

SAFETY BULLETIN

Meter Safety for First Responders



December 2016

CONSUMERS ENERGY is committed to working with public first responders to ensure the safety of our communities.

- So far, 1.2 million digital communicating electric meters have been installed since 2012. A total of 1.8 million Consumers Energy customers will have their meters upgraded by 2017.

- The upgraded meters are similar to existing electric meters on your homes and businesses, but have two-way communication capabilities. A module within the meter sends total household energy use data to Consumers Energy through a secure network. The new meters eliminate the need for estimated reads and provide customers with secure, online access to energy use information.

FOR UTILITY EMERGENCIES INVOLVING CONSUMERS ENERGY FACILITIES, CALL

800-382-0015

This number is for emergency responders and 9-1-1 dispatch centers only.

Assess the hazards of each scene, and watch out for your safety before assisting others.

**NEVER PULL A METER.
ALWAYS CALL
CONSUMERS ENERGY.**

Consumers Energy recommends not pulling any meter due to the safety hazards associated with this activity. There are varying meter configurations that could result in a structure still being energized even with a meter being pulled.

ALWAYS REMEMBER:



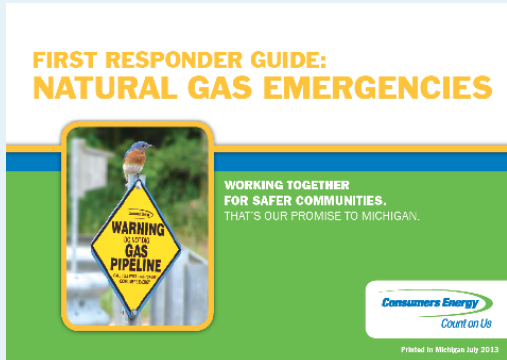
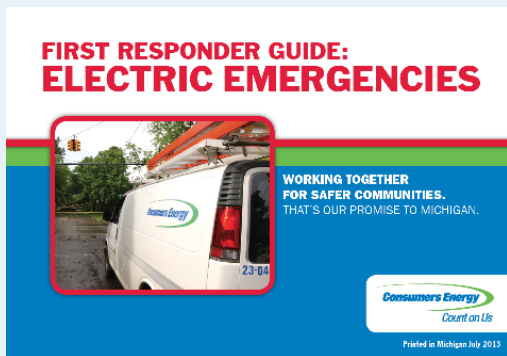
- **Call Consumers Energy.** As soon as you receive the call from central dispatch where natural gas or electric facilities need to be made safe, verify Consumers Energy has been called.
- **Secure the scene.** Keep everyone back until Consumers Energy crews can arrive and make the scene safe.

Do the new meters cause structure fires?

- No. Neither the meters nor the installation process have been found to have caused any fires. The meters have been investigated as part of the normal process to determine if electrical service played any role in fires, and none of the 1.2 million upgraded meters have been determined to be the cause of an electrical fire. Our installers perform a safety inspection before and after the installations to make sure the meter has safely been installed.

MORE INFO: ConsumersEnergy.com/smartenergy

ADDITIONAL RESOURCES FOR PUBLIC FIRST RESPONDERS



- **Dedicated Public Safety Outreach team** that provides in-person education sessions for emergency officials on responding to utility-related emergencies.
- **Password protected Emergency Officials portal** that provides access to our system maps (electric/gas), request training, access safety downloads and other resources. The portal also includes hazard awareness videos developed by AEGIS. These awareness videos provide general information on responding to electric and natural gas emergencies.
- **First responder guides** depicted at left, provide a quick reference for first responders on responding to electric and/or natural gas emergencies.
- **If you have any additional questions** about this Safety Bulletin, would like to request access to the Emergency Officials portal, would like additional copies of our first responder guides or to request training for your department, please contact the Public Safety Team at publicsafety@cmsenergy.com or visit ConsumersEnergy.com/safety.

**Call now for free safety training
989-245-0980**

THANK YOU FOR ALL YOU DO!



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