

# MUNICIPALITY OF THE COUNTY OF INVERNESS

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## OUR SMART METER PROJECT

AUGUST 6, 2020

# GOVERNMENT RELATIONS

The Nova Scotia Power Government Relations Team provides elected officials with a dedicated contact to support you in serving constituents



## COMMUNICATION & KEY MESSAGES

- Projects & initiatives
- Weather events & power outages
- Updates in service delivery



## [GOV@NSPOWER.CA](mailto:GOV@NSPOWER.CA) / 902-428-6352

- General inquiries & requests
- Field work updates
- Tree trimming
- Payment arrangements



For general service requests call our Customer Care Centre at 1-800-428-6230 and for 24/7 Outage Emergencies 1-877-428-6004

# SMART METERS: CONTEXT MATTERS

Customers want:

- Stable rates
- Reliability
- Clean energy

*Smart meters are key to achieving these objectives: helping to modernize Nova Scotia's power grid*



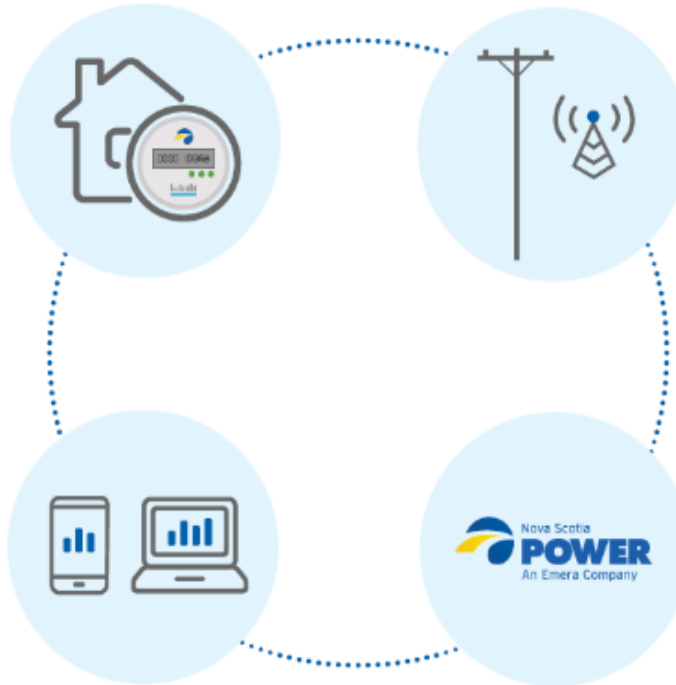
# WHAT IS A SMART METER?

- Smart meters incorporate sophisticated technology that communicates electricity usage via a safe, secure connection to Nova Scotia Power
- More than 70% of Canadian homes and businesses already have smart meters



# THE SMART METER NETWORK

Smart meters record your energy usage data.



Your energy usage is sent over a secure wireless network.

You will have access to daily information on your energy usage, helping you make more informed decisions and manage your electricity costs.

Energy usage is used to generate bills.

# BENEFITS: SMART METER TECHNOLOGY

IN 2021, CUSTOMERS WILL BEGIN ENJOYING THE  
FOLLOWING BENEFITS:



## INFORMATION IS POWER

Access to daily information on energy usage and notifications, help you make more informed decisions and manage electricity costs.



## ENHANCED SERVICE

Connecting or disconnecting electricity will be easier and faster with no on-site appointment required.



## QUICKER RESPONSE

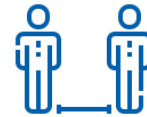
Smart meters will notify us when your power goes out, helping us respond more quickly.



# SAFETY FIRST

Nothing is more important than the health and safety of our customers, employees, contractors and the communities in which we operate:

- We suspended smart meter upgrades due to emerging pandemic conditions and restrictions – this pause gave us time to review and refine safety protocols
- Our technicians understand the protocols they must follow to keep themselves, and our customers, safe
- We have the PPE and the training in place to complete the upgrades safely



- Approximately 140,000 meters safely upgraded (approximately 27%)
- Work in Cape Breton began July 27



# THE FACTS



Smart meters are safe, accurate, secure, and highly regulated:

- Health Canada
- Measurement Canada
- Underwriters Laboratories



Smart meters enable faster, more effective service; help keep rates stable



There is no charge



The data is encrypted



Grid modernization = lower rates & cleaner environment



# COMMUNICATIONS

- Customers notified in advance
  - mail, bill inserts, automated telephone calls, website
  - news releases, community outreach
  - day of the upgrade, technician will explain how the work will be performed
- The upgrade is quick and easy; 15 minutes to complete
- Opt out option is available (1.73% of customers have confirmed their choice to retain non-standard service)
  - No benefits
  - Estimated fee, set by UARB, to cover cost of retaining non-standard service

Ensure customers have the information they need to make informed decisions about smart meters and understand the benefits this technology will provide

**CREATING A SMARTER ENERGY FUTURE FOR NOVA SCOTIA.**

We're modernizing Nova Scotia's electricity grid to provide customers with more convenience, reliability, and control. The first step is upgrading current meters to smart meters – work that will begin in late 2019 and continue through early 2021. Over the next 20 years, our latest supporting technology will reduce system, helping us keep rates stable.

**WHAT IS A SMART METER?**

Smart meters are the new standard for approximately 70% of Canadian households. They look a lot like your current meter, but they're smart. Sophisticated digital technology allows them to communicate with Nova Scotia Power's private communication network – so you can receive information on your electricity usage more efficiently and provide information on your electricity usage.

**WHEN SMART TECHNOLOGY IS TURNED ON IN 2021, YOU WILL BEGIN ENJOYING THE FOLLOWING BENEFITS:**

- INFORMATION IS POWER**  
Access to daily information on your energy usage and notifications, helping you to make more informed decisions and manage your electricity costs.
- ENHANCED SERVICE**  
Connecting or disconnecting your electricity will be easier and faster with no service appointment required.
- QUICKER RESPONSE**  
Smart meters will notify us when your power goes out, helping us respond quicker in the event of an outage.

For more information on the meter upgrade starting later this fall, visit [nspower.ca/smartmeters](http://nspower.ca/smartmeters) or call our Customer Care Centre at 1-800-428-6230.

We will notify you in advance of making upgrades in your community.

