Privacy Related Questions

Are you able to track when we are home?
No. The meter provides no direct information regarding the occupancy of your premise or the behaviors or activities of the occupants within the premise.

Are you able to track what appliances we are using through the meter?
No. The meter is able to track your hourly usage but it is incapable of measuring the usage of individual appliances or other electrical devices within your home.

Can you see my usage information?
Yes. The system does record hourly usage and that information is retained by PPL Electric Utilities in compliance with Pennsylvania Public Utility Commission ("PUC") regulations regarding the retention of billing data.

Why do you need my hourly usage information when you bill me monthly?
While it is true that you are only billed once a month, hourly usage information is necessary to account for your electric consumption. For instance, while you may be charged a flat price per kilowatt-hour of your usage, your supplier's own costs may change hourly and so the supplier would need to know the hourly usage of all of its customers. Additionally, PPL Electric Utilities and generation suppliers are using the hourly information to offer different types of rates that may reduce your energy costs. Other benefits you receive from having an advanced meter on your home include:

- You are better able to understand and manage your energy usage by having hourly usage information available to review. As mentioned previously, you can view your electric use via our secure Energy Analyzer website.
- Advanced meters have virtually eliminated the estimated bill. Today, more than 99.8 percent of our bills are based on actual electricity use.
- PPL Electric Utilities' customer service representatives are better able to answer questions on your energy consumption by reviewing the hourly usage information.
- PPL Electric Utilities is using information from the advanced meter to improve our response to power outages and to monitor the health of our delivery system so we can plan improvements.

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PPL Electric Utilities

Advanced Meters

Frequently Asked Questions

www.pplelectric.com



General Information

In general, an advanced metering infrastructure can read a utility meter remotely as well as store usage data. PPL Electric Utilities is the first utility in Pennsylvania with the capability to record hourly electricity usage information for all of its customers. Installation of its advanced metering system was completed in 2004.

Unlike "smart meters" used by many other utilities, PPL Electric Utilities' meters do not use radio-frequency fields to communicate and do not have a wireless radio. They use existing PPL power lines.

This capability supports customer choice and allows the company and energy suppliers to offer different pricing options to customers. It also allows the company to provide web tools so customers can view and analyze their energy use.

General Questions

Does PPL have advanced smart meters?
There are many definitions within the utility industry for the term "smart meter." PPL Electric Utilities has advanced meters that can put a lot of information at your fingertips, and we are developing additional ways to make that information available to you.



Does the meter have a wireless radio?
No, the advanced meters installed by PPL Electric Utilities do not have a wireless radio. They communicate through the existing power lines.

Do I have an advanced meter on my house?
Yes, every home and business in the PPL Electric Utilities service territory (approximately 1.4 million customers) had an advanced meter installed between 2002 and 2004.

How does my advanced meter work?
The meter uses advanced technology to record your electricity usage on an hourly basis. Our automated system then reads the meter three times a day over the existing power lines that are outside your home. When connected to data management and analysis software, the meter has capabilities that fit "smart meter" definitions in the utility.

Can I have my advanced meter removed?
No, PPL Electric Utilities is required by Act 129 of 2008 to install advanced meters.

Security-Related Questions

Can someone obtain my personal information through the advanced meter?
No. Our meters communicate through the existing power lines using a secure proprietary technology accessible only to PPL Electric Utilities.

Can I see my personal information?
Yes. You may view your own monthly, daily and hourly usage via our secure Energy Analyzer website where your data is protected by a password of your choosing and is only available to others if you provide them the password. To access the Energy Analyzer website, visit www.pplelectric.com/energyanalyzer.

Where can I get additional information?
For information about your meter, visit www.pplelectric.com/smartgrid and select Advanced Meters.

Health-Related Questions

I have heard that "smart" meters emit radio frequency fields that may cause health problems. Should I be concerned?
The advanced meters we have deployed to customers do not receive or transmit radio frequency waves.

Since your meter communicates through the power line, does it create any electromagnetic fields (EMF) in the home?
PPL Electric Utilities' advanced meters produce low-frequency electromagnetic fields (EMF) for less than one minute each day. The communication transponder generates about the same amount of EMF at one foot from the meter as a flat-screen TV at one foot from the TV. Because the transmissions are very brief, and EMF is reduced in the home as the distance from the meter increases, any EMF generated by the meter inside the home is below normal background levels.

Is the EMF (electromagnetic fields) exposure from the meter hazardous?
No. Many credible scientific panels, government agencies and public health entities have reviewed the scientific research on EMF. None has found that there is a demonstrated cause and effect relationship between exposure to EMF and cancer or any other adverse health effect. In addition, as explained above, PPL Electric Utilities' meters produce EMF for less than one minute each day and the levels from the meter are within normal background levels of EMF in homes.