ADVANCED GRID AND SMART METERS

INFORMATION SHEET
COLORADO

Xcel Energy®

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 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.

Can I opt out of my smart meter?

Residential customers and many small commercial customers have the option to opt out of receiving a smart meter. Customers who opt out will still receive a new meter, but it will be a non-communicating meter. Because non-communicating meters need to be read in the field, there is a monthly meter reading fee for customers who choose a non-communicating meter.

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With a non-communicating meter, the energy use data you will be able to see in My Account will be limited, compared to what you would receive with a smart meter. You will not have the ability to access real-time energy information and insights and will not be able to receive high usage-related alerts. You will also not be able to see a breakdown of energy consumption by appliance, when that tool becomes available to customers with smart meters. You will also have limited access to energy and bill management tools. Visit **xcelenergy.com/SmartMeter**. Residential customers can also call **800-895-4999.** Business customers can call **800-481-4700**.

Can I keep my existing meter?

No. All customers' electric meters will be replaced in the next several years. Customers will receive a smart meter, or, if you opt out of a smart meter, you will receive a new, non-communicating meter.

What is a non-communicating meter?

A non-communicating meter is a meter that measures your electric use in time-based increments, but unlike a smart meter, that information is not transmitted wirelessly to Xcel Energy. That means that an Xcel Energy employee must manually read your meter each month, for which there is a monthly meter-reading fee added to your bill. Your energy use data will still be available in My Account, however, it will only be updated monthly, unlike with a smart meter, which updates the data available to you every four hours. With a non-communicating meter, you will also not be able to receive high usage-related alerts, and will not be able to see a breakdown of energy consumption by appliance, when that tool becomes available to customers with smart meters. You will also have limited access to energy and bill management tools.

Will my smart meter affect my current electricity rate?

Your smart meter will not affect your current pricing plan. All Colorado residential customers will transition to Time of Use rates over a three-year period beginning in 2022. Once you have a smart meter (or a non-communicating meter if you have opted out of receiving a smart meter) you will roll onto the Time of Use rate several months later. You'll receive more information before you transition to the new rate. To learn more about the transition to Time of Use rates, view our **FAQ on Time of Use rates**.

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 they are there, but you don't need to be present 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 or business.

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Will Xcel Energy use smart meters to shut off my appliances when demand is high?
No. Xcel Energy does not have the ability to shut off your appliances. However, the company has for many years had optional programs customers can sign up for to receive incentives for managing air conditioner use at peak times, and those programs will continue to be available.

Will you use smart meters to complete controlled outages?
No. Xcel Energy will not use smart meters to conduct outages.

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.

Do smart meters communicate personal information, other than energy consumption?
No. Smart meters do not communicate personal information to Xcel Energy.

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 in 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 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.

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What do the scrolling numbers mean on my smart meter display?

Your smart meter's display will look different from the display on your previous meter. Your new smart meter has a digital display that cycles through meter information. Many of these items do not affect your bill. The easiest and best way to track your electric usage is through My Account. Visit xcelenergy.com, log into My Account and click on My Energy to view your daily usage, get energy conservation tips, and earn points for completing simple energy-related tasks. To learn more information about the smart meter scrolling displays, view our **Smart Meter Screen FAQ**.

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

Solar customers are expected to receive their smart meters in 2023 and be switched to the Time of Use rate. Customers will be notified 30 days before transition to the Time of Use rate and will receive a welcome kit about the rate. To learn more information about the Solar with Time of Use rates, view our **Solar FAQ**. Visit **xcelenergy.com/SmartMeter**. Residential customers can also call **800-895-4999**. Business customers can call **800-481-4700**.

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

If your meter is a smart meter, the Meter Model number located in the lower center area of the meter will start with I2Y or D2Y.

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**. Residential customers can also call **800-895-4999**. Business customers can call **800-481-4700**.

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