



Dear Customer,

We value your business and are committed to providing you with a high level of customer service. As part of this continuing commitment, we are currently working to improve the way we read gas meters. A contractor for Laclede Gas Company will be in your area within the next 30 to 45 days to install a new gas Automated Meter Reading (AMR) device on the meter at your location. With this system, we will no longer need to gain physical access to meters in order to obtain monthly readings, virtually eliminating situations in which we have previously found it necessary to estimate customer bills.

A typical installation takes about 15 minutes to complete and will not disrupt your gas service. There is no additional cost to you for the installation of this device. All installers will carry Laclede Gas Company contractor identification cards.

If you have an outside meter that is not blocked or obstructed, it will not be necessary for you to be home at the time of the installation. If you have an inside meter, we will initially attempt to perform the installation without scheduling an appointment with you. Whether you have an inside or outside meter, if it is not accessible when an installer arrives, a door hanger will be left indicating a phone number for you to call to schedule an appointment. If you have any questions, please refer to the enclosed flyer for answers to frequently asked questions, check out the AMR link on the Laclede Gas web site at [www.lacledegas.com](http://www.lacledegas.com), or call 314-621-6960

**This letter is for notification purposes only. There is no need to contact Laclede Gas Company at this time.**

We appreciate your cooperation and assure you that our objective is your complete satisfaction.

Sincerely,

Laclede Gas Company

## Facts About Automated Meter Reading (AMR)

- AMR technology allows Laclede Gas to read gas meters automatically.
- AMR reads are electronically transmitted to Laclede, resulting in more timely, accurate bills.
- AMR devices will be installed on all Laclede customer gas meters.
- AMR devices typically take about 15 minutes to install and will not disrupt your gas service.
- AMR eliminates need for Laclede Gas to arrange access with customers to obtain readings, essentially doing away with estimated bills.
- AMR installers will carry Laclede Gas contractor identification cards.
- AMR device installation is performed at no additional charge to customers.
- AMR doesn't transmit personal customer information.
- AMR customers will see no difference in bill timing for gas usage.
- AMR information is also available on [www.lacledegas.com](http://www.lacledegas.com)

