



The Facts About Advanced Meters

Lubbock Power & Light (LP&L) is investing in advanced meter technology to improve billing accuracy and customer service, empower customers, improve outage management and enhance reliability. Below are common myths about advanced meters.

MYTH #1:

Advanced meters are less accurate than the current meters.

FACTS:

Advanced meters are rigorously tested for accuracy by the manufacturer, and again by the utility before they are installed. Additionally, all meter manufacturers must follow the American National Standards Institute C12.20 Standard for Electricity Meters - accuracy and performance.

MYTH #2:

Advanced meter data is not secure.

FACTS:

Customer privacy is very important to us. Advanced meters send encrypted electricity use information remotely via a secure two-way communication network. The data is then processed and translated into customers' bills. In the future, the data will also be available on a personalized customer web portal.

No personal information will ever be sent. All information will be encrypted using the 256-bit Advanced Encryption Standard (AES).

MYTH #3:

Advanced meters are hazardous, increasing the risk of fire and explosion.

FACTS:

Advanced meter manufacturers produce certifiably safe and reliable equipment. All advanced meters must meet National Electric Safety Code (NESC) standards and safety requirements.

Additionally, LP&L only uses qualified professionals trained in all standard safety procedures to install the new meters.



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MYTH #4:

Advanced meters are a health threat.

FACTS:

No credible evidence has found a health threat from radio frequency emissions at or below Federal Communications Commission limits.

The average radio frequency of advanced meters is 1,000 times lower than FCC limits, and below radio frequencies of cell phones, baby monitors, satellite TVs, and microwaves.

The Public Utility Commission of Texas (PUCT) conducted an extensive investigation into potential health effects of radio frequency emissions. They determined there are no proven biological effects from exposure to the low-level radio frequency signals emitted by advanced meters, and no credible evidence to suggest advanced meters emit harmful levels of electromagnetic field (EMF) exposure*.

In fact, you would have to stand within 6 inches of your electric meter 24 hours a day for three months to have the same exposure as spending 30 minutes in a coffee shop or restaurant with a Wi-Fi router.

Similarly, you would have to stand within 8 inches of your meter 24 hours a day for a year to have the same exposure as spending 1 minute talking on a cell phone.

To learn more about LP&L's plans for advanced meters, visit LPandL.com/advanced-meters.

**http://www.puc.texas.gov/industry/electric/reports/smartmeter/smartmeter_rf_emf_health_12-14-2012.pdf*



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