

Myths and Facts

The following are some of the most commonly circulated myths:

Myth #1: Meters using wireless signals are a health threat.

Fact: Radio Frequency (RF) emitted by the meters is well below the limits set by Federal Communications Commission and it is below levels produced by other common household devices like cell phones, baby monitors and microwaves. In fact, these new meters emit less RF than the older ones being replaced.

Myth #2: Meters are an invasion of privacy.

Fact: These new meters **cannot** track and record individual appliance usage; the meter records whole-house usage just like your existing meter.

These new meters **do not** transmit "personally identifiable information" like account numbers, bank information or social security numbers over the network.

Myth #3: Meters will not keep my data secure.

Fact: Information sent wirelessly from the meter is secured, encrypted and includes only the meter number and the amount of energy used. Security is a top priority for GVEA and its members. GVEA **will not** provide individual customer contact information or energy use data of its members to any other person/organization.

Myth #4: Meters do not provide any consumer benefits.

Fact: These new meters will improve power outage detection and restoration efforts. Outages may be reported electronically before you have a chance to call GVEA. Members will have access to usage data via an online member portal that will go-live after all meters are installed.

Commonly asked questions:

Will this affect my monthly bill?

No. Following the meter change out, your billing statement will reflect usage from the old and new meter. The amount on your monthly bill will continue to reflect the amount of electricity consumed. If you have any questions or concerns about your bill, please contact Member Services.

How much is this going to cost?

There is no rate increase anticipated in association with this project. Upgrading equipment on our system is part of our regularly scheduled maintenance budget and Golden Valley actually anticipates a savings from increased efficiency and reduced truck rolls for meter reading and service connections of meters.

Questions?

Visit www.gvea.com/inside/gvea-projects,
or email mrp@gvea.com
or give us a call at (907) 458-5709



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Something New to help us Serve You Better



What is the Meter Replacement Project and why are we doing it?

As part of ongoing system improvements, Golden Valley Electric will be installing new meters over the next two years. GVEA's current meters were installed nearly 20 years ago. The new meters include new technology that will help GVEA operate more efficiently and improve outage restoration.

Benefits of the new meters:

Reliability

We are able to communicate with these new meters, which help us to identify and diagnose problems quickly and more efficiently, which improves our reliability.

- Faster response time to outages by pinpointing the exact location of the outage
- More precise information on outage details and restoration times
- Reduced meter repairs and calibrations – new digital meters require minimal maintenance

Efficiency

Keeping operational costs low, will help GVEA to operate more efficiently.

- With remote meter reading and reconnection, we can save time and money and reduce air pollution by having less vehicles on the road
- More information will be available about GVEA's load patterns so more efficient and effective planning can take place

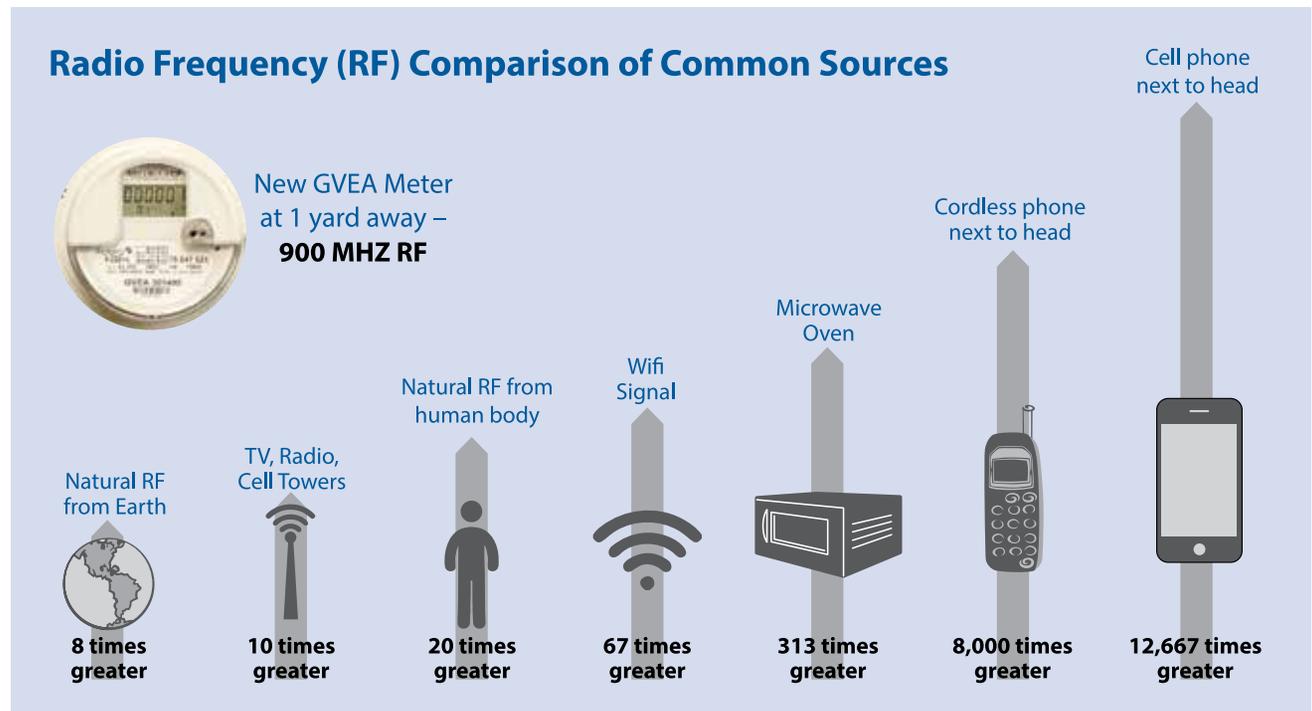
Customer service

With more detailed consumer information, we will be able to troubleshoot high-bill concerns, diagnose problems, and assist members with more efficient use of their power consumption.

- With improved technology, we will be able to provide same day service to residential and small commercial accounts
- Detection of power theft will be pinpointed
- Members will have access to usage data via an online member portal that will go-live after all meters are installed.

What to expect

- When your meter is installed, you will need to reset electronic devices, such as digital clocks
- On your next month's bill, there will be two readings: one from the old meter and one from the new meter
- To find out when we are installing the new meters in your neighborhood and for more information about the new meters, visit our website at www.gvea.com/inside/gvea-projects



*Based on the FCC average exposure standard which averages exposure over 30 minutes of usage (47CFR1.1310)

Golden Valley is committed to the safety of its members. Research conducted by the Electric Power Research Institute (EPRI), the Utilities Telecom Council and others has revealed no health impacts from digital meters. The radio frequencies emitted by digital meters falls well below the maximum recommended in federal guidelines. Contrary to some misconceptions, the new meters emit radio frequencies (RF) only when responding to a request for data from the co-op office. On a daily basis, the new meters are idle 99 percent of the time and are only transmitting 1 percent which is about 36 seconds per hour. Compare this activity to a laptop with a wireless connection, which is constantly sending and retrieving data. A digital meter equipped to send and receive data has an RF density hundreds of times less than the RF density of a cell phone – and the meters are installed on the outside of your house, not next to your ear.