

Frequently Asked Questions – Billing & Meter Readings

BILLING FAQ

1. Will this affect my monthly bill?

No. Following the meter change out, the members billing statement will reflect usage from the old and new meter. The amount on a member's monthly bill will continue to reflect the amount of electricity consumed. If you have any questions or concerns about your bill, you may contact Member Services.

2. How accurate are the new meters?

Electronic meters are more accurate than analog or mechanical meters. The new meters installed have been tested and meet American National Standards Institute (ANSI) regulations.

3. How will the co-op read the meters?

The cooperative's billing system will communicate with the substation-installed equipment, which sends a request for one or more meter readings. The meter reading is sent back to the co-op via a secure network.

4. Does member and account information remain confidential and secure?

Yes. One of Golden Valley's top priorities is security for our membership. GVEA takes all necessary precautions to ensure that member information remains secure. Consumer information coming over the network is encrypted using the latest technology and has no member identifiable information associated to it.

METER READING FAQ

1. Will meter technicians ever need to come to read the meter manually again once the new meter is in place?

Meter technicians will no longer regularly need to spend valuable time traveling to every meter for a monthly read. All meter reads will be digitally transmitted back to GVEA's office. However, Golden Valley will continue to have field personnel out for routine inspections, safety hazards, maintenance, theft, or other problems.

2. Once co-op employees no longer need to read the meter, can obstacles be constructed that may make the meter inaccessible?

No. Reasonable access to equipment must still be maintained. This allows for cooperative personnel to either read or maintain the meter if necessary at reasonable times.