



Smart Meter Fact Sheet

Easley Combined Utilities (ECU) strives to provide reliable, high quality, and environmentally responsible utility services, at the best possible value to the greater Easley community. Currently, ECU is in the process of upgrading the electric system with the use of smart meters. Among other benefits, these smart meters will provide timely access of usage for the customer and the utility, as well as provide quicker and more accurate outage reporting. With most new technologies, there are questions and concerns. Some of the more frequently asked questions are listed below. However, if you have any further concerns or questions feel free to contact our customer service department.

What are smart meters?

A smart meter is an advanced electronic meter that measures the electric usage more often than the conventional radio transmission meter. Smart meters have the capability to send information quickly to the customer and ECU. Smart meters use radio frequency (RF) to communicate, just like many devices in and around your home (including ECU electric meters that are currently installed on all services). However, unlike cell phones and current electric meters, smart meters only actively transmit signals for a small fraction (between .01% and 5%) of the day, and at several orders of magnitude lower energy levels. Through two-way communication, smart meters can monitor the distribution system and provide real-time information (such as current usage and outages) to ECU.

What are the benefits of a smart meter?

Benefits of a smart meter include:

- Smart meters alert ECU of outages immediately. This provides faster restoration of power.
- Smart meters offer customers a better understanding of how much electricity they are using throughout the day.
- Smart meters can reduce meter-reading costs and assist in identifying possible theft of electricity.
- For individuals on ECU's water system, smart meters can provide water usage information and detect water leaks on a daily basis (instead of a monthly basis).



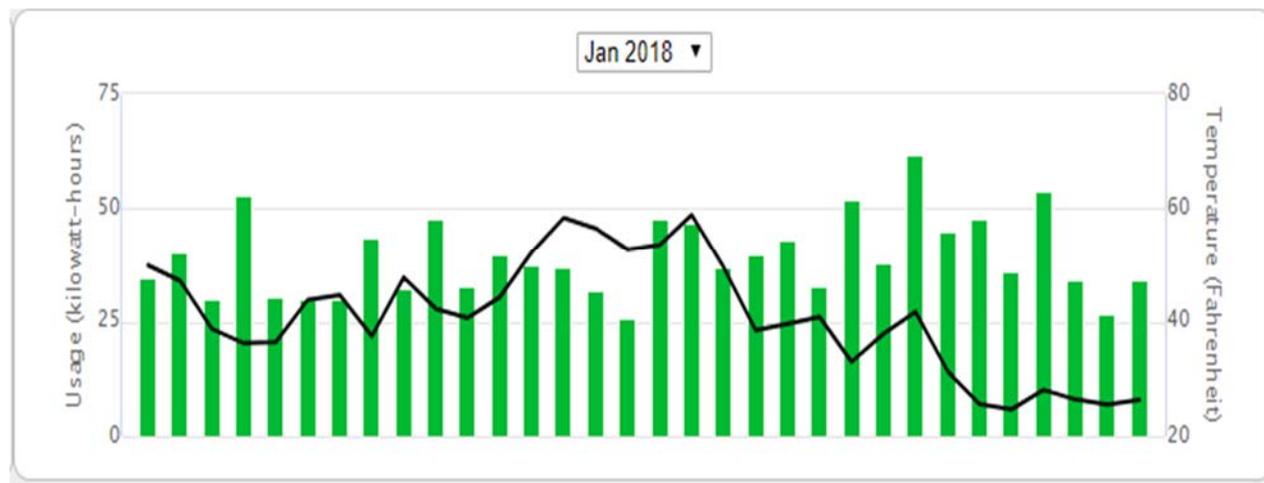
Are smart meters hazardous to my health?

Just like many household items, smart meters utilize radio frequency (RF) waves to communicate. Most meters are located outside, so people are farther away from the source of these waves than other sources of exposure (i.e. microwaves, computer Wi-Fi, and cell phones). Also, the frequency and the power of the waves given off by a meter are similar to that of a cell-phone, cordless phone, or Wi-Fi router. Furthermore, the walls between the individual and the meter (assuming the meter is located outside the building) further reduce any RF exposure. The World Health Organization (WHO) revealed that the small amount of RF energy emitted by smart meters is not harmful to human health. The RF energy produced by the meters are well below the limits set by the Federal Communications Commission (even below levels

produced by common household devices like cell phones, baby monitors, satellite TV's, and microwaves). In fact, daily exposure to RF from cell phones is up to 10,000 times the intensity of that from smart meters. More information concerning the health effects of smart meters can be found by visiting <https://www.cancer.org/cancer/cancer-causes/radiation-exposure/smart-meters.html>.

Are smart meters accurate?

Yes. Not only are smart meters accurate, but they also provide real-time information to the customer and ECU. Once installed, customers have the ability to track usage on a daily basis to determine usage patterns and improve efficiency (example below).



Can smart meters discern how my energy is being used?

No. Smart meters measure *how much* energy you use based on the time of day. It does not measure *how* you use that energy. Smart meters cannot differentiate energy used by your oven, air conditioner, microwave, or curling iron. It only measures how much total energy is being used. Smart meters provide two-way communication between the customer and the utility, much like a cell phone. ECU has, and continues to, ensure your personal information stays secure and private.

Can smart meters increase the risk of fire?

No. All smart meters must adhere to safety standards developed by the National Electric Safety Code (NESC). ECU relies on experienced and trained professionals to install and uninstall all smart meters. ECU utilizes Tantalus as its manufacturer of all electric meters. Tantalus is a leading manufacturer of smart meters, and they have a long history of producing safe and reliable meters to utility companies.

Will installing a smart meter make my utility bill increase?

No. Smart meters track energy consumption in the same manner as conventional meters. In fact, with the ability to track usage patterns throughout the month, customers can modify and control their usage habits to decrease measured energy, thus reducing their monthly charges.

For more information please contact us at customerservice@easleyutilities.com or (864) 859-4013.