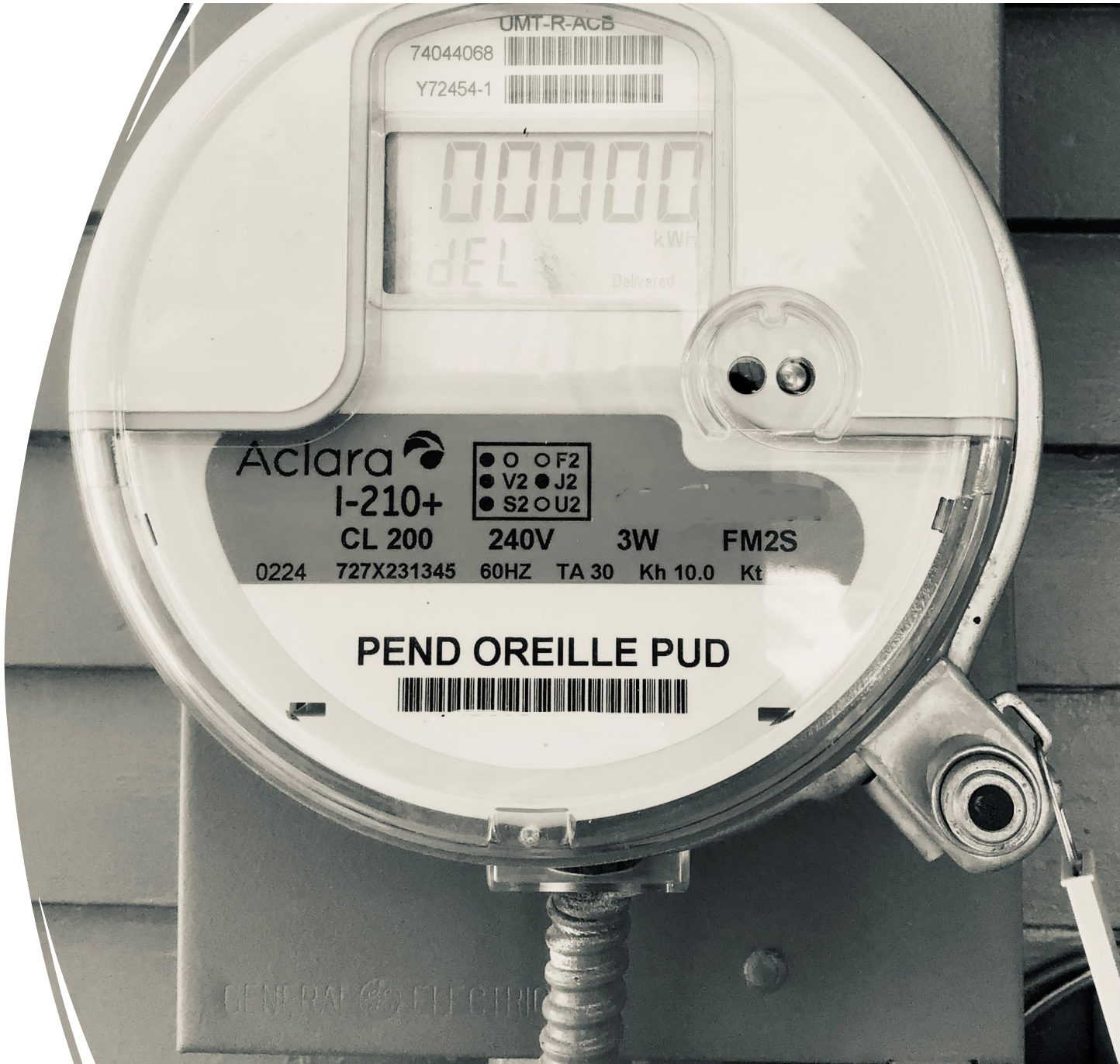
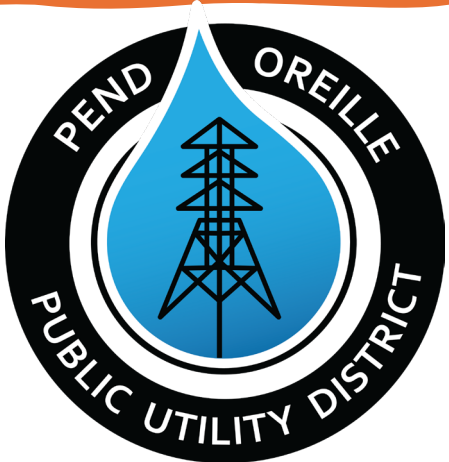
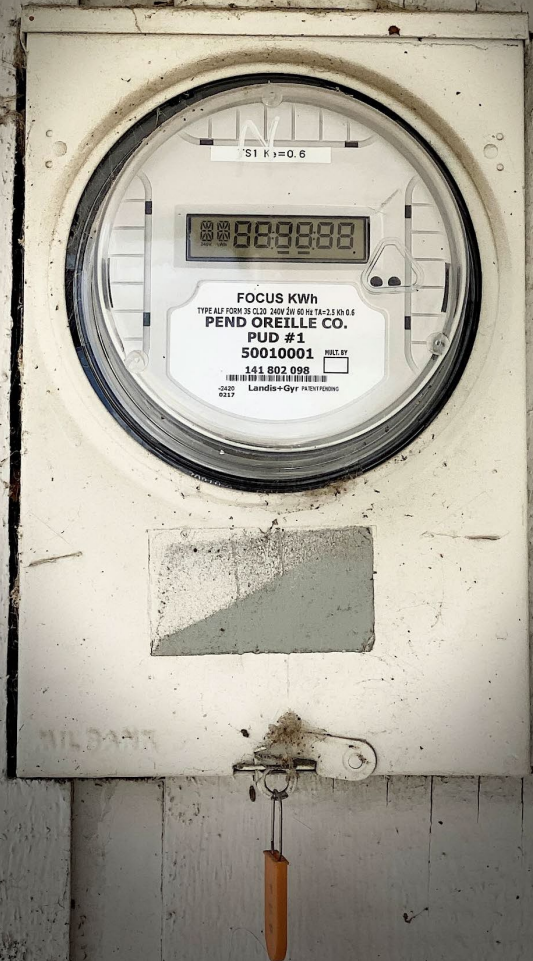


Smart Meter Safety & Benefits





Background

- In 2020, the PUD began exploring options to begin implementing AMI technology as current meter reading technology was failing rapidly and becoming obsolete.
- Board approved replacement project in 2022.
- Meter replacement began in November 2024.
- Scheduled to be completed in April 2025.

Closing the Gap & Getting Up to Speed

88% of residential meters in the United States are smart meters.

According to Berg Insight, 146 million smart meters have been installed in the North America by the end of 2023.

The PUD recognizes the importance of modernizing our system to match the capabilities that consumers in other areas benefit from.

What is the PUD Installing?

- **Aclara meters with TWACS technology, which has a power-line communication system similar to the current meters, NOT radio frequency (RF). TWACS stands for Two-Way Automatic Communication System.**
- **The standard 2S residential meters - the type most of our customers have or will receive - do not have batteries. The meters retain information without needing a battery during power outages.**



Benefits of Smart Meters – Billing/Accounts

- **The near elimination of estimated meter reads.**
- **Consistent billing periods, since meter reads are obtained on weekends and holidays.**
- **Usage data is recorded every 15-minutes which gives us the ability to help our customers troubleshoot high-bill problems by providing information about power consumption patterns.**
- **Enhanced use of SmartHub allowing customers to:**
 - **Access daily and monthly electric usage data using an app or via the web;**
 - **Monitor consumption; and**
 - **Improve energy management.**
- **Sometime in the future the PUD may be able to offer customers the option to enroll in a Pre-Pay Program, which eliminates account deposits and fees.**



Benefits of Smart Meters - Outages

- **The ability to pinpoint the exact location of outages quickly, resulting in a faster response and restoration times.**
- **Fewer inconveniences to customers and lower outage costs.**
- **Reduces the possibility of missing a customer during outage restoration efforts.**



Benefits of Smart Meters – Equipment & Process Improvements

- **Timely processing of customer-requested service starts and stops using actual meter reads from the start/stop date.**
- **Real-time service disconnects and reconnects using remote disconnect meters.**
- **Increased meter accuracy, as advanced meters are designed by the manufacturer to be within a $\pm 0.2\%$ accuracy in comparison to the old electromechanical meters which had an accuracy range of $\pm 2.0\%$.**
- **Improved customer privacy due to the reduced need for PUD staff to access customer property.**





Myth vs. Fact



Myth No. 1 – Smart meters are a health threat because they communicate using wireless signals

- **Truth:** The PUD is installing Aclara's TWACS meters, which use power-line communication (PLC) and do not rely on radio frequency (RF) transmission.
- **Truth:** Unlike wireless smart meters, TWACS meters do not use radio signals to communicate. Instead, they send data over existing power lines using PLC technology. While all electrical devices create some level of electromagnetic fields (EMF) as a natural byproduct of operation, the levels from TWACS meters are extremely low—similar to household appliances like washing machines or televisions. These emissions remain well below federally established safety limits, and extensive research has not found credible evidence linking smart meters to health risks.

Myth No. 2 – Smart meters will not keep my data secure

- **Truth:** Just as the banking, credit card and other industries have provided secure access to your information online, Pend Oreille PUD does the same using advanced security and encryption technology to safeguard your data.
- **Truth:** Utilities such as POPUD regularly audit their systems to ensure privacy and security of smart meters.

Pend Oreille PUD has always protected your data and will continue to do so with smart meters.

Myth No. 3 - Smart meters are hazardous, increasing the risk of fire and explosion

- **Truth:** Smart meters must meet strict safety requirements and standards spelled out in the National Electric Safety Code (NESC).
- **Truth:** Smart meters are like any electrical device and pose only a minimal fire risk when properly installed and maintained.

Companies that manufacture smart meters such as Aclara produce certifiably safe and reliable equipment. Nevertheless, smart meters should be installed and uninstalled only by trained professionals exercising standard safety precautions.

Myth No. 4 - Smart meters are an invasion of privacy and can also be hacked

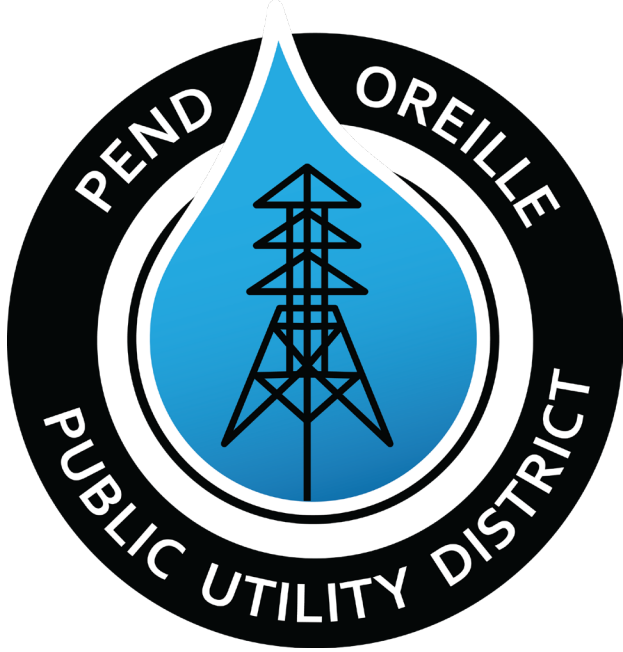
- **Truth:** Smart meters measure how much energy you use, based on time of day, not how you use that energy.
- **Truth:** The PUD adheres to strict policies and follows state & federal laws that regulate the use of personal information for business functions like billing and customer service.

Smart meters allow two-way communication between your utility and you, much like cell phones and banking. The PUD takes your privacy seriously and uses strong encryption and security measures to protect this two-way communication.

Myth No. 5 - Smart meters do not provide any customer benefits

- **Truth:** Smart meters measure and transmit your energy usage directly to the PUD, eliminating the practice of estimated bills, which potentially means no more surprises on your electric bill.
- **Truth:** Smart meters provide you with near-real time energy usage information about how and when you use energy. Armed with this information, you can take more control over your energy consumption - and your monthly bills.
- **Truth:** Smart meters improve power outage detection and notification. Smart meters electronically report the location of outages before you ever have to call the PUD, making restoration faster and status notification to you much easier.
- **Truth:** With real-time usage data, the PUD can make more accurate hourly power purchases and sales, optimizing revenue and cutting costs.

Smart meters offer greater reliability, quicker power restoration, and enhanced customer convenience and control.



Questions?

Please visit popud.org
for more information.

