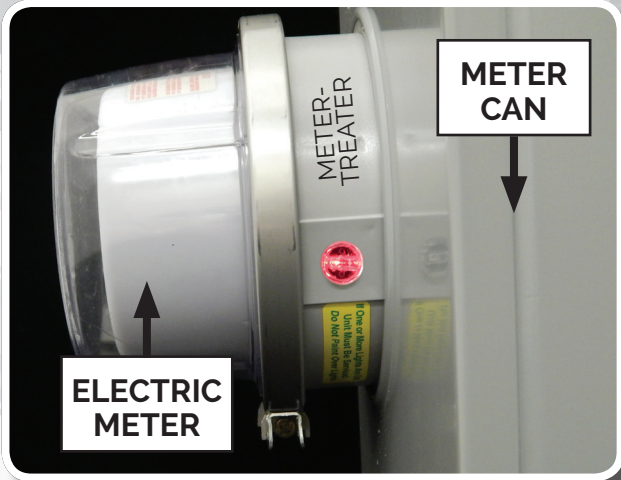


## 1. EXTERNAL PROTECTION

The meter based device utilizes proven technology to guard against damaging surges providing 50,000 Amps of energy dissipation per phase with an operation time of nanoseconds.



## 2. INTERNAL PROTECTION

Following best practices for surge protection, our "Tiered Approach" recommends using plug-in surge protective devices for your sensitive electronics.



**Mountain City Corporate Office**  
423-727-1800

**Newland District Office**  
828-733-0159

**Roan Mountain Branch Office**  
423-772-3521



## 2 WAYS TO PROTECT YOUR HOME FROM DAMAGING POWER SURGES



A Service Provided by

**MOUNTAIN**  
Electric Cooperative

## WHAT YOU NEED TO KNOW

### Q. What causes power line surges?

Thunderstorms and lightning are the most dramatic and destructive causes of power line problems. However, surges can be caused by downed utility poles, squirrels and birds damaging line equipment or even large industrial motors switching on and off.

### Q. Can these surges cause damage?

Yes. Surges can cause immediate damage or slowly wear down your equipment causing early failure of your equipment.

### Q. Can a surge damage my equipment if I am not using it?

Yes. Many electrical devices have electronic timers, clocks or remote controls (TV, DVR) which remain in operation even when they are not in use. Also, some appliances cycle off and on at random like air conditioning units, water heaters, water pumps, refrigerators or freezers and they could be "on" during a surge.

### Q. How can I limit power surge damage?

Use a Two Tiered Approach to control power surges that are generated on the load side of the electrical service.

Tier 1: Install a Meter Treater® Surge Protector system as a first line of defense.

Tier 2: Install Plug-In Surge Protective Devices (SPDs) in tandem with the Meter-Treater® meter-based surge protector to ensure a more global level of protection.

### Q. How do I choose what Plug-In Surge Protective Devices to install?

Walk through your home and make a list of all your electronic devices and what type of

connections they each have (AC Power, Cable, Telephone, Satellite). Choose Plug-In SPDs that meet your specific needs.

### Q. Do I really need surge protection?

Yes. Over the course of the past few years, electronics have become increasingly sophisticated and as a result more sensitive as well. While you may not visibly notice any damage, even slight power surges can shorten the life of your electronics such as DVD Players, Computers, Microwaves, etc. Although some of this equipment may have minimal surge protection built in, energy surges frequently surpass internal protection levels.

Point-of-use devices are available for purchase at the following link:

<http://www.surgeguardian.com> or by contacting the manufacturer at their toll free number:

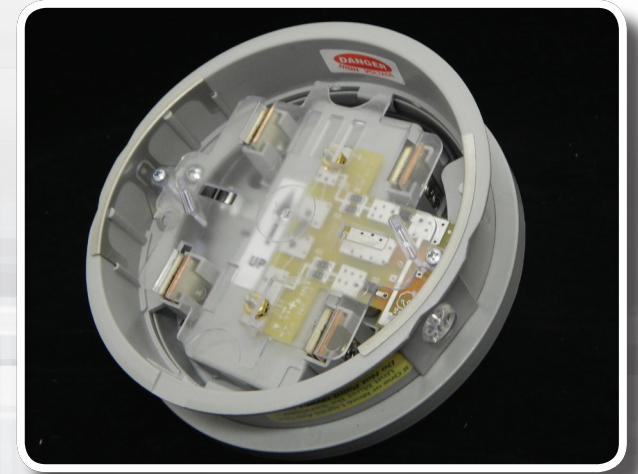
**800-638-3788**

### Q. Won't my circuit breakers protect my equipment?

No. A common AC circuit breaker's reaction time is simply not fast enough. The Meter Treater® is activated within nanoseconds, a nearly immeasurably amount of time.

### Q. Where do I get the Meter-Treater® system?

Meter Treater® equipment is available through Mountain Electric. Participating residential customers are charged a one-time installation fee of \$20.00 and a monthly rental fee of \$5.00. For more information please call your local office.



## Meter-Based SPD Highlights:

- 15 Year Limited Warranty provided by the manufacturer (Meter-Treater, Inc.)
- All warranties are handled directly with the manufacturer.
- Extended Warranty provides coverage up to \$5000 for any one appliance, per occurrence.
- Covered items include Standard Residential White Goods (ex. range, refrigerator, freezer, washer, dryer and HVAC unit).
- Warranty does not cover wells, well pumps and supplementary pump equipment.
- Under no circumstances does Meter-Treater Inc. or MEC guarantee performance for a lightning strike.

**For complete warranty details,  
"A Fifteen Year Residential Extended  
Surge Suppressor Limited Warranty."  
Contact your local office for a copy.**