



**Petit Jean Electric  
Cooperative Corporation**

270 Quality Drive  
P.O. Box 37  
Clinton, AR 72031-0037

October 24, 2011

Mrs. Christine Beems  
Account No. 9889204  
223 Primrose Lane  
Shirley, AR 72153-8345

Dear Mrs. Beems:

I wanted to follow up our phone conversation the other day with a letter acknowledging our visit regarding your concerns toward the new TWACS metering system we are currently installing. Allow me to say up front that if the new metering system Petit Jean Electric Cooperative is installing were designed such that even one of the base activities of concern you mention were possible I feel safe in saying our duly elected Board of Directors would have never approved it. Please bear in mind that when the Board of Directors approved the use of the new TWACS metering system they did so knowing that it would be installed at their own homes too.

It is simply for the purpose of better serving you, the member, that Petit Jean Electric Cooperative is replacing the older design electric meters with the more advanced "TWACS" metering system. The TWACS system simply utilizes Petit Jean Electric's own power lines to carry impulse signals back to our office, as opposed to the wireless radio frequency (RF) technology about which some have expressed concern. So, instead of radio frequency (RF), TWACS meters utilize impulses or signals fed back through the electric wires to the main office. Since they are self-contained within the wiring, these signals are not harmful in any way, nor do they lend themselves to being intercepted by unauthorized persons. As far as usage monitoring, TWACS metering simply allows us to do remotely what we currently do locally and manually every month when someone reads your meter. As far as functionality, TWACS metering makes possible a host of improved services to the members. These services can be summed up in four ways:

**Improved Efficiency**

Petit Jean Electric is working to keep costs down by investing in efficiency. In today's economy of seemingly endless escalating and disproportionate costs this should come as good news to Petit Jean's members. Once completely in place, the TWACS metering system will allow the Coop to read all meters remotely, thus eliminating erroneous reads and keying almost entirely. Eventually, on a cost benefit basis, Petit Jean will be able to connect and disconnect meters remotely, instead of the costly exercise of sending a truck for these basic operations involving expensive wear and tear, fuel and labor. This remote-ability also means less carbon emissions, a good thing for the environment.

### **Improved Reliability**

Once completely in place, the TWACS metering system will allow Petit Jean to identify the location of outages more precisely and respond even more rapidly to restore power. It will ultimately allow Petit Jean to give members more up-to-date information quicker, especially in large scale power outages. This improved outage management capability should also save the Petit Jean membership money since less time and effort will have to be spent in the field trying to locate the source of power interruptions. Yes, members may still report outages and are actually encouraged to do so. As always, during outages, employees will still be taking members' calls.

### **Improved Power Quality**

TWACS metering will also ultimately allow for better assessment of total overall system parameters (voltage, load balance, etc.) resulting in improved power quality and a reduced number of spikes, blinks and surges. With this ability to better determine system parameters we are better able to save Petit Jean members on potential costly power distribution inefficiencies.

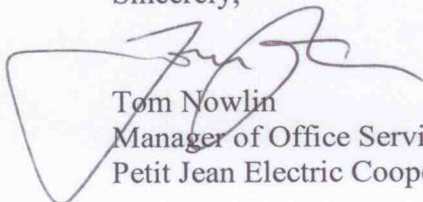
### **Improved Member Services**

TWACS metering will also ultimately reduce the number of estimated bills and self reads. Moreover, unlike today, members ultimately will have personal access to their own power consumption information. They will be able to assess and control their own consumption better and thus keep their power costs down. The TWACS metering system ultimately empowers the member to be able to be more proactive in controlling their power consumption and power bills.

If other concerns are about personal privacy and/or identity protection, please know that Petit Jean Electric Cooperative does not divulge any member information, including meter data, to third parties. I can assure you that multiple safeguards – i.e., cyber security, firewalls, personal information masking, policies, procedures, etc. – are firmly in place to safeguard your personal information. Furthermore, you should know that we have a robust Identity Theft Prevention Program in place and Petit Jean Electric is Red Flags Rule compliant with the Federal Trade Commission.

In summary, Petit Jean's goals are to deliver better service, control rising operating expenses, maximize system efficiency and reliability, improve outage management, and provide members with the information tools they desire and deserve to make informed decisions about energy use. Should you have any questions please do not hesitate to give me a call. If I do not have the answer, I will certainly help you find it.

Sincerely,



Tom Nowlin  
Manager of Office Services  
Petit Jean Electric Cooperative