



**ADVANCED METER
INFRASTRUCTURE UPGRADE**
BY ZEELAND BOARD OF PUBLIC WORKS

MYTHS VS FACTS:

The Truth About Advanced Meters

Myth No.

Advanced meters are less accurate than analog

TRUTH: Advanced meters are rigorously tested for accuracy even before they leave the manufacturing plant.

TRUTH: All advanced meters being installed on the Zeeland BPW system have been tested for accuracy by the meter manufacturer.

TRUTH: Zeeland's advanced meters have been piloted and tested after years of use and shown to be as accurate as analog meters.

Repeated tests confirm that advanced meters are accurate, in some cases even more accurate than analog meters.

Myth No.

Advanced meters are a health threat because they communicate using wireless signals.

TRUTH: In-depth review of the scientific literature by the World Health Organization (WHO) revealed that the small amount of radio frequency (RF) energy produced by advanced meters is not harmful to human health.

TRUTH: RF emitted by advanced meters is well below the limits set by Federal Communications Commission and it is below levels produced by other common household devices like cell phones, baby monitors, satellite TVs, and microwaves. In fact, you would have to be exposed to the RF from an advanced meter for 375 years to get a dose equivalent to that of one year of 15-minutes-per-day cell phone use.

No credible evidence shows any threat to human health from RF emissions at or below RF exposure limits developed by the FCC. With over 25,000 articles published on the topic over the last 30 years, scientific knowledge in this area is now more extensive than for most chemicals.



TRUTH: Advanced meters do not record or store any personal data from the customer. My Meter has securities in place to ensure your billing information is secure.

TRUTH: Utilities are involved in national consortiums and work with national cyber-security to regularly audit their systems to ensure privacy and security of advanced meters.

The privacy of your data is protected now. Utilities work constantly to safeguard it. That will not change with the use of advanced meters.



TRUTH: Advanced meters installed by the Zeeland BPW comply with all National Electric Safety Codes (NESC).

TRUTH: Public service commissions require independent certification proving that advanced meters are safe and show resistance to heat, fire, voltages, surges, and self-heating.

Companies that manufacture advanced meters produce certifiably safe and reliable equipment. The advanced meters will be installed by trained professionals who specialize in meter installation.

THE REAL DEAL ON ADVANCED METERS

Misunderstanding advanced technology can lead to the emergence of urban legends. The case is no different with advanced meters, which utilities are rolling out across the country in an effort to bring the benefits of a modernized electric grid to consumers like you.



TRUTH: Advanced meters measure how much energy you use, based on time of day, not how you use that energy.

TRUTH: Utilities adhere to strict policies, following state laws that regulate the use of personal information for business functions like billing and customer service.

Advanced meters are a landmark change allowing two-way communication between your utility and you, much like cell phones and banking. Utilities keep your data private and secure, similar to those industries and similar to how it's always been.



TRUTH: Advanced meters measure and transmit your energy usage directly to your utility, eliminating the practice of estimated bills, which means no more surprises on your electric bill.

TRUTH: Advanced meters provide you with near-real time energy usage information about how much, when and in some cases, at what price, you use energy. Armed with this information, you can take more control over your energy consumption—and your monthly bills.

TRUTH: Advanced meters improve power outage detection and notification. Advanced meters electronically report the location of outages before you ever have to call your utility, making restoration faster and status notification to you much easier.

Greater reliability, faster power restoration, convenience, and control to our customers are just a few of the many benefits of advanced meters.