

ADVANCED GRID AND SMART METER FAQS

INFORMATION SHEET



What is a smart meter?

A smart meter is an electrical device that measures the electricity consumption of a home or building. It allows for two-way communication between your electric meter and Xcel Energy and can help customers better understand how energy is being used and identify specific, measurable actions to make energy-saving improvements to their home or business. Smart meters can also provide quicker notifications when service is out and more accurate information on when power will be restored.

Learn more about [Advanced Grid and Smart Meters](#).

What is the advanced grid?

The next generation of our energy grid — the advanced grid — will give you more of what you expect from Xcel Energy — clean, reliable energy, and new ways to save money. New tools and technology will provide access to useful information for you about your household energy use. The advanced grid uses new technologies to deliver cleaner, more reliable energy, more ways to save money, and a better customer experience.

Visit our [Advanced Grid and Smart Meters](#) page to learn more.

How will a smart meter benefit me?

Smart meters will enhance the service we deliver to you and provide you with access to detailed energy usage information and pricing plans that can maximize your savings. New tools will help you better understand how energy is being used, manage your bill to save money, and identify specific, measurable actions to make energy-saving improvements to your home or business.

Your smart meter will work with My Account and the Xcel Energy app. Log in to see your detailed energy usage as well as tips and additional information to help you meet your energy goals.

Will I be notified before and/or after my smart meter is installed?

We will install your new meter sometime between 2021 and 2024. We'll inform you of your estimated installation month about 90 days ahead of time and remind you when we get closer. Once your smart meter is installed, you'll be equipped with a variety of information to learn more about how to take advantage of the benefits of your smart meter.

What will it cost me to receive a smart meter?

There is no direct cost to you. Installers from Xcel Energy or our authorized contractor will never request or accept any payment.

Will my smart meter affect my current electricity rate?

Your smart meter will not affect your current pricing plan. If you are not already on a Time of Use pricing plan, you will be transitioned to a new Time of Use pricing plan at a future date. Visit xcelenergy.com/TOUPricing for more information about how this might affect you.

ADVANCED GRID AND SMART METER FAQs

Where will my smart meter be installed?

The smart meter will be installed in the same location as your existing meter.

Will my power be interrupted during my smart meter installation?

Some customers may experience a brief power interruption. We apologize for any inconvenience. Our installers will knock on your door to let you know, but you don't need to be home if we can safely access your meter. Please make sure there is nothing preventing access to your meter like locked gates or doors, dogs, or lawn furniture.

Will Xcel Energy now have more control over my energy use with the smart meter?

No. Smart meters, like current meters, only read energy use — they cannot control appliances or other items in your home.

Will the smart meter compromise my personal security or privacy?

No. Protecting your data is extremely important to us. Energy use data is securely transferred electronically from the smart meter, eliminating the need for manual meter reading or estimates, which also helps reduce cost.

The information collected from all our meters (and any personal information you provide us) is used only for purposes directly related to providing you with energy service. We do not sell or otherwise disclose information about you except to our vendors that perform services on our behalf, to comply with legal requirements, or with your consent. For more details, you can review the [Xcel Energy Privacy Policy](#) on XcelEnergy.com.

Are smart meters safe?

Yes, smart meters are safe. They communicate using radio frequency (RF) signals that emit the same type of low-energy radiation that most of us are exposed to every day from WiFi, Bluetooth, and airport body scanners. This level of radio frequency is approved by the [Federal Communications Commission \(external link\)](#). Smart meters transmit radio frequency energy for only a few minutes each day and that energy is weakened by walls and other surrounding materials.

No evidence has been found of smart meters causing health issues. According to the [American Cancer Society \(external link\)](#), radio frequency radiation does not cause cancer by damaging DNA, and RF radiation does not have enough energy to remove charged particles, such as electrons, and therefore is too weak to damage DNA or cause health complications.

Learn more about RF signals on our [fact sheet \(PDF\)](#).

If I have a medical condition, will my smart meter installation impact any equipment in my home?

Customers with a medical exemption will still get a smart meter. You can email us at inquire@xcelenergy.com or call us at 800-895-4999 with questions.

How will the smart meter interact with my thermostat?

Your smart meter will interact the same as your current meter. We do not currently have plans to share information between the meter and a smart thermostat, so your smart meter will not communicate directly with your thermostat.

If you are an AC Rewards/Saver's Switch® customer, your smart meter will not affect these programs. You will, however, be able to see more information about your energy usage in My Account or the Xcel Energy mobile app.

ADVANCED GRID AND SMART METER FAQS

I'm a solar customer. How will I be affected?

Energy produced during a tier will be credited at that tier's rate. Solar customers may see high production credits because the higher cost during On-Peak hours will coincide with high production sun hours. To learn more visit xcelenergy.com/SmartMeter, email us at inquire@xcelenergy.com, or call us at 800-895-4999.

Can I opt out of my smart meter or choose to not to have a new meter installed?

In order to formally opt-out of a smart meter for a non-communicating, fee-based meter, you will need to call 800-895-4999 to schedule your meter exchange. If you do not officially opt-out of the smart meter exchange, we will exchange your existing meter to a smart meter.

How can I tell if my meter is a smart meter?

If your meter is a smart meter, the Meter Model number will be either be I2Y210 or D2Y210 in the lower center area of the meter.

If I need help after my smart meter is installed, who can assist me?

If you need assistance after your smart meter is installed, visit xcelenergy.com/SmartMeter or email us at inquire@xcelenergy.com to learn more about your smart meter.

