

Smart Meters: A New Way to View Electricity

Frequently Asked Questions

What is a smart meter?

A smart meter is a digital electric meter. It collects usage information every 30 minutes and sends that information to ComEd through a secure telecommunications connection.

What is the difference between a smart meter and a Smart Grid?

A smart meter is a building block for a Smart Grid system. A Smart Grid system delivers electricity to customers integrating digital technology. Communities across the country are evaluating Smart Grid technologies as a means of modernizing electrical systems, reducing costs, saving energy, protecting the environment, increasing reliability and providing customers with more timely usage and cost information.

Where will smart meters be installed?

ComEd is installing smart meters in nine towns serviced by its Maywood operating center and the Humboldt Park area in Chicago. These areas were selected because they are representative of the entire ComEd service territory.

When will the new smart meters be installed?

ComEd plans to install the meters between November 2009 and May 2010.

How will the meters be installed?

Uniformed ComEd employees will install the smart meter. Installation time averages 5 – 10 minutes. The installation will briefly interrupt your service.

What do I need to do?

Ensure ComEd has access to the meter by eliminating obstacles such as locked gates, dogs, etc. If the meter is outdoors, we do not need to enter your home or business and you do not need to be present.

Why is the meter change happening now?

In October 2009, the Illinois Commerce Commission approved ComEd's proposal to install smart meters in part of its service territory. The goal is to evaluate the benefits of smart meters and related Smart Grid technologies.

Will the smart meter cost more?

Costs of the pilot are to be shared, and all ComEd customers will see a small charge on their bills starting in the first quarter of 2010.

Where can I find additional information?

If you have questions about smart meters or this installation visit ComEd.com/smartmeter, or call 1-800-Edison1.

or

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