

Town of Hull Municipal Lighting Plant

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PANOS TOKADJIAN
OPERATIONS MANAGER

System Improvement. Update

This is a follow up notice to the one sent out in Spring of 2020. The Hull Municipal Lighting Plant is in the process of switching over all residential and commercial electric meters to advanced electronic meters; this will allow these meters to be read remotely. Currently meters are read manually by a meter reader. The switching process takes about five minutes, during which power will be disconnected to swap the meter. Our technicians will notify you prior to disconnecting power.

The new automated meter reading system allows meter readings to be sent directly to Hull Municipal Lighting Plant's servers via our secure, and proprietary communications network. Meter technicians will continue to perform the inspections of meters and obtain a physical verification reading as required by the Department of Public Utilities.

Customer Benefits

Hull Municipal Lighting Plant is always searching for ways to increase efficiency and reduce costs. Cost savings that we realize are ultimately passed along to you through stable, low electric rates. Automatically receiving meter readings streamlines our billing process and increases billing accuracy by eliminating meter misreads and the need for estimated readings. This system will also identify cases of energy theft.

Enhanced data collection from this system allows Hull Municipal Lighting Plant to receive automatic notification of power outages, helping us to restore power more quickly and efficiently in the event of large storms or isolated outages.

Information Security

Protecting your information is a top priority for Hull Municipal Lighting Plant. We apply the same privacy protection standards to all customer data, whether collected by traditional meter reading or automated meter reading. All information is securely encrypted and transmitted via Hull Municipal Lighting Plant's secure communications network.

Panos Tokadjian
Operations Manager