



### **What is a smart meter?**

Smart meters are electronic meters that, once an Advanced Metering Infrastructure (AMI) is in place, measure and record actual power usage and water usage by time intervals throughout the day, and transmit that data wirelessly over a secure network to a central data management system. With a smart meter, meter reading can be done remotely.

### **How are smart meters different than what's being used now?**

The existing electricity meters are mechanical which means they use mechanical parts that spin as electricity is used, and the readout is displayed on small dials that meter readers record while at a home or business. This reading is then used to calculate bills. Smart meters track consumption electronically and then use a secure network to communicate directly with the City.

### **What if I don't want a smart meter?**

There may be an option to provide you with a meter that does not have a communication function embedded in it; however, you may be required to pay an additional monthly fee for performing manual meter reading.

### **When will the project start?**

In 2008, SL&P began replacing old meters in their franchise area (1958 City boundary) with new electronic meters. Meters are replaced on an on-going basis due to aging. So far, about 45% of the new electronic meters have been installed. Installation of new electronic meters should be complete by the end of 2017.

### **So the project has been approved then? Why didn't I know about this?**

The AMI project has not received final approval to proceed. On June 24, 2013 City Council approved issuing an RFP for engineering consulting services to develop an AMI design for electricity and water metering for Saskatoon. On October 21, 2013 City Council approved award of the contract for these consulting services.

### **Are smart meters safe?**

Radio frequency (RF) emissions generated by smart meters are well below Health Canada and Industry Canada regulations. The RF emissions from smart meters are no different than for cell phones, except they are generated at much lower levels and only for short periods throughout the day.

### **Will my billing data be safe if it is being transmitted wirelessly?**

The City would apply the same privacy protection standards as the current system has in place. All data collected would be used only to ensure accurate billing. Only encrypted meter readings

and meter identification would be transmitted through smart meters, not your personal information . Saskatoon Light & Power (SL&P) and the City of Saskatoon comply with Saskatchewan's privacy legislation.

**Will any jobs be lost as a result of the use of smart meters?**

No, but meter reader and some meter installer positions would be phased out over the next 10 years through attrition, retraining and redeployment.

**How do smart meters work?**

Smart meters are equipped with wireless network capability, therefore they emit radio frequency (RF) waves. These emissions are well below Industry Canada and Health Canada regulations. The RF exposure from the meter is very small in comparison to other RF sources.

**Where can I find out more about smart meters and radio frequency exposure?**The Health Canada website at [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca) provides information on smart meters and radio frequency exposure.

**Is SaskPower and SaskEnergy also using smart meters?**

SaskPower and SaskEnergy have already begun the process of replacing over 500,000 electricity meters and upgrading of 370,000 natural gas meters in Saskatchewan with new metering technology as part of a joint Advanced Metering Infrastructure (AMI) program. SaskPower will replace its existing electricity meters with smart meters and SaskEnergy will install gas modules to upgrade its existing natural gas meters. The implementation of the new electric meters and gas modules will begin in Saskatoon this spring.

For more information on smart meters, please visit: [saskpower.com/smartmeters](http://saskpower.com/smartmeters) or [saskenergy.com/residential/AMI](http://saskenergy.com/residential/AMI). The SaskPower website also contains a short animation video that shows how smart meters work.



**BENEFITS TO CUSTOMERS:**

**You pay for what you use** - Your monthly billing would be based on actual use rather than estimates.

**You can track your electrical and water use** – Better data would allow you to save money by changing your electricity and water consumption habits. You can detect unusual consumption such as for water leaks or when large electrical appliances are left on.

**Improved service** - Meter reading, and some connects and disconnects would be done remotely. Meter readers are no longer required to visit your property.

**BENEFITS TO THE CITY:**

**Additional revenues** - Smart meters would provide additional revenue from more accurate electricity metering and reductions in losses due to meter failure. In the future, smart meters could help identify power outages more quickly and lower annual operating costs through the operation of a more efficient system.

The use of smart water meters would also result in additional annual revenues from more accurate metering. Money could also be saved as a result of smart meters better detecting water leakage.

**Reduced labour costs** - Meter reader visits, and some electrical meter connects and disconnects would be eliminated. Fuel costs and meter reader workplace injuries due to slips and falls and animal bites would also be reduced.

**How will my smart meter be read?**

Your meter will record your electricity and water usage data and transmit it wirelessly back to the City.

**Will my billing data be safe if it's being transmitted wirelessly?**

The City would apply the same privacy protection standards as the current system has in place. All data collected would be used only to ensure accurate billing. Only encrypted meter readings and meter identification are transmitted through smart meters, not your personal information. Saskatoon Light & Power and the City of Saskatoon comply with Saskatchewan's privacy legislation.

**Could I end up paying more with smart meters?**

As older meters lose their accuracy overtime, they could be underestimating your usage. If this is the case with your current meter, it is possible your bills could be higher. Where bills increase by a large or unexpected amount, we will investigate to verify the accuracy of the new meter before your bill is delivered to you.

**Will I be billed differently with smart meters?**

No, you will continue to receive your monthly bill the same as before, however, monthly bills would be based on actual usage for that month, not the estimated usage.

**Can I still pay my bills based on an Equalized Payment Plan?**

Yes.

**Can I still use a Pre-Authorized Payment Plan to pay my bills?**

Yes.

**Will my bill look the same?**

We expect the bills would look different because they would provide you with more information on your usage.

**Will the City be moving to Time of Use Rates in the future?**

There are no immediate plans for the City to change the way our rates are structured at this time.

**For more information or to provide comments, please contact:**

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