

Is my energy use information 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

lbwl.com/bsmart

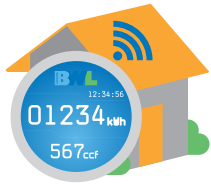
8am-5pm

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. You're also able to see daily information from the meters, which gives you better control over your energy usage and bill.

Why do we need smart meters?

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

How are smart meters different from the old meters?

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



Are the smart meters accurate?

Smart meters are electronic and are more accurate compared to the analog meters that we used to use. The meters meet or exceed the national tolerance standards.

Can I opt out of having a smart meter?

The BWL has discontinued the Opt Out Program.

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

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

How do smart meters help the environment?

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



Do smart meters or RF interfere with my home electronics or medical devices?



No. BWL purchased smart meters that are certified by the FCC and are designed not to interfere with your home electronics or medical devices.