ENERGY+ INC.

Smart Meters and Security
Frequently Asked Questions

Q: What is a Smart Meter and why do I need one?

A: In 2010, Energy+ Inc. (Energy+) installed Smart Meters in every home and small business within our service area. A Smart Meter is a modern electricity meter that can record how much electricity is used, and when it is used. It can transmit this information to the utility office and eliminate the need for meter readers to visit your home or office on a regular basis.

With the ability to measure when electricity is used, different prices can apply for different times. This provides our customers with a clearer picture of their electricity usage and the chance to shift some of their routines to off-peak time periods when electricity costs the least. Energy+ moved to this billing model – called "time-of-use billing" – in early 2012.

Q: I didn't give anyone permission to change the meter. Isn't it my choice whether I want to participate in the Smart Meter program?

A: The Provincial government mandated the installation of Smart Meters in order to create a "conservation culture" in Ontario. Every resident and small business in Ontario has received a Smart Meter as of 2010 and has moved to time-of-use pricing as of 2012.

In Ontario, the utility company owns the electricity meter– it is considered part of our distribution system. The Federal Electricity and Gas Inspection Act, as well as Energy+'s own Conditions of Service, require customers to provide unimpeded access to the electricity meter on their homes and businesses at all times.

Q: How much detail will Energy+ be able to see regarding my electricity consumption?

A: Our Smart Meters store electricity consumption information in hourly intervals. The consumption information we collect is for all the electricity used throughout your entire home or business, not the individual load levels of specific appliances. This means that we wouldn't be able to tell how many watts a particular item, such as your computer, is using at any given time.

Q: Will my data be used to track my daily patterns and habits?

A: No. We are simply collecting hourly data in order to bill our customers based on time-of-use.

Smart Meters do have sophisticated tampering and theft of power notification capabilities. Load data from Smart Meters and the old style electro-mechanical meters can help identify theft of power. Preventing theft has always been important because, like all businesses, everyone pays for theft of power through increased costs.

Q: Will I be able to see how much electricity I use hourly?

A: Yes. Sign up for My Account online and you can have secure online access to your electricity consumption numbers – up to the previous day's data – along with other useful information, tips and tools, through the Customer Connect service on www.energyplus.ca.

Q: How will you get the data from my Smart Meter?

A: The Smart Meter transmits your data over licensed wireless frequencies.

Q: Could someone intercept the signal and see my electricity usage data?

A: No. Ontario's electricity distribution companies are required, by law, to ensure that the Smart Meters and communication networks put in place are equipped with security features to prevent unauthorized access.

Our Smart Meter vendor is the first Advanced Metering Infrastructure (AMI) company to achieve overall cyber security certification after an extensive collaborative effort with industrial testing and certification firm Wurldtech Security Technologies.

Q: Is the distribution company free to share my data with anyone?

A: No. We are committed to protecting our customer's privacy and personal information. Energy+ Inc. is bound by the principles and terms spelled out in the *Municipal Freedom of Information Personal Protection Act* (MFIPPA) and aligned with the Federal Government's *Personal Information Protection and Electronic Documents Act* (PIPEDA) The process of when and how we share information is outlined in our customer Privacy Statement, which is available online at www.energyplus.ca

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Still have questions that we have not answered about Smart Meters and security?
Please submit your question to customercare@energyplus.ca.