



FACT SHEET

Important Information From Your Local Non-Profit Utility

ADVANCED METER FREQUENTLY ASKED QUESTIONS

Why is the PUD replacing its existing meters?

As of the end of 2017, over 78.9 million advanced meters have been installed in the United States – accounting for over half of all U.S. electricity customers. This trend is expected to continue as utilities and customers alike realize the benefits of the new technology. The PUD, after careful evaluation of its existing meters deployed across its service area, determined that it is now both feasible and cost-effective to enter into a forward-looking meter strategy to bring the PUD's meter technology up-to-date and be well-positioned for the future growth and needs of Clallam County PUD customers. The PUD will be rolling out advanced meter upgrades over a 4 to 5 year period beginning in 2019.

What are these new advanced meters?

The advanced meters record customer energy usage data just like your old meter but the readings are sent to the PUD via radio frequency (RF) waves, similar to communication by cell phones and wi-fi but at a significantly lower energy level. Unlike our existing one-way remote-read meters, advanced meters transmit both ways which provides for significant benefits such as those listed below. In some regions of the county with challenging terrain, the information will be sent over the power lines. Over time, this will reduce the need for meter readers to physically go out into the field to conduct meter readings, for linemen to respond to trouble calls, and will reduce costs.

How do these meters benefit me?

In 2016 the PUD began implementing a core software conversion that brought us SmartHub – a customer portal on the PUD website and mobile app that allows customers to track their energy usage, report outages, and enjoy greater control over their account, including options such as prepaid meter accounts. Advanced meters leverage this technology and will allow customer to take advantage of future benefits as they are introduced. In addition, advanced meters will provide many immediate benefits including:

- Enhanced customer privacy due to significantly reduced need for PUD employees to access customer property
- Consistent billing cycles and no meter estimates (sometimes used when weather or other access issues prevent meter readers from reading meters)
- More accurate bills (old meter technology such as analog

electromechanical meters lose accuracy over time)

- Remote disconnect meters offer faster service for connect and disconnection of service
- Enhanced employee safety and reduced accidents
- Energy theft protection
- Enhanced outage assessment and restoration capabilities - even if you are not home, your meter will report an outage at your location, a huge benefit for anytime you're away from home
- Improved electrical distribution system operations, including voltage control and customer power quality investigations. If an issue is reported, PUD employees may be able to diagnose a problem remotely without having to send PUD employees to the site
- Reliability improvements, including a faster diagnosis and response to outage situations
- Reduction in the PUD's carbon footprint by reducing the need for as many vehicles making trips for meter reading, disconnect/reconnect, and trouble calls.
- A net reduction in utility operating costs of over \$300,000 per year – as a public utility such savings will ultimately benefit rate payers

Are the meter readers losing their jobs?

There are currently 6 meter readers. Because this project is being implemented over 5 years, these employees can be utilized for conversion labor and then transitioned into new positions.

What if I have concerns about advanced meters?

Advanced meters have come a long way since their inception and are accurate, safe, cost-effective, and offer many benefits to both utilities and customers. Some customers have concerns about radio frequency and we recognize these concerns. The advanced meter RF is 900 MHz in the unlicensed UHF band, and the average transmission is at 425 mW occurring within a range of 300ms to 2000ms once per day. This plus communication checks total up to several milliseconds per day. Based on average reads the total transmitting period over a full year will average about 12 minutes. Standing in front of an advanced meter for an entire year is roughly the same exposure to RF as a 6 minute 4G cell phone call or wirelessly streaming anything.

What kind of information are the meters sharing?

The PUD's meters will only transmit total power consumed, instantaneous voltage, device numeric identification, disconnect position (on/off).

What if I do not want an advanced meter?

To opt out of the PUD's policy of using remote-read or advanced meters, the customer will pay the monthly difference in cost for the PUD to operate and maintain a meter without transmitting capability (opt-out fee). The meter used for a customer who opts out will be a digital meter without the remote read component. If requested, and available, the District will provide an electromechanical (analog) meter with an upcharge (per meter) that covers the necessary periodic calibration and testing maintenance. The opt-out fee will not be charged until the customer route is converted to advanced meters unless the customer is currently on a fully remote-read route. The analog meter upcharge will begin as soon as a newly calibrated meter is installed.

As an alternative to meter reads by the District, a "self-read" pilot project is currently available that allows opt-out customers to read their own meters and report, during the last four days of each calendar month, their utility consumption electronically to the District. A one-time configuration fee, monthly opt-out fee, and an additional deposit, based on credit, will be assessed for this option. The self-read pilot project is open for enrollment during the three-year period commencing on April 1, 2019. Within three months after the expiration of the pilot project, District staff will provide a final report to the District's Board of Commissioners, who will decide whether to continue offering the self-read option.

Multiple meters at the same address with the same account holder name will only be assessed one fee. Some types of

accounts are ineligible for the opt-out program. These include:

- Customers who participate in services or optional rates that require advanced metering (e.g. Net Metering and Pre-Pay);
- Customers who are found to tamper with the meter or cut the meter seal;
- Customers who have poly-phase service or are served by a demand meter;
- Any field trip made to the location to disconnect for nonpayment;
- Locations enrolled in the Continuous Service program for landlords. Continuous service allows an account owned by a tenant to revert back into the landlord's name in the event of a vacancy;
- Customers who violate the Facilities Access Policy.

Where can I find out more information about advanced meters?

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

http://files.www.whatissmartgrid.org/smart-grid-101/fact-sheets/myths-vs-facts-the-truth-about-smart-meters/SGCC_Myths_vs_Facts_Fact_Sheet.pdf

https://www.youtube.com/playlist?list=PL1wGgMuL4z9qNh2PGcYkx_DuKANuNXFs1

<https://www.smartgrid.gov/>

<https://www.utc.wa.gov/consumers/Documents/2013-6-11%20FINAL%20Smart%20Meter%20Basics.pdf#search=Smart%20meters>

<https://www.telegraph.co.uk/property/smart-living/health-benefits/>

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

Visit our **Advanced Meter Information** page at <https://www.clallampud.net/advanced-meter-information/> for complete project information including presentations, forms, and opt-out program details.

