



Fact Sheet

Smart Meters

The Facts about Smart Meters

FPL customers have told us that updating the power grid to ensure reliable electric service is a top priority. We are responding with investments to make the grid even more reliable, as well as smarter, cleaner and more efficient. FPL's smart grid initiative is helping us keep service reliability among the highest in the nation (99.98%). As the smart technologies we're installing become operational, customers will experience fewer power outages, smaller outages and faster service restoration when an outage does occur. The technologies also enable FPL to provide customers with other benefits, including more control over their energy use and monthly bills than ever before, greater convenience and improved customer service. Smart meters are an essential part of this system and are necessary to provide these important benefits.

Some customers have asked us about false rumors they've seen on the internet claiming, among other things, that smart meters allow the government to spy on customers and that they amount to "illegal search and seizure."

There is no credible basis for these statements. Consumers deserve accurate, complete information, not false information based on rumor and hearsay. In the interest of accuracy, let's examine each of the myths and compare them to the facts:

Like the old mechanical meters, smart meters measure how much energy customers use, not *how* they use energy. Smart meters don't 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.

Myth	Fact
<p>Big Brother Monitoring Your Life</p> <p>"The devices will know when you are at home, what appliances you are using, what room you are in, personal habits, etc., allowing for detailed surveillance of your personal life. These are surveillance devices."</p>	<p>False. Like the old mechanical meters, smart meters measure how much energy customers use, not how they use energy. The meters are not "surveillance devices." 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.</p>
<p>Wiretapping</p> <p>"This is a form of illegal wiretapping."</p>	<p>False. The use of smart meters is not wiretapping, and is completely legal in all respects. The use of these meters has been approved by the Florida Public Service Commission, the administrative agency that directly regulates FPL and has jurisdiction to make such determinations. Just as traditional mechanical meters have always done, smart meters measure the amount of energy used at a property as part of a customer's service agreement to purchase electricity from the utility.</p>
<p>Consumer Privacy / Personal Data</p> <p>"Data about the occupant's daily habits are collected and stored in databases that may be sold to others and/or accessed by unauthorized parties."</p>	<p>False. FPL's top priority is delivering electric service reliably and safely – this includes safeguarding our customers' privacy and protecting our networks and customer data from cyber threats. We have detailed, openly published policies and procedures to protect customer information. In fact, we employ safeguards that are stricter than current industry standards. See FPL's privacy policy at: http://www.fpl.com/contents/privacy_policy.shtml.</p> <p>Our customer's energy data is only used to manage their FPL accounts and the electric grid. We support and comply with Florida laws that prohibit third-party access to individual customer data unless the customer explicitly requests or approves the sharing of their data, it is necessary for the legitimate business needs of the utility, or it is required by law. This is consistent with how we have protected customer data generated by the older electromechanical meters.</p>

Myth	Fact
<p>Hackers/Criminals/Cyber Security</p> <p>“Since the meters are wireless, they are exposed to possible hackers and/or terrorist acts. . . . The signals may be intercepted by criminals and used to commit crimes against occupants.”</p>	<p>False. In the first place, no customer-identifying information is stored in the smart meter or sent across the network. Further, the energy-use data that is measured by smart meters is encrypted (coded) using the same method as online banking and ATM machines. It is then transmitted to FPL via a secure wireless network that complies with the industry’s highest standards for cyber security. Our approach incorporates best practices from other industries and multiple layers of defense across the entire system to protect customer data.</p>
<p>Lack of disclosure</p> <p>“Your company has not disclosed the recording and transmission capabilities of the smart meter.”</p>	<p>False. Quite the contrary, we have multiple Web pages devoted to this. You might start at our Smart Meters “Index” page at http://www.fpl.com/ami/index.shtml, our Energy Smart Florida page at www.fpl.com/energysmartflorida, or our Smart Meters “Frequently Asked Questions” page at http://www.fpl.com/ami/qa.shtml.</p>
<p>Unreasonable search and seizure/4th Amendment</p> <p>“This invasion of privacy violates the 4th Amendment of the US Constitution.”</p>	<p>False. The 4th Amendment prohibits unreasonable searches and seizures by the government. It has no bearing on smart meters, which are provided to customers at no charge as part of their service agreement with the utility.</p>

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