be required. Thank you for your cooperation.


Very truly yours,

Sandy Perreault
Revenue Protection/Security
203-499-3206

Cc: file
Regular Mail

Termination Notice





ui *The United Illuminating Company*

METER SECURITY DEPARTMENT

TERMINATION NOTICE

We were here today
in an attempt to gain access to
our electrical equipment
FOR PURPOSES OF:

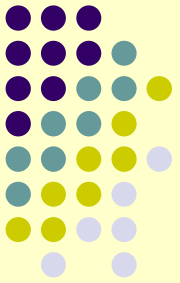
Prior attempts have proved
unsuccessful.

As a result, service to this
building will be terminated on or
after
**UNTIL ACCESS IS GRANTED
AND THE PLANNED
ACTIVITY IS COMPLETED.**

**TO AVOID TERMINATION
OF ELECTRIC SERVICE,
PLEASE CALL
1-800-891-2922**

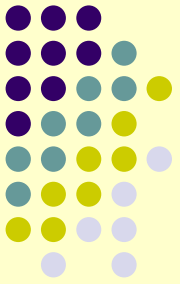
En Español al reverso

Program Initiation



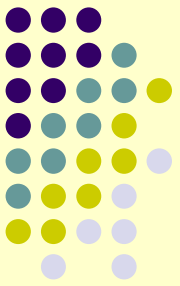
- 1st Quarter 2007
 - Remote Disconnect Equipment Tested
 - Discussions on Method of Implementation
 - Revenue Protection to Administer the Project
 - 2 FTE assigned to Revenue Protection on a rotating basis
 - 1 Bucket available (ADHOC)
 - Clerical needed for installation orders
 - Letters reviewed through legal
 - Listing of all target locations
 - Procedures & Programming

Other Results



- Additional situations brought to light
 - Collections notified RP of Access to difficult locations for RDD installs
 - Field Techs followed suit in other situations
 - Known dogs preventing access
 - Limited availability of keys for access
 - Landlords requests where they no longer wished to provide ready access
 - **Initial results show a reduction in uncollectables**

Moving Forward



The current plan is to continue with the installation of these devices

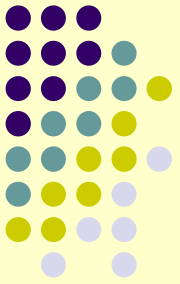
Expectations are to have all target locations installed within 5 years

Newly purchased meters will have the disconnect device under the glass

Revenue Protection will continue to manage the project until such time that it can be migrated to Field Services

Questions?

Questions?



Questions?

Questions?

Questions?

Questions?

Questions?

Questions?

Questions?

Questions?