



# The Facts about Smart Meters and Privacy

Since 2006, FPL has invested more than \$3 billion to make our energy grid stronger, smarter and more storm-resilient. Smart grid technology, including the more than 5 million smart meters and tens of thousands of intelligent switches installed across our system, help FPL deliver reliable service to customers in good weather and bad, while keeping customer bills among the lowest in the nation. Advanced smart meter technology also allows us to provide customers with greater control over their energy use.

Some customers have expressed concerns about false rumors claiming smart meters allow the government to spy on customers. There is no credible basis for these statements. Below we'll examine common misconceptions and help state the facts.

MYTH	FACTS
<p><b>Big Brother is monitoring your life</b></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><b>False.</b> Smart meters measure how much energy customers use, not how they use it. The meters are not “surveillance devices” and don’t store or transmit any information about who our customers are, where they live or what they’re doing.</p>
<p><b>Wiretapping</b></p> <p>“This is a form of illegal wiretapping.”</p>	<p><b>False.</b> The use of smart meters is not wiretapping, and is completely legal. The use of these meters has been approved by the Florida Public Service Commission. Smart meters measure the amount of energy used at a property as part of a customer’s service agreement to purchase electricity from FPL.</p>
<p><b>Consumer privacy and personal data</b></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><b>False.</b> FPL’s priority is delivering safe, reliable service, which 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. See FPL’s privacy policy at: <a href="http://www.FPL.com/privacy">www.FPL.com/privacy</a>.</p>

MYTH	FACTS
<p><b>Hackers, criminals and cyber security</b></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><b>False.</b> No customer-identifying information is stored in the smart meter or sent across the network. 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><b>Unreasonable search and seizure – 4th Amendment</b></p> <p>“This invasion of privacy violates the 4th Amendment of the U.S. Constitution.”</p>	<p><b>False.</b> 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 their energy company.</p>

For more information, visit: [www.FPL.com/smart-meters.html](http://www.FPL.com/smart-meters.html).