

## Frequently Asked Questions

### **How long will my power be out?**

In most cases it will be out approximately 60 seconds, but some could take up to 10 minutes.

### **What are the hours of installation?**

Monday thru Friday between the hours of 8 am and 5 pm

### **What if I have a medical condition?**

Please contact us to discuss your unique situation.

### **What if I have critical equipment?**

If you have critical equipment that requires constant power, please double check to ensure your backup power supply is working.

### **What if I have a security system?**

There is a chance that the alarm may be triggered, similar to when there is a power outage. If you have any concerns, please contact your security provider.

### **What if I work from home?**

The interruption should only be approximately 60 seconds, but if you have any concerns please contact us directly.

### **What if I have a business?**

The interruption should only be approximately 60 seconds, but if you have any concerns please contact us directly.

### **Are there any fees to the customer?**

No, unless you have been contacted directly with regard to your current meter.

### **Do you need access to my house?**

No, we do not need access to your house.

### **Will the installers be wearing identification?**

Yes, the installers will have identification from the Borough of Ephrata.

### **Will the new meter be larger or smaller than my old meter?**

The old meter and new meter are the same size.

**Why do I need a new meter?**

The new meter will get your lights back on more quickly and more safely during power outages.

It will help the Borough operate more efficiently and reduce electric waste.

It will provide the customers with more detailed information on their electricity use.