



Upper Peninsula Power Company

UPPCO SMART ENERGY
ADVANCED METERING SOLUTION
FREQUENTLY ASKED QUESTIONS

What is UPPCO doing to respond to concerns over its estimated meter reading practices?

UPPCO takes the concerns being expressed by the customers very seriously. We are evaluating different approaches for eliminating the historic practice of using estimated meter data for billing purposes. One potential solution requires the use of new state-of-the-art smart meters.

Is UPPCO preparing to install Smart Meters?

Yes. UPPCO is currently developing its UPPCO SMART ENERGY advanced metering solution to significantly improve upon customer service and reliability.

What is a Smart Meter?

A smart meter is a device that your utility uses to measure the amount of energy, natural gas or water that is consumed at your home or business. Smart meters are like your existing electric meter but utilize today's state-of-the-art technology and two-way communication to read your meter.

What do Smart Meters do?

Smart meters record the amount of energy that is consumed (kilowatt-hours or kWh), the date and time of energy usage and overall peak demand. They also send a signal to UPPCO's System Control Operator whenever an outage is detected and record the date, time of and length of power outages. Smart meters detect when they've been tampered with and enable the utility to provide increased reliability and better customer service.

Why do we need new meters?

These state-of-the-art meters will help us improve upon our ability to serve you and will provide you with several additional benefits for many years to come.

How will Smart meters benefit me?

- Improved billing accuracy through the elimination of estimated meter reads.
- Improved system reliability by providing the means for determining when and where outages occur, resulting in better restoration efforts for all customers.
- Providing access to energy information that you can use to manage your energy consumption.
- Modernization of the power grid, increasing the efficiency and safety of our system.

What if I decide I don't want an upgraded meter?

If you decide you don't want to participate in the UPPCO SMART ENERGY program, you can enroll in UPPCO's Standard Meter "opt-out" program. The "opt-out" provision that is offered by UPPCO, inclusive of any fees and assessments, has been reviewed and approved by the Michigan Public Service Commission.

What do I need to do to opt-out?

You can “opt-out” of the UPPCO SMART ENERGY program by contacting our Customer Service Contact Center and enrolling in the Standard Meter opt-out program. A *Standard Meter Opt-Out form* is now available at www.uppco.com/smartenergy for customers that would like to the opt-out option.

Are there any health or privacy concerns that I should know about?

- We take concerns about your health and privacy very seriously.
- Scientific and medical evidence to date suggests that smart meters are a safe and effective way of measuring the amount of energy you consume at your home or business.
- Your energy use information will be securely transmitted over UPPCO’s secure network using the latest approved communications and cyber security measures.
- UPPCO utilizes industry Best Practices to protect all data and information.

Will my energy use information remain confidential and safe?

Yes. Smart meters and associated communication and network systems are encrypted and equipped with security features that prevent unauthorized access. UPPCO is committed to doing its part to protect the privacy of its customers.

Do Smart Meters cause higher energy bills?

No. The smart meters are tested for accuracy by our meter vender. Any fluctuation in your energy bill is typically caused by weather related consumption, past due balances, billing span variations (the number of days in the monthly billing cycle) or budget plan adjustments.

Will the new smart meters increase my rates?

Initially, customers may see a nominal increase in their monthly bills attributable to the UPPCO SMART ENERGY program. Over time, the full benefits of the program will offset the initial increases.

I've heard there are concerns about radiofrequency or RF exposure. Is this something I should be concerned about?

We take concerns about your health and safety very seriously. Scientific and medical evidence to date suggests that exposure to RF fields does not cause adverse health effects, provided the exposure levels are within established safety guidelines. The United States government and the international health community - including the World Health Organization and numerous independent studies - have deemed low-level radio frequency to be entirely safe.

How do I stay informed?

- A website (www.uppco.com/smartenergy) has been created to provide additional information and updates on the status of the advanced metering solution.
- Information and details of our plan will be distributed electronically, through the United States Postal System, media outlets and via door hangers.
- Information can also be obtained by contacting our Customer Service Contact Center (906)449-2013
- UPPCO is committed to being fully transparent and engaging with customers and stakeholders as we work to implement the advanced metering solution. We encourage you to learn more about the use of smart meters and to ask any specific questions you may have.