

## Myth vs Fact

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*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.