

What are the benefits of an AMI Network?

Benefits to the Customer:

- Accurate real time data
- Ability to monitor and use as a resource for energy conservation
- Instant notification to Provo Power of a power failure
- Instant connect/disconnect/verification reads, etc.
- Preferred billing date
- Improve outage restoration processes
- Efficient customer service

Benefits to Provo Power:

- Updates an aging and outdated Infrastructure
- Equips the system for increasing power demand
- Decreases durations of power outages and improves restoration processes
- Real-time data and troubleshooting
- Reduces and/or delays the need for more power resources
- Reduction of operation costs
- Improve load and voltage operations
- Remote connect/disconnect/verification reads, etc.
- Efficient customer service
- Energy conservation/load control
- Future applications



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Automated Metering Infrastructure



AMI

Frequently Asked
Questions



Frequently Asked Questions

What is an AMI Network?

An AMI Network is the use of “Smart Meters” equipped with 2-way communications for the use of calculating electrical consumption. Every home and business in the City of Provo has an electrical meter for this same purpose, however installing a new state of the art smart meter enables the customer a way to track their energy consumption, and enables the utility to enhance the overall power infrastructure of the city.

Part of being able to offer reliable electrical service includes changing and utilizing state of the art technology and equipment for the benefit of the customers. Provo Power has studied and investigated an AMI Network for over 10 years. The network and capabilities offered by an AMI Network can enhance the overall customer service experience and can advance power reliability and efficiency.

Why has it taken 10 years?

Provo Power has issued 3 separate Requests for Proposals (RFP's) to vendors over the years regarding implementation of an AMI Network. When taking into consideration the costs, benefits and overall system performance, it was believed that the technology wasn't up to the standards and criteria of Provo Power in the past.

At this time, technological advances, system integration, costs, and the performance of an AMI Network have all met the standards and criteria of Provo Power. With the support of the Energy Board Members, City Administration and Municipal Council, Provo Power will be implementing and rolling out an AMI Network throughout the city over the next three years.

Is an AMI Network secure?

The AMI Network and system is built so that the communications from the meter are sent directly to the utility for billing and electrical purposes only. The City of Provo abides by the Utah State Code 5-552a to keep records confidential, and in no way can the City of Provo share or use the information of a customer except pursuant to legal affidavits or subpoenas.

The Information Technology (IT) security controls Provo Power plans to put in place for smart meters reflect energy industry best practices. They are designed to provide a very high level of assurance that our systems cannot be compromised. Provo Power considers security a top priority. We take all reasonable and necessary steps to ensure the services we provide our customers are not only high quality and easily available, but also extremely secure.

Is an AMI Network safe?

There are many concerns about the use of smart meters and if the radio frequency (RF) utilized for the communications is safe. The AMI Network utilizes radio frequency communications and fully complies with the United States Federal Communications Commission's rules for safe use.

A smart meter uses low energy RF for only about 45-60 seconds a day. A common comparison of something that uses similar RF is a cordless phone or a baby monitor – both utilizing the 900MHz band. There are many other comparisons available, including higher RF items like a Wireless Laptop, Cellphone, Infrared Remote Controls, Microwave Ovens, X-Rays, etc. The common concern of health related issues attributed to the use of a smart meter have never been proven, and on the contrary, the FDA says that available scientific evidence shows no increased health risk due to the use or exposure of RF. The findings of the FDA and other studies can be found by following the links below.

<http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm212273.htm>

http://healthvermont.gov/pubs/ph_assessments/radio_frequency_radiation_and_health_smart_meters.pdf

Will my utility charges change?

The proposed AMI Network has been planned for and budgeted for the last 8 years, so there is no added cost to the customer to have a smart meter installed.

Who's receiving smart meters?

Smart meters will be provided to all customers of Provo Power and is considered a service upgrade with no additional costs to the customer for the meter. Provo Power will offer different means of communication via social media, phone calls, door hangers, etc. a few weeks prior to your smart meter installation.

Can a customer opt-out?

It is the plan of Provo Power to offer an opt-out program, however this is still to be decided by the Municipal Council. Upon approval, if a customer chooses to opt-out of having a smart meter installed, a monthly fee will be charged in addition to the utility bill to pay for an employee and equipment needed to read the meter every month.

Will smart meters give the utility control over my electric usage?

No. The smart grid is about giving customers—not the utility company—control over their power bills. Plus, state law (Utah State Code 5-552a) rules that the utility, their contractors or agents, and any third party cannot sell a customer's personal information, such as name, address, telephone number, and data about electricity usage.