

SMART METERS

Frequently Asked Questions



NEW SMART METER



EXISTING METER

What is a smart meter?

A smart meter is a digital electric meter that collects energy-usage information and securely sends it to ComEd. This helps eliminate estimated bills. Smart meters are important building blocks of the smart grid. With a smart meter, you can access more information on how you use electricity so you can make changes that can **save you money on your monthly electric bills.**

What is a smart grid?

In the same way that today's smart phone technology merged the power of computers with cellular phones, a smart grid merges the power of computers with the electric grid – the electric infrastructure made up of poles, wires and substations that provides your electricity.

Why is ComEd upgrading the electric grid?

Technology has transformed our way of life, but the nation's electric grid hasn't kept up with this transformation. With a smart grid, you can expect fewer and shorter outages because ComEd can better monitor the electric grid and respond to potential problems.

How will smart meters benefit me?

You can securely access more information on your electricity use through the Internet, and then develop smarter energy habits to better manage your monthly electric bills. Smart meters also will provide access to optional pricing programs that help you save money when you voluntarily shift electricity use to times when it costs less to produce. And because smart meters automatically send meter readings to ComEd, they eliminate the need for a meter reader to visit your home. This results in lower operational costs that are fully passed on to customers.

Where will my smart meter be installed?

ComEd will install the smart meter in the same location of the existing meter.

What do I need to do?

Please make sure there is nothing blocking access to the meter, such as locked gates, locked doors, dogs or lawn furniture.

- As long as ComEd can safely access the meter at your home, you don't need to be home at the time of installation.
- If you normally have to be present to allow a meter reader access to the meter in your home, you will need to be home to allow the installer access to the meter.

What will it cost and who's paying for this?

The cost of all smart grid improvements for residential customers is about \$3 per month. Smart meters are a key component of the smart grid and will comprise approximately \$2 of this monthly cost. ComEd will fully pass on to customers the operational savings that result from smart meters which, over the next 20 years, are expected to be twice the amount of smart meter costs. You can more than offset the cost of smart meters by taking advantage of online energy-management tools offered by ComEd, and enrolling in optional pricing programs that will be available through ComEd or other electric suppliers.

Do smart meters keep energy usage data secure?

Yes. ComEd uses state-of-the-art cryptographic technologies, similar to those used by international banks and the U.S. Department of Defense to protect against hackers seeking access to its customers' personal information. ComEd encrypts all customer-related, energy-use data transmitted by its smart meters using methods similar to those used for online banking and ATMs.

Where can I find additional information?

Visit ComEd.com/SmartMeter or call 866-368-8326.