



## Fact Sheet

# The Facts about Smart Meters

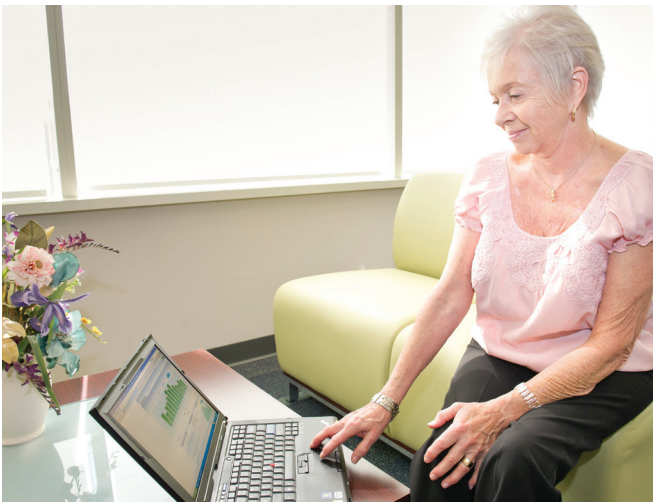
Florida Power & Light Company is investing in smart grid technology to keep service reliability high and give customers more information to better manage their energy use and monthly bills. Smart meters are an essential part of this system, and they are necessary to provide these important benefits. Some customers have asked us about false rumors they have heard or seen on the Internet. In the interest of accuracy, here are the facts.

Myth	Facts
Smart meters broadcast information about your daily personal habits.	<b>False.</b> Like the older mechanical meters, smart meters measure how much energy you use, not how you use it. The smart meter does not store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use. We do not sell private customer data or share information about their power consumption with any third party, unless the customer consents to it or we are required to respond to a lawfully issued subpoena or court order. As always, we remain good stewards of our customers' data and have rigorous safeguards in place to protect customer data and the security our network.
Smart meters present a health hazard due to radio frequencies (RF).	<b>False.</b> Smart meter radios communicate in very short bursts lasting just a few seconds. In fact, on average they could be idle — meaning they don't emit any RF — as much as 99 percent of the time.  The Federal Communications Commission (FCC) sets limits on the maximum permissible exposure for emissions of RF-emitting devices. These limits are well below the point at which known biological impacts occur, and the smart meters being installed by FPL operate at levels that are hundreds of times lower than the FCC limit. No credible peer-reviewed studies have substantiated claims that smart meters cause health problems.
Smart meters cause fires.	<b>False.</b> A smart meter, just like a mechanical meter, cannot in and of itself start a fire. Of the more than 3.1 million smart meters installed by FPL and our vendor to date, we have not received any reports of fires that were determined to have been caused by the smart meters. The incidents rumored to have been caused by smart meters were in fact caused by faulty connections or failed components in the customers meter can.  We have strict safety inspection and installation procedures and our installers are trained to look for potential safety issues before they swap out the meter. Not all conditions, however, can be readily detected during this process.  If we do detect a potential safety issue, the meter installation is deferred until the issue is corrected.  Even though the meter enclosure—typically called a meter “can”—is the customer's responsibility, we requested and received special permission from the Florida Public Service Commission (FPSC) to make and pay for proactive repairs to meter cans in many situations when needed to safely and effectively install the new smart meter. To date, we've replaced or repaired more than 8,000 meter cans for our customers.  If customers have concerns after the installation, we respond promptly.  Please note that the U.S. Consumer Product Safety Commission recommends periodic home inspections.

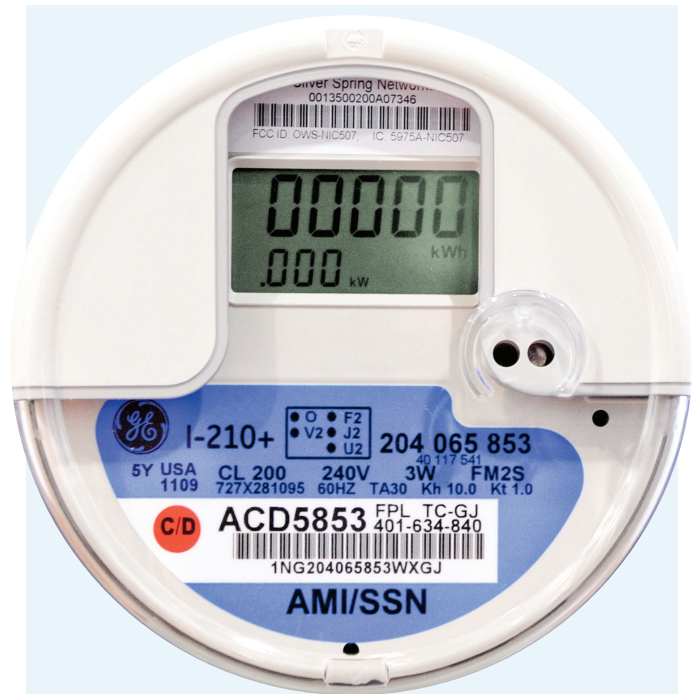
Smart meters are an essential part of FPL's investments in modernizing the electric grid for the benefit of all customers. Working with other proven, secure technologies, they're helping FPL improve the reliability of our service and helping customers take more control over their energy use and monthly bills.

- » **Improved reliability:** Smart meters work with other components on the grid to help predict and prevent outages.
- » **Faster restoration:** Smart grid technologies will help us see outages in the system so we can begin restoration more quickly.
- » **Customers in control:** By accessing the Energy Dashboard, you can monitor your own energy use and gain more control over it. Customers are already using this tool to save money, as you can see on **FPL.com/energysmart**.
- » **Better service:** If you have a question about your bill, we can look at your energy dashboard with you and resolve issues more effectively.
- » **More convenience:** We won't have to come to your home every month to read the meter (just need occasional access for routine maintenance).
- » **No more estimated bills for hard-to-reach meters:** You won't have to worry about locking up your dog or making special arrangements to give us access.

To learn more, go to **FPL.com/energysmart**.



Our customers are using the new Energy Dashboard to take control of their energy use.



**“In my opinion, people should not be concerned about the health impacts or health implications of smart meters because it’s a technology that is very well-understood.”**

- Dr. Peter A. Valberg, 30 years experience on the faculty of the Harvard School of Public Health and at Gradient, a leading environmental consulting firm.