

Meter Reading Made Easy

reflect the number of days falling within each period. If your usage in summer is typically less than in winter, you may save money by calling your meter reading in to us on the dates the rates change; May 31 and September 30. Please keep in mind that if you do provide us with meter readings on these dates, you will receive an extra bill; one for the period up to May 31 and/or September 30, and then one for the period up to your normally scheduled bill date.

Meter Change Program

To ensure that the meters in use in our customers' homes and businesses are operating accurately, every year LIPA randomly removes and tests meters. Each meter is replaced with a meter that's been freshly tested and checked for accuracy. There is no charge for this service. If yours is one of the randomly selected meters, it will only take about 15 minutes to replace your existing electric meter. Service will be briefly interrupted while the meter is changed.

Shared Meters

If you are a tenant in a residential building, you are not obligated to pay for electric service for any area outside your own dwelling unit. A dwelling unit is considered to be the tenant's living area, or apartment, as well as any area under the tenant's exclusive control, or for the tenant's exclusive use. If you suspect that you are paying for service used by others, you may request an investigation by LIPA. For more information, please call 1-800-490-0025.

Meter Tampering and Theft

Electric theft is unsafe – and it's a crime. People who interfere with electric lines and meters are endangering themselves, their families, their neighbors, and first responders who may respond to an emergency. You can help LIPA eliminate such conditions by calling us at 631-755-6871 if you know of, or suspect, electric line or meter tampering. You do not have to give us your name. All information will be held in strict confidence.

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Your meter records the actual amount of electricity you use. We read your meter regularly so we can send you a bill that reflects actual usage. There may also be times when you want to read your own meter.



www.lipower.org

1-800-490-0025



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Helping Our Meter Readers to Serve You

We do our best to read your meter in a timely manner to ensure your bills are accurate. Here are some tips to help us serve you:



- If your meter is indoors, make arrangements to have someone available to admit our Meter Reader on the scheduled date.
- You can confirm the meter reading date by calling us at 1-800-490-0025 a few days before the meter reading date shown on your last bill.
- Be sure that gates are unlocked two days before and two days after the anticipated date we plan to read the meter.
- Be sure toys, tools, trash or other obstacles that could prevent us from reading your meter are not blocking our access to the meter.
- Remember to keep bushes or plants trimmed back so we can safely access the meter.
- Please confine your pets when the Meter Reader is on your property, and NEVER tie an animal to the meter itself.
- If we need a key to access your meter, consider leaving one with a trusted neighbor or loan one to us. We will keep it in a secure, confidential file.

If we are not able to get a reading, we will estimate your usage and issue a bill that will be based on your previous usage history and other factors that could affect the amount of electricity you use. Most estimates are accurate, but they only approximate your actual usage. Prolonged periods of estimated readings could lead to inaccurate billing. We must have access to read your meter to make sure that you are billed accurately. If you are concerned that your estimated usage is too high or too low, only an actual meter reading will determine your exact usage.

Employee Identification

Always ask to see identification before allowing anyone to enter your home. Every LIPA employee carries an identification card.

Preventing Estimated Bills

If we are unable to read your meter for three months in a row, we will put a note on your bill requesting that you supply a reading or make a special appointment for us to secure a reading. We offer a number of easy ways to get your reading to us:

1. By Phone – Call up to three days prior to the scheduled meter reading date on your bill to give us your reading 24/7, at your convenience.
2. Arrange for a Special Appointment – Call 1-800-490-0025.
3. Visit our Web site at www.lipower.org and click on “My Account” to enter your meter reading.

For residential customers, if we are unable to read your meter for six consecutive months, you or your building operator may be subject to a \$25.00 (plus tax) monthly charge on your statement. For non-residential customers, this fee will be \$50.00 (plus tax) per month.

How to Read Your Electric Meter

There are several types of electric meters and all are easy to read. The most common are digital and dial.

When submitting your meter reading, please include all the digits you see, even zeros near the left.

For example, if your reading is 00972 - submit 00972; do not submit 972

Digital Meters:

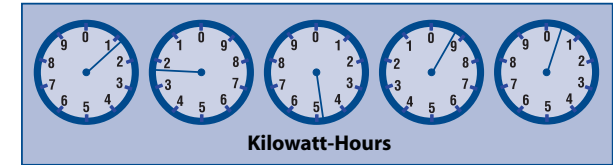
Simply read the meter and submit the numbers you see. Here's an example of a digital meter:

This reading would be 04546.



Dial Meters:

The hands or arrows on each dial turn like clocks. Some of the hands on the dials turn clockwise while the others turn counter-clockwise. Each clock dial has the digits 0 through 9.



When you read a dial meter, remember:

- Read the dials right to left.
- If the hand/arrow is between two numbers always record the lower number.
- If the arrow points between 9 and 0, always record the reading as 9.
- The dial to the right will determine when the dial to the left advances to the next number. The numbers work just like a car's odometer... after you go 9/10th (nine-tenths) of a mile, the digit to the left advances by one.

In the example above:

The dial on the far right registers 0. The next dial to the left of it registers 9. The third reads 4, the fourth 2, and the fifth 1. The correct reading is 12490 kWh.

If you participate in LIPA's Off Peak Pricing, you have a special type of meter that must be read by a LIPA Meter Reader. Digital off-peak meters have one set of dials and a display reading. The dials indicate total cumulative energy use. The display reading shows cumulative energy use during different times of the day.

Winter/Summer Rates

As the season changes from winter to summer, so do LIPA electric rates. During the winter rate period, the rates are lower because we can produce electricity less expensively. The winter rate begins on October 1 and ends May 31. Summer rates go into effect on June 1 and run through September 30. For bills that span the two rate periods, we divide electric usage to