Smart Meter

ACCURACY FACT SHEET

FirstEnergy's Ohio utilities – Ohio Edison, Toledo Edison and The Illuminating Company – are starting to install smart meters on customers' homes and businesses in several locations throughout our service area. This effort is part of a three year investment approved by the Public Utilities Commission of Ohio to modernize the electric distribution system in Ohio with advanced automation equipment, real-time voltage controls and the installation of 700,000 smart meters

This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages faster and more efficiently.

Plus, in the future, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use – which means you can then make informed decisions on how to manage and control your electricity consumption.

As with any new technology, you may have questions about how a smart meter works. The following FAQs discuss how smart meters accurately report your electric usage. For additional information, please visit **firstenergycorp.com/Ohiosmartmeter**.

Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.

Q. How does a smart meter work?

A. Our smart meters send readings electronically to a network of receivers that are installed on poles. Energy consumption data for utility billing purposes is collected and transmitted a few times a day using short, extremely low-power radio transmissions through a wireless network system. These electronic transmissions nearly eliminate the need for meter readers to record your meter's usage because the readings are automated.

Q. How do I know that the electricity usage information being sent to my electric company is accurate?

A. The technology systems that support smart meter systems have extensive data validation processes to protect the accuracy of your billing records. In addition, smart meters must meet rigorous requirements for accuracy, which were developed by the American National Standards Institute (ANSI). National Institute of Standards and Technology (NIST)-certified test equipment also is required to verify initial and continuing smart meter accuracy.

A recent study by an independent testing group found that 99.91 percent of smart meters were accurate within 0.5 percent.[1]

In addition, we will monitor the data transmitted from our smart meters to verify that electricity usage is within expected ranges.

Q. How do you ensure that my neighbor's data won't be confused with mine?

A. Data collected from a meter and transmitted wirelessly contains specific, unique identifiers associated with the customer's meter number and service address. These fields are validated numerous times to ensure accuracy before the data is used for billing.

For additional information about our smart meter technology, please visit our website at **firstenergycorp.com/Ohiosmartmeter**.

[1] Edison Electric Institute, "Smart Meters and Smart Meter Systems: A Metering Industry Perspective," March 2011.

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