How does a Smart Meter work?

A Smart Meter simply measures the amount of electricity a customer uses. The primary difference between a Smart Meter and an older mechanical meter is that the Smart Meter can automatically and remotely transmit a customer's total electric usage to Georgia Power using a radio signal.

How does a Smart Meter send information?

To send information, Smart Meters transmit relatively low power radio signals similar to those used by cell phones, baby monitors and garage door openers.

Do I have to be at home when my Smart Meter is installed?

You do not have to be home when the Smart Meter is installed. However, Georgia Power will notify you in advance of installation so you know your meter is about to be upgraded. We just need easy access to your meter.

Will there be any interruption in my service during installation?

There is an interruption period of a few minutes during installation.

Are there any eligibility requirements to receive a Smart Meter?

No. All Georgia Power customers will receive a Smart Meter.

Is there a charge for installing a Smart Meter?

There is no additional service charge for installing a Smart Meter.

Will the Smart Meter decrease my energy bill?

The Smart Meter will not decrease the amount of your

energy bill. However, in the future, the system will allow Georgia Power to offer you detailed energy usage information and rate options so you can better manage your home's energy usage.

Can a Smart Meter track how I am using electricity?

No. A Smart Meter only gathers whole-house readings. It doesn't have the ability to monitor or control individual appliances.

Is my personal information secure?

Yes. Customer usage data is sent over a private, dedicated network. The meter information is identified by radio number only, not the customer's name or address. Usage data is stored on secure company servers and is used by the utility in the course of billing and solving customer concerns.

Is my data shared or sold to third parties?

No. Customer electric usage information is for Georgia Power's use and not sold or provided to outside parties.

Are Smart Meters safe?

Yes. The Federal Communications Commission (FCC) has adopted maximum permissible exposure (MPE) limits for radio transmitters of all types, including Smart Meters. Georgia Power Smart Meters operate at only a fraction of the safe power limits identified by the FCC guidelines for safe exposure.

How often do Smart Meters transmit data?

Smart Meters send readings on average for about one second each day.

To learn more about Smart Meters and to watch a short video that provides an overview of our program, please visit **georgiapower.com/smartmeter.**

Please email any questions you have to **smartmeter@ georgiapower.com.**

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Introducing

Smart Meter

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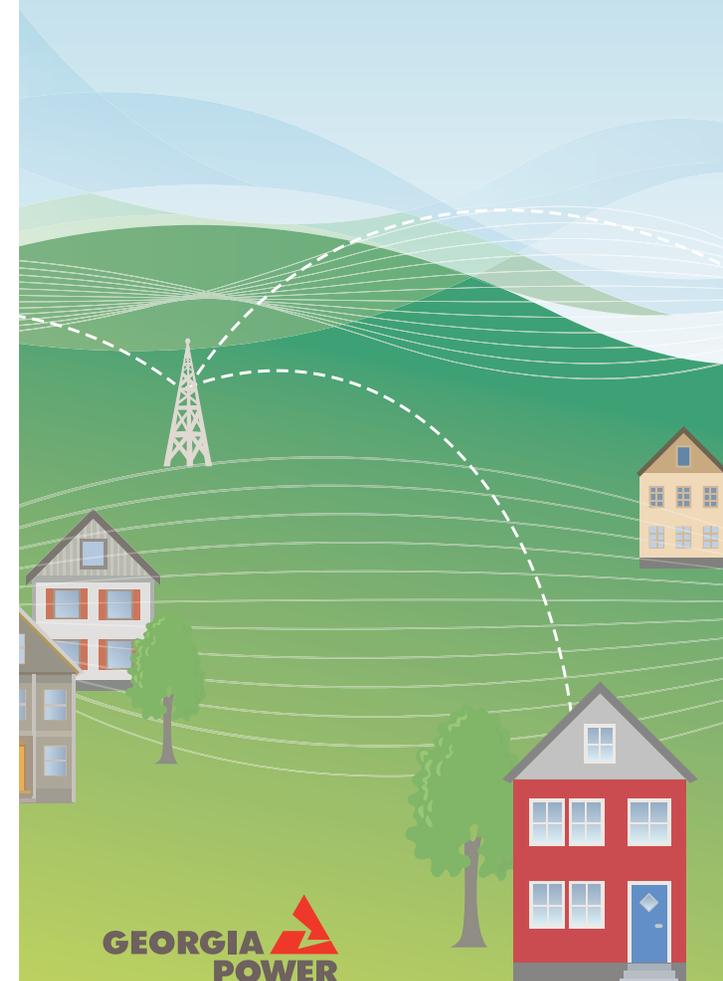
Your meter is about to get smarter.

Introducing the Georgia Power Smart Meter program – an automated electronic metering and meter communication system. The state-of-the-art technology behind the Smart Meter system will help provide all our customers with a host of new and future benefits.

During the transition to the Smart Meter program, Georgia Power customers will continue to receive the same reliable service you've come to expect from us. We will continue to accurately read your meter and correctly bill you in a timely manner. You'll only notice your meter has been changed because installation requires a momentary interruption of your electric service.

When will my new Smart Meter be installed?

Georgia Power has installed more than 2.1 million Smart Meters since 2007. Installations will continue until all customers receive a new Smart Meter, with completion anticipated by the end of 2012. For up-to-date information on the Georgia Power Smart Meter program installation, please visit **georgiapower.com/smartmeter.**

Current Smart Meter benefits include:

- Reading your meter and generating your bill without having a representative visit your property on a regular basis.

- Reducing the time needed to handle service orders, such as starting or stopping power.

- Remotely checking a meter to ensure it is working properly.

- Reducing the number of vehicles on the road, resulting in less pollution and fuel savings because in-person meter readings are not required.

- Power outage notification – In the event of a power outage in your area, Smart Meters help us better manage power restoration.

- Reducing electricity theft.

Future Smart Meter benefits include:

- Accessing energy usage information online – view your hourly and daily usage.

- Offering innovative rate options that meet your lifestyle – better manage your energy usage and control your energy bill.

With the Georgia Power Smart Meter program, the meter of the future is coming today.

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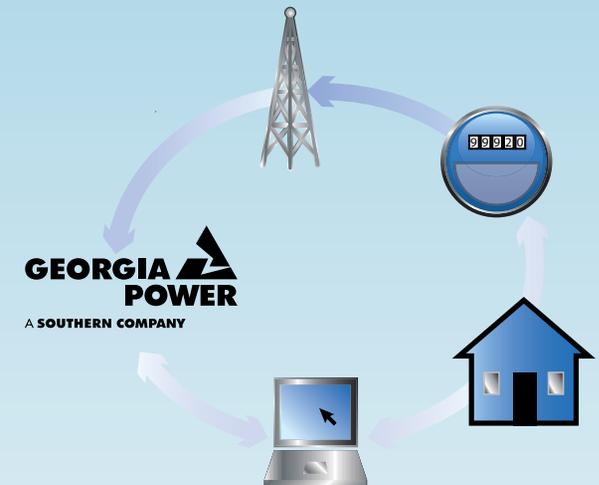
With the Smart Meter program, your electric meter will be read remotely through communication towers. In the future, a number of new customer benefits will become available, including access to online energy usage information.