



Two-Way Automatic Communication System

consists of a module in your meter and equipment installed in a substation.

Using a power line carrier type communication system, it communicates meter readings from your meter through the power line and back to the utility's substations ending up in a master computer at VEA's main office.

It is a fixed network utility communication system that uses patented technology to communicate over electric power lines, providing low-cost, highly reliable, two-way communication between the utility and the meter.

Since 1978, DCSI (Distribution Control Systems, Inc) has marketed and manufactured the highly successful, field-proven TWACS two-way power line communication technology. The TWACS system is based on over 24 years of development, testing and utility usage. TWACS is the state-of-the-art, proven reliable, multifunctional, power communication system with full two-way access to and from the meter.

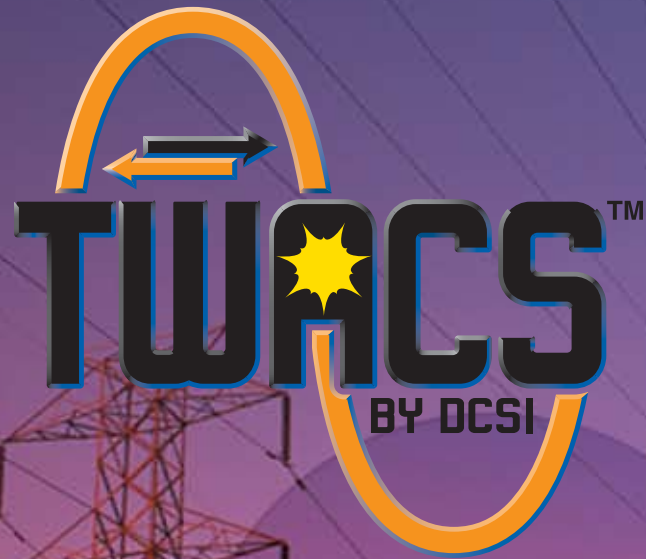
VEA has researched various vendors and options and found this to be the most cost effective route to provide better service and more reliable information to its members.

Valley Electric Association, Inc.



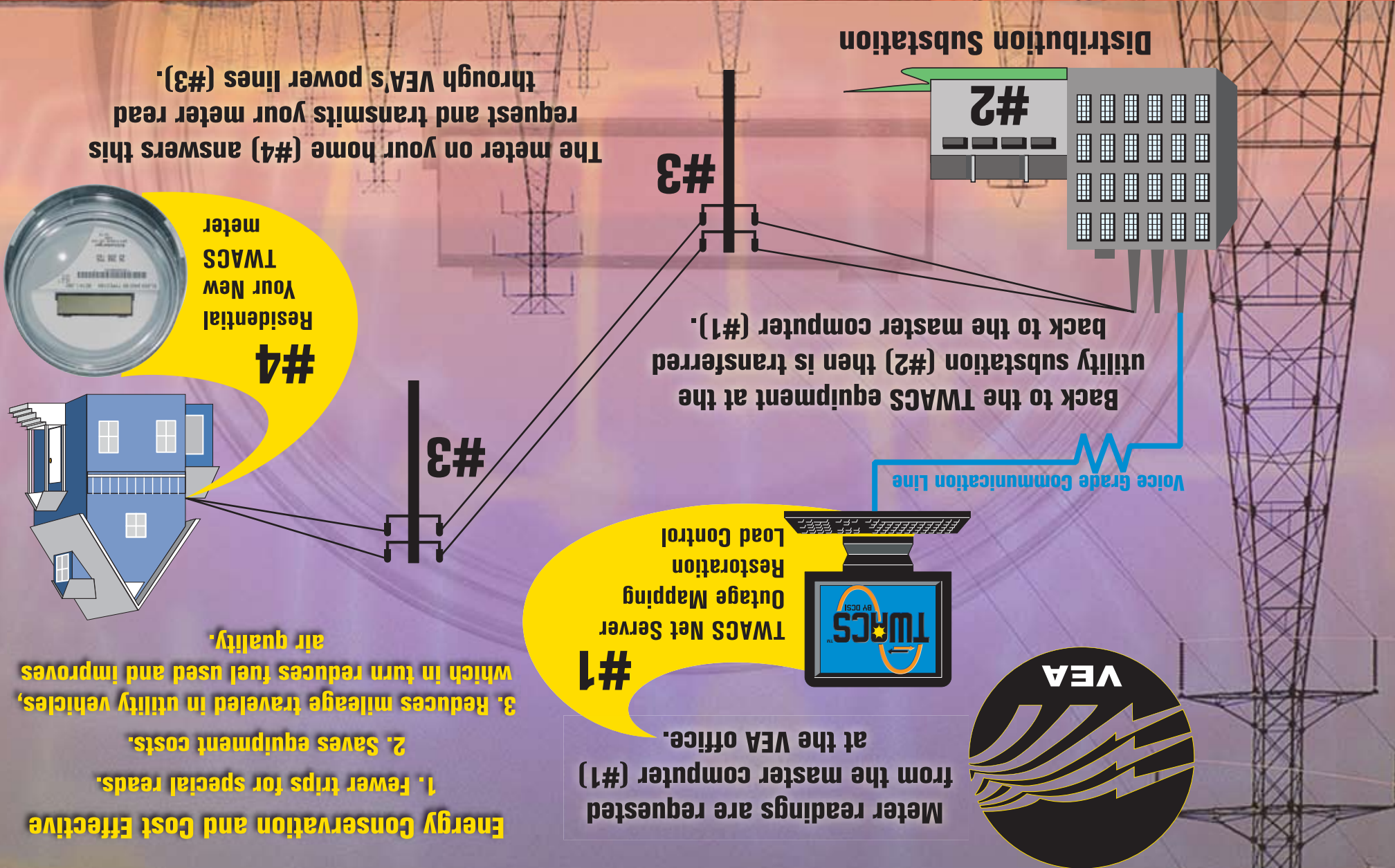
Owned By Those We Serve

800 E. Highway 372
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(775) 727-5312
1-800-742-3330 (in Nevada)



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How does the TWACS system work? Follow this diagram and we will show you the path it takes:



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Frequently Asked Questions



As part of this new system, you will receive a new meter with the following features and benefits:

- ✓ No longer requires an additional phone wire installed to the meter.
- ✓ Less intrusive on the member's property.
- ✓ Eliminates monthly visits by the meter reader.
- ✓ Fully automated remote billing reads.
- ✓ Eliminates estimated bill reads due to inaccessible and hard to read meters.
- ✓ On-request reads, saving re-read costs and improving member goodwill.
- ✓ Tamper detection and energy theft reduction.
- ✓ Provides the member a read within seconds rather than waiting for a scheduled manual read or a costly special read.
- ✓ The member does not need to be home for special reads.
- ✓ The member can pick the time of month they receive their bill.
- ✓ If the member has a question on a meter read, VEA can verify that reading and any other information within seconds.
- ✓ The meter is fully electronic and non-mechanical.
- ✓ The meter is smaller and lighter.
- ✓ It has an electronic digital display, which means no more hard to read dials.
- ✓ The Lexan cover is unbreakable.

Q: Why do I need a new meter?

A: The TWACS system requires a communication module that is inside the meter. It is more cost effective to re-meter with this module than to retrofit the existing

Q: Is this going to save me money?

A: This will save the Association the man-hours and vehicle miles that it presently spends reading meters.

Q: How much will this cost me as a member?

A: This will be accomplished at no additional expense to the member.

Q: How inconvenient will it be for me when my meter is being changed out?

A: There will be about 10 minutes in most cases where your home is without power, so the technician can remove the old meter and install the new one.

Q: What if I am not there when you come to install the new meter?

A: The technician will simply exchange meters and leave a door hanger as a notification that they were there.

Q: Will it be placed in the same location?

A: The new meter will be installed exactly where your current meter is.

Q: What are the benefits to me?

A: Fewer intrusions by VEA personnel on the members property. Meter reads will be retrieved without the member being inconvenienced in any way. This also eliminates meter-reading errors.

Q: Why do you want to read meters electronically?

A: It saves time, access to the member's property, it's convenient for the member, this and various other issues make it more sensible to read remotely.

Q: Why is this meter better than my current one?

A: The new meter is state-of-the-art electronic, more lightweight and better suited to the communication module that is housed inside.

Q: Can I pick my bill date?

A: Within reason, the member will have the flexibility to choose a billing cycle that better meets their needs.



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