

Item 10.3.2

HRM COMMUNITY PLANNING AND ECONOMIC DEVELOPMENT STANDING COMMITTEE

SMART METER PROJECT

PRESENTED BY:

STEVE POTHIER, DIRECTOR SMART METER PROJECT

APRIL 15, 2021

GOVERNMENT RELATIONS

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



COMMUNICATION & KEY MESSAGES

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



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

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.

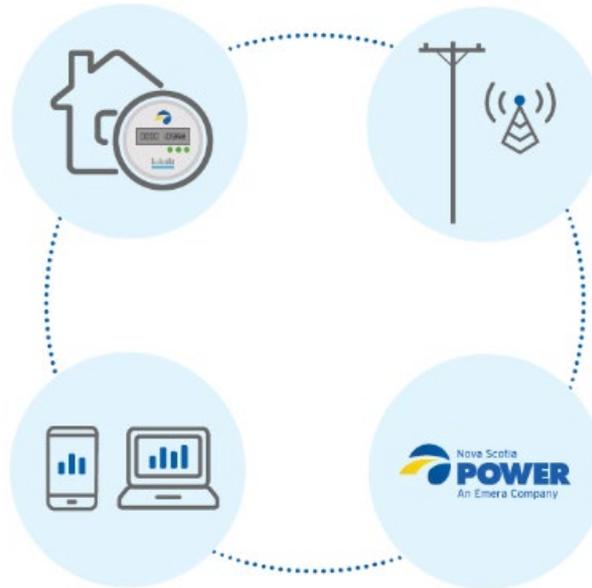
Over the next 20 years, upgrading to smart meters and supporting technology will reduce costs in the electrical system by approximately **\$38 million** helping us keep rates stable for customers.



THE SMART METER UPGRADE PROJECT

Nova Scotia Power is investing in smart technology to modernize Nova Scotia's electricity grid.

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.

TRIBUS SERVICES

- Tribus Services is Nova Scotia Power's authorized contractor for the smart meter upgrade.
- They have two warehouses – one in Dartmouth and one in New Glasgow.
- Technicians are driving co-branded vehicles, wearing job specific personal protective equipment, and carrying identification



SAFETY FIRST

- Nothing is more important than the health and safety of our customers, employees and contractors.
- Technicians are following safety protocols that comply with guidelines established by the Nova Scotia Chief Medical Officer of Health.
- Wearing cloth masks, safety glasses and gloves when interacting with the public.
- Maintaining physical distance and keeping interactions with the public brief.
- Using disinfectant to wipe high touch areas



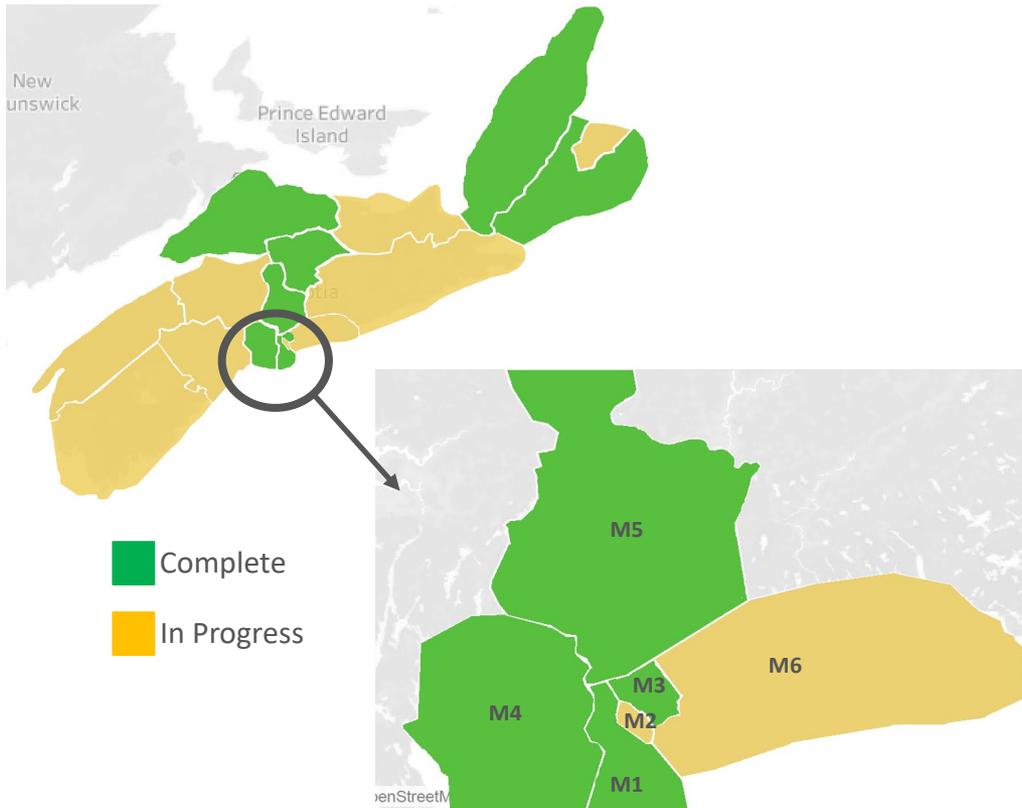
OUR CUSTOMERS

- It is important that customers have factual information about smart meters, the long-term benefits and what to expect during their meter upgrade.
- Customers are notified in advance of the upgrade by mail, bill inserts, automated telephone calls, email, website, local news releases, community outreach.
- There is an opt out option available for a monthly fee for customers who wish to select a non-standard meter service. Approximately 16,345 (3.2%) of customers have opted out.



SMART METER ROLL-OUT

We are upgrading approximately 500,000 meters across the province. The work began in 2019 and will be complete later this year. To date, more than 375,000 meters have been safely upgraded.

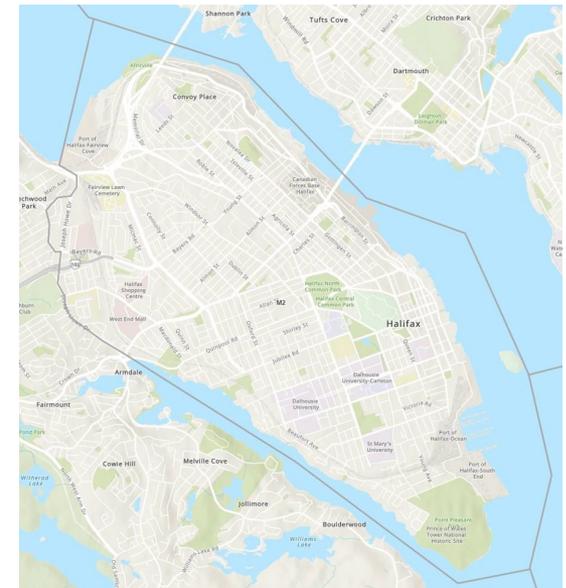


- Complete
- In Progress

- M1: Clayton Park, Fairview, Spryfield
- M2: Halifax Peninsula
- M3: Downtown Dartmouth, Burnside
- M4: Halifax, St Margarets Bay, Tantallon, Hammonds Plains
- M5: Bedford, Sackville, East Hants
- M6: Dartmouth, Porters Lake, Lake Echo

Upgrades on the Halifax Peninsula (M2), our last sector to begin upgrading, started on April 6.

The Metro sectors (1.7%) and the Peninsula in particular (0.3%) have the lowest opt out rates in the province.



BENEFITS: SMART METER TECHNOLOGY

SOME CUSTOMERS WILL START TAKING ADVANTAGE OF SMART METER BENEFITS LATER IN 2021 WHEN THE SMART METER NETWORK IS COMPLETE

View Your Daily Usage

Access your daily energy use information through your online My Account to give you more insight into how and when you use electricity to better manage costs.

Set Notifications

Set-up personal energy use and billing notifications to help you control costs.

Improved Response

Smart meters help us understand when and where outages happen, allowing for a faster, more efficient response.

Faster Connection

Connecting and disconnecting electricity can be faster and easier with on-site appointments not always being required.

Remote Meter Reading

In most cases, property visits will not be required to read meters and there will be fewer estimated bills due to meter access issues.

Billing Support

Our customer care team can review your daily energy use with you and help resolve billing issues more efficiently.

KNOW THE FACTS ABOUT SMART METERS

SAFETY IS ALWAYS OUR TOP PRIORITY

- ✓ We are installing the OpenWay *Riva* CENTRON meter.
- ✓ Our supplier has installed more than 80 million CENTRON meters in North America without any safety issues.
- ✓ Our meters meet or exceed all regulations that protect the health and safety of customers (Health Canada, Measurement Canada, Underwriters Laboratories).

YOUR HEALTH IS NOT AT RISK

- ✓ Our smart meters adhere to Health Canada's Safety Code 6, sets safe exposure limits for radiofrequency emissions.
- ✓ In third-party testing conducted in October of 2020, a single smart meter tested at 100x less than the safe exposure limit set by Health Canada.
- ✓ A smart phone tested at 6x less than the limit and a microwave at 4x less.

DO NOT INCREASE YOUR BILLS

- ✓ Smart meters measure consumption but do not affect energy use.
- ✓ Similar to analogue and digital meters, smart meters are regulated by Measurement Canada and undergo rigorous and regular quality testing to ensure power consumption calculations are accurate.
- ✓ Energy use, time at home, the weather and days between readings are factors that can increase bills.

YOUR INFORMATION IS SECURE

- ✓ Smart meters transmit energy use information only - no personal information.
- ✓ Information is encrypted and sent over a private and secure wireless network to our data centre.
- ✓ Our meters adhere to the National Institute of Standards and Technology (NIST) Interagency Report 7628 that sets guidelines for smart grid cybersecurity.