

Taipower Smart Meter Replacement Notice

Notice received at the customer's home in Taipei · original printed on pink paper

Dear Customer:

1. Between **September 15, 2026 and November 15, 2026** (Year 115 of the Republic of China), this company will commission its contractor, **Zhan Yu Electric Co., Ltd. (■■■■■■■■■■)**, to replace meters with smart meters. Before the power interruption for the replacement, the contractor will ring the doorbell or knock to notify you. **No fees of any kind will be charged and no business will be solicited from customers. Please beware of fraud.** To prevent impersonation, the contractor is required to **wear a work ID badge at all times** during replacement. Because of the large number of installations, we cannot tell you the exact installation date. Thank you for your understanding.
2. If you have important equipment that cannot tolerate even a short power interruption, or if your meter is installed indoors behind a lock, please call **Ms. Wu at 02-2888-1678 ext. 7570** in advance to arrange a separate appointment for the interruption and replacement. **If the meter is outdoors, no one needs to stay home.** Your cooperation is appreciated. The contractor will photograph the reading of the old meter before removing it, for the record.
3. Please check the area around your meter in advance. If decorations, metal racks, or similar items block the meter, please remove them first or call to let us know. We apologize for any inconvenience.
4. Electronic equipment sensitive to power interruption, such as **servers, air conditioners, computers, telephone switchboards, fax machines, answering machines, and security alarm settings**, is more easily affected. Please switch it off or unplug it, and turn it back on after power is restored.

■ **Meters serving common facilities may affect elevators, generators, ATS (automatic transfer switches), and related equipment. Please contact your elevator maintenance and electromechanical staff to switch off the elevator power before the meter is replaced.** We apologize for any inconvenience.

[] No power interruption needed [X] **Power will be briefly interrupted for about 1–5 minutes during meter replacement**

All contractor staff wear work ID badges. If work finishes early, power will be restored early without further notice. If work is cancelled because of a typhoon or other weather, there will be no advance notice; you will be informed once a new date is set.

Issued by: Taiwan Power Company, Taipei North Branch Office

Service line: 02-2888-1678 ext. 7570, Ms. Wu

English translation of the Chinese original. Translated October 2026.