

FREQUENTLY ASKED QUESTIONS (INSTALL)

1. When will I get a new meter?

Members will receive a postcard a few weeks ahead of their scheduled meter change out. Members will also get a reminder call a few days before the installation. A phased installation map can be found on the Chugach Website

2. Who will be changing out the meter?

Chugach employees and contractors will be installing all of the new meters. All meter installers will carry identification.

3. What do I need to do to prepare for the new meter?

Before the installation, members should make sure to provide safe access to their electric meters by clearing any obstructions, like bushes that need to be trimmed back, items that need to be moved, or gates or cabinets that need to be unlocked. Please keep pets safely away from meters.

4. Can I make an appointment for the installation?

Chugach does not plan to schedule appointments for meter installations except in rare instances, such as medical emergencies. All members will receive a postcard a few weeks before the scheduled meter change out. Members who need more information about scheduling should call (907) 762-4541.

5. Do I need to be home during the meter change?

No. Members do not need to be present during the meter change.

6. How will I know if the meter has been changed?

On the day of the installation, the installer will knock on the member's door before beginning work. Once the new meter has been installed the installer will leave a door hanger indicating that it was a successful exchange. If the change out was unsuccessful the door hanger will provide the member with more information; including why it was unsuccessful and contact information.

7. Will I lose electricity during the installation?

Yes. There will be a brief interruption of service, a couple of minutes in most cases, while the new meter is installed.

8. I have a generator, what will happen during the meter exchange?

If the generator is installed correctly to automatically transfer the power source, there is a high probability of it starting. Most auto transfer generators look for loss of voltage for a designated period of time. For most residential generators this is between 10 and 30 seconds. If the generator does start it should only run for about a minute after the new meter is installed and the utility voltage is restored. If the generator is manual it will not start when the meter is exchanged.