

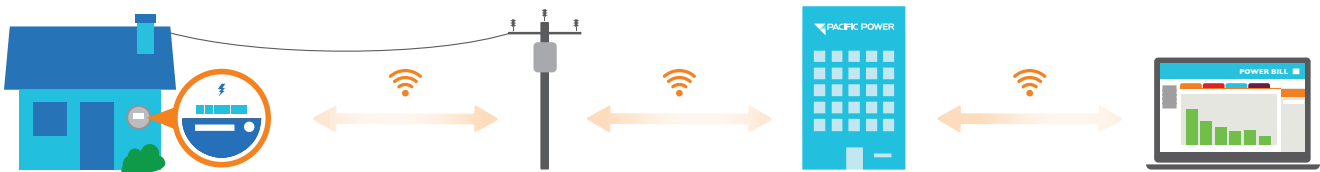
SMART METERS

Proven technology to serve you better – safely and securely



Have questions about smart meters? We have answers for you.

Smart meters are digital electric meters that communicate with Pacific Power through a wireless network. They have been installed at more than 70 million homes and businesses¹ in the United States – that includes over half of all households in the country. Now, we're joining the move and upgrading our existing electric meters to smart meters. The technology is safe and secure and will provide you with insights into your energy usage. Smart meters will also help us deliver cleaner, more reliable energy and faster, more responsive service.



HERE ARE ANSWERS TO SOME OF THE QUESTIONS YOU MAY HAVE ABOUT THIS NEW TECHNOLOGY:

Do smart meters use waves that can be a health hazard?

No, smart meters transmit data using low-watt radio frequency (RF) waves that are proven to be safe and are well within the limits set by the Federal Communications Commission.

Radio frequency waves – a form of electromagnetic energy that moves through space – are something we encounter every day. They are used for everything from radio and television broadcasting to the cordless phones, cell phones, Wi-Fi routers, garage door openers and microwave ovens we have in our homes.

The World Health Organization has concluded that no adverse health effects have been found to result from exposure to low-level RF energy.²

What's more, smart meters communicate via RF for only a few minutes a day. They are usually outside, farther from people than cell phones and other devices that use RF. Plus, your home's or building's walls further reduce RF exposure. Altogether, this means that living in a house with a smart meter provides very little exposure to RF.³

Is my personal information at risk with a smart meter?

Our smart meters are very secure. No personal information, such as name or address, is ever transmitted from smart meters. We use advanced security and encryption technology to protect what is transmitted. In addition, our security measures undergo third-party audits to ensure your data is secure.

Can smart meters be used to invade my privacy and “spy” on how I’m using energy?

We take our customers’ privacy very seriously. Our smart meters only gather and transmit whole-house electrical usage information – the same information collected by your old meter – through our secure wireless network. For example, if your home used 3 kWh of electricity in a given hour, the smart meter would transmit “3 kWh.” Smart meters cannot track or record individual appliance usage.

How can I be sure that smart meters are safe?

While smart meters have been tested to meet or exceed ANSI standards and certified by UL testing labs, we go even further to protect our customers. Our metering team and a third party provide additional rigorous testing.

For additional protection, we ensure our team of installers are trained to follow precise, step-by-step installation procedures. This includes checking your meter base before installing the new meter to make sure it is working safely and making needed repairs. We also inspect both the install process and final installation.

Will my monthly bill be higher?

For most customers, having a smart meter will not impact your bill. In fact, the hourly detail smart meters provide can help you identify opportunities to reduce your usage and lower your bill.

Older analog meters (the kind with dials rather than digital numbers), can slow as they age, causing them to underreport electricity usage. Customers who have these old meters could see an increase due to accurate smart meter readings.

May I opt out of having a smart meter installed?

We’re installing smart meters at no cost to our customers as part of our strategy to modernize the power grid. While less than one percent of our customers are opting out, if you do not wish to upgrade to a smart meter, you may opt out for a monthly fee that covers the cost of manually reading the meter.

Where can I go if I have additional questions?

FOR MORE INFORMATION on smart meters, visit PacificPower.net/SmartMeter or call **1-866-869-8520**.



SMART METERS. SMARTER TOGETHER.

¹ <https://www.eia.gov/tools/faqs/faq.php?id=108&t=3>

² <http://www.whatissmartgrid.org/smart-grid-101/fact-sheets/radio-frequency-and-smart-meters>

³ <https://www.cancer.org/cancer/cancer-causes/radiation-exposure/smart-meters.html>