

## **Advanced Meter Performance, Safety & Security FAQ**

### ***How will it work?***

#### **Do advanced meters interfere with household appliances, such as computer routers, television signals, cordless phones, etc.?**

Advanced meters operate in an approved, license-free FCC radio spectrum and will not interfere with existing RF devices due to mandatory FCC compliance regulations. The FCC regulates all electronics to prevent one type of electronic equipment from interfering with other electronic and wireless devices that operate in the same frequency band.

#### **Do advanced meters interfere with my HAM radio, or will my HAM radio interfere with the advanced meters?**

No. HAM radio operates on a different frequency, so advanced meters will not interfere.

#### **I have solar power at my home. Do advanced meters work with that?**

Advanced meters will record "net metering" the same as existing mechanical or electronic meters do today.

#### **I know that Wi-Fi is safe and my home network runs 24/7. How will the Wi-Fi signal from my advanced meter get to JOEMC?**

The technology chosen by JOEMC does not operate in the WiFi frequency band. Advanced meters operate at a lower frequency and only communicate for a very short period; on the average, less than two minutes per day. Electric consumption information is transmitted to JOEMC, where the information is then stored for billing and operational planning purposes.

#### **Who owns the advanced meter on my house or business?**

JOEMC owns the electrical meter and the line that runs from the member's premises to the pole. The property owner owns the meter enclosure box and all of the wiring in the home or business.

### ***Are AMI Meters safe?***

#### **Are Advanced Metering Infrastructure meters safe?**

The technology selected by JOEMC meets all Federal Communications Commission and RF safety standards, the same as other devices using RF technology. These may include baby monitors, garage door openers, remote controls, cordless telephones, among other items.

#### **Do advanced meters interfere with medical devices such as pacemakers?**

The wireless signal from advanced meters complies with all Federal Communications Commission (FCC) regulations for commonly used utility wireless devices. Medical device manufacturers advise people to consult with their physicians regarding radio signal interference if this is a concern.

**Are advanced meters safe in homes with old wiring?**

Advanced meters are safe in homes with old wiring as they will not add additional electrical load, meaning, the meter will have no impact on existing electrical wiring. In fact, JOEMC powers the meters, not you.

**How does the signal from my advanced meter get to JOEMC?**

Advanced meters transmit with a frequency even lower than your home Wi-Fi network and only for a brief period each day. Electric consumption is sent to JOEMC and stored for billing and operational planning purposes.

***Are advanced meters secure?*****Is JOEMC's meter network secure?**

Cybersecurity is nothing new to the utility industry. We have extensive experience maintaining cybersecurity for information systems and operating the electricity grid. While advanced meters have added a new component to our system, the meters, communications, and information management are subject to the same Department of Energy security standards that keep the grid secure.

**How is my personal data protected?**

Advanced meters are only known by their ID on the AMI network, and no member account information such as name or address is broadcast by the meter. Data from the meter is also encrypted further securing the network and information.

**How does JOEMC protect against hackers and security breaches?**

JOEMC and other utilities already take careful measures to prevent unauthorized access to computers that control critical transmission and generation systems. Cybersecurity is not new to us, and we routinely protect highly sensitive data from unauthorized access through the use of encryption technologies.

**How often does my advanced meter communicate with JOEMC?**

For better reporting of electrical consumption and potential outages and other operational measures, the meter will communicate with JOEMC an average of once a day.

**Can an unauthorized person monitor my account? Can people “spy” on my energy consumption?**

No. All AMI information is encrypted, preventing unauthorized access.

**What happens if someone tampers with my meter?**

Advanced meters detect tampering or energy theft at the time of the incident—and immediately report such activity back to JOEMC.