



SMART METERS ARE WORKING FOR YOU

SMARTENERGY > INNOVATION
EFFICIENCY
SAVINGS
MANAGEMENT


Digital smart meters are now providing almost every home and business in our service area with improved service and tools and opportunities to manage and save energy better than ever before. Here's a quick overview:


WHAT IS A SMART METER?


A smart meter is a digital electricity meter that allows for two-way communication between customers' homes and BGE, via a wireless network.


WHAT ARE THE FEATURES OF SMART METERS?

Your meter's two-way communication makes it possible to save and manage energy in a variety of ways. Hour-by-hour energy usage information makes it easier to understand how you earn bill credits on Energy Savings Days. You can access that same energy usage information, along with a variety of energy management tools, through your online account at BGE.COM/MyAccount.

 **Analyze usage** Track your energy consumption hour-by-hour and day-by-day to help you better understand usage trends.

 **Set goals** Once 12 months of energy data has been collected by your smart meter, you can access the My Goal feature to help reduce energy usage, track progress and save money.

 **Receive alerts** Sign up for Unusual Usage Alerts if you're trending toward a bill that is higher than what you typically receive.

 **Track savings** View your energy saving results and bill credits earned if you participate in BGE Smart Energy Rewards.

WILL MY SMART METER MAKE MY ENERGY BILLS HIGHER?

Smart meters are tested for accuracy. The meter itself cannot and will not increase your bills.

WILL SMART METERS POSE A SECURITY RISK?

Security is of crucial importance to BGE. There are dedicated teams at both BGE and all affiliated smart meter organizations that focus on keeping the smart meter network secure.

HAS BGE CONSIDERED MY PRIVACY?

Usage data coming over the network is encrypted using the latest technology and has no customer identifiable information associated to it. It reads and transmits only energy use in kilowatt-hours—it cannot report personal usage information, such as which appliances you are using in your home. BGE protects all aspects of your personal information, including information accessed by BGE affiliates.

WILL THE RADIO SIGNALS SENT BY MY SMART METER POSE HEALTH RISKS?

Smart meters operate by using radio frequency (RF) similar to many common devices such as cordless phones and remote controls. Smart meters typically operate at a much lower level (1.4 percent) of the maximum permissible exposure limits for RF, as defined by the Federal Communications Commission. To give you an idea, holding a cell phone results in 50,000 times more RF exposure than a smart meter. The World Health Organization notes that no adverse health effects from low-level, long-term exposure to RF fields have been confirmed.



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WHAT IF I DON'T WANT A SMART METER?

If you choose to opt out of having a smart meter installed, you will be charged a one-time fee of \$75, which will be billed in three equal monthly installments, and an additional monthly fee of \$11. If you wish to opt out, you may contact BGE either online, by phone, or by letter. Also, if you did not respond to BGE's requests for an appointment to install a meter, you may have been automatically opted out as a result. To learn more about opting out of smart meters, visit BGE.COM/SmartMeterOptOut.

WHAT IS THE DIFFERENCE BETWEEN SMART METERS AND PEAKREWARDSSM?

Smart meters are part of a separate initiative designed to modernize the power grid, while PeakRewards is a voluntary peak demand reduction program. Many BGE customers have chosen to participate in PeakRewards by allowing BGE to install a special thermostat, air conditioner and/or water heater switch at their homes in order to help reduce electric demand during times of peak usage. The smart meter only reads your energy usage, it does not control appliances.

ARE SMART METERS THE SAME AS PEAKREWARDSSM THERMOSTATS?



No. Smart meters are not the same as the PeakRewards program devices. The smart meter's primary function is to read electricity usage. PeakRewards thermostats, air conditioning and water heater switches are part of a separate, voluntary energy demand reduction program.

WILL BGE HAVE ANY MORE CONTROL OVER HOW AND WHEN I USE ELECTRICITY?

No. The smart meter only reads your electricity usage; it does not control how you use it.

WILL SMART METERS AUTOMATICALLY NOTIFY BGE ABOUT A POWER OUTAGE, OR SHOULD I STILL CALL?

Smart meters provide information that will help alert BGE about outages but you should continue to call BGE when you experience an outage in your home or neighborhood.

WILL SMART METERS BE USED TO REMOTELY TURN OFF MY SERVICE?

Smart meters enable BGE to remotely turn service on and off at a customer's home. This feature will be used when a customer moves out of their current home and start service elsewhere. BGE's policies for situations involving disconnection are the same as they were prior to the installation of smart meters. The remote connect feature also enables BGE to put customers back into service more quickly.

WHAT IF I HAVE MORE QUESTIONS?

If you would like more information or have additional questions, please visit BGE.COM/SmartEnergy or contact BGE at **800.685.0123**.