

# Understanding Smart Meters

Flip a switch, plug it in, boot it up: It takes a lot of energy to power through a day. By investing in proven technologies such as smart meters, Florida Power & Light Company is able to prevent many power outages and, if they do occur, get the lights back on faster. At the same time, smart meters provide you with more information about your energy use than ever before, which you can use to save on your monthly bills.

## Predicting and preventing outages, restoring power more quickly

Smart meters are an important part of a more reliable and efficient electric grid. They help FPL identify outages and diagnose their cause, as well as restore power more efficiently. For example:

- » If you call the Care Center to report an outage, the FPL representative can communicate with the meter at your home or business to see if it is receiving electricity. That helps to quickly determine if the problem is with our equipment or caused by something within your premises.
- » FPL's field restoration crews can now view real-time outage information received from the smart meter. Our restoration specialists now check the meters before leaving an area to ensure that service has been restored to all customers who experienced an interruption. Ultimately, this helps to speed up our service restoration work, including during storms.
- » We're also continuing to develop new tools to automatically detect many power outages before customers even call to report them, so we can begin restoring power faster.

## Helping customers take more control and save

Smart meters give you easy access to information about your energy use by the hour, day and month via a personalized Energy Dashboard, which you can access online or by telephone. In addition to viewing your energy use, you can also take advantage of the following features:

- » Bill Projection, which shows the amount of money you have spent to date during the month and provides a projection of what your bill might be based on your current usage patterns.
- » Temperature data, which shows the effects that temperature and humidity can have on your energy use.

Small business customers can take advantage of additional features enabling them to see multiple accounts so they can easily compare and benchmark among various facilities.

## Better service, more convenience

Smart meters enable FPL to provide you with more efficient service. If you have a question about your bill, an FPL representative can look at your Energy Dashboard with you to help resolve your question. And if your meter is not easily accessible, we no longer have to make an appointment with you to read the meter every month – or end up having to estimate your bill because we could not get an actual reading.

**This is just the beginning. Smart meters and other smart grid technologies are laying the foundation for additional customer benefits. FPL will continue to use these investments to deliver more value to you.**

## How smart meters work

As technology has evolved in recent years, so has electric meter technology. Many customers were used to seeing mechanical (or analog) meters, which were used by utilities for the past several decades. The old meters used mechanical parts, and meter readings had to be taken manually every month. Many utilities, including FPL, began to transition to digital meters as their standard meters, but those digital meters had no communication capabilities.

Smart meters are now the standard meter that FPL provides. What makes the meter “smart” is the low-power, two-way radio transmitter – similar to the radio in a garage door opener or baby monitor – that enables safe and secure communication between the meter and the utility. Like the older mechanical meters, FPL's smart meters measure only how much energy is used at a location, not how the electricity is used. They send the energy usage information to FPL over a secure wireless network.

This information enables FPL to provide customers with a host of benefits that were not possible with the older technology.