

## Will smart meter RF fields interfere with my electronics or medical devices?



The BWL plans to purchase smart meters that have been certified by the FCC and shouldn't interfere with devices in or around your home.

## Will my energy use information remain confidential and safe?

Yes. Your energy use information will be safely transmitted over secured networks and servers that meet the latest cyber safety guidelines and are the same standards that are currently being used by the US Department of Defense.



## Are smart meter RF fields safe?



Yes. Key factors for exposure risk are the power and frequency of the emission and the distance from a person. Smart meters emit only about 1 watt and, when installed, no transmitter is located within the home. Cell phones are considered riskier since they're held to the head.

Even when meters are grouped together such as at apartment complexes, their RF emissions are low compared to FCC exposure guidelines.



For more information,  
please contact the  
Lansing Board of  
Water & Light at

517-702-6082

[bsmart@lbwl.com](mailto:bsmart@lbwl.com)

[lbwl.com/bsmart](http://lbwl.com/bsmart)

8am-5pm

Monday-Friday

# BWL Smart Grid Program FAQ's



## What are smart meters?



Smart meters are used to measure water and electric use with digital technology that enables us to read your meter remotely,

providing even better service when you contact us. Eventually, you'll be able to see daily information from the meters giving you better control over your energy usage and bill.

## Why do we need new meters?

These state-of-the-art meters will help us improve your service and provide you with many benefits now and for years to come. Eventually, they will become helpful tools that give you better control over your water and electric use, and your bill.

## Will the new meter cost me anything?

You will not be charged any costs associated with the installation of these new meters. We expect the meters to provide efficiencies and allow you to better understand your usage and make smart decisions on your water/electric usage.



## How are the new meters different from the old meters?



Our new smart meters measure your water/ electric use with digital technology that enables us to read your meter remotely. Smart meters

help us provide even better service when you contact us. Eventually, seeing

daily information from the smart meters will give you better control over your water/electric use and your bill.

## Will my bill go up because of the new meter?

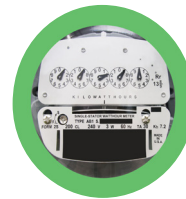
Your monthly bill will continue to reflect the normal fluctuations in your service use. In some cases where your meter may have been running slow due to age, you may see an increase due to the accuracy of the new meter. Your first bill after installation will show your usage under your old meter and after the smart meter was installed.



## Will the new meters be accurate?

The new meters will be electronic and are more accurate compared to the analog meters that we primarily use now. The meters meet or exceed the national tolerance standards.

## What type of meter do I currently have?



Your current meter is a non-communicating meter. Your non-communicating meter is either a digital or an analog meter. In most residential meters,

there are no communication or radio mechanisms in the meter.

## Can I opt out of having a smart meter?

The BWL has developed an Opt Out Program. Eligibility requirements, cost, program details, and application for opt-out can be found on the BWL web site at [lbwl.com/bsmart](http://lbwl.com/bsmart).

## Why can't I keep my old meter?

For both operational efficiency, which keeps your costs lower, and for the future capability of offering Time-of-Use rates, we need to have only one meter in use. This meter needs to be able to track interval usage data. Information regarding opting out is available on the BWL web site at [lbwl.com/bsmart](http://lbwl.com/bsmart).

## With a smart meter, can electric service be connected or disconnected remotely?

Yes, for residential customers only. For example, if you are moving, you will no longer need to wait for a field service technician, leave your gates open or worry about your pets.

## How do the new meters help the environment?

They'll help in several ways. Since meter readers will no longer need to read every meter each month, it will reduce pollution, fuel consumption, and traffic. Also, the meters will let us use new technologies that will allow you to make decisions about using less energy, at your discretion, which can reduce the amount of electricity demand. The water meters will also help reduce waste through water leak detection.

