

time data, reduce costs and empower our customers to actively engage in how and when they use energy."

Exhibit "D" 1 of 1

Customers will receive a letter up to a month in advance of the installation, followed by a phone call a week before an authorized contractor will be onsite. The upgrade can take as little as 30 minutes and typically results in a five-minute service interruption. Customers will have access to daily energy use information through a secure website about six weeks after the new meter is installed. This near-real-time energy use information will let customers better understand what is driving their electric bills and help them make decisions that can save energy and money.

Only a subset of 175,000 customers in Utah will receive a new digital meter during the initial installation phase. Rocky Mountain Power will continue to leverage the cost benefits of drive-by-meter reading technology, which was installed approximately 10 years ago across the company's Utah service area. When the existing metering technology is combined with new digital meters as nodes, it allows customers to unlock far more benefits. The company estimates that the remaining 795,000 Utah customers will transition to a digital meter over the next 10 years.

The new meters will help hold down operating costs and improve customer service and reliability while maintaining the highest standards of security and customer privacy. Other benefits include:

- Instant tracking of outages, meaning faster service response and shorter outages overall;
- disconnection and reconnection of power remotely;
- providing data on the grid's operating status;
- giving customers the ability to view power usage hour-by-hour, get a forecast of their next bill and set alerts so they can adjust their activity to reduce both their carbon footprint and

SUBSET	175,000	Customers	18%
REMAINING	795,000	Customers	82%
Total	975,000	Customers	100%

ACCEPT