

SMARTGRID

Emera Maine's Smart Grid enhancements are part of a larger investment to improve America's electrical system. Automated meters are an important part of the Smart Grid.

Emera Maine's automated metering technology is hard-wired into the electrical grid. The meters collect, store, and transmit electricity consumption in daily, hourly, or 15-minute increments.

Nearly 97 percent of Emera Maine's Bangor Hydro Division customers have had these automated meters installed since 2005. Chances are there is an automated meter on your home right now!



YOUR QUESTIONS ANSWERED

Does my meter use wireless signals?

No. Emera Maine's meters contain special modules which quickly, safely and securely send data over the existing power lines to our substations, then back to our office using telephone lines. (See diagram on reverse)

Is my information secure?

Yes! Our advanced meter reading system is secure by design. The meters respond only when polled from our office, and do not push information onto the grid on their own. An attempt by an outside party to access the data would require tapping in to the power grid, which is difficult, dangerous, and costly.

On an ongoing basis, Emera Maine proactively monitors all of its systems to ensure that customer data and the electrical grid are as secure as possible.

What is the data used for?

The collected data is used to improve service to you including faster outage restoration, reductions in estimated billing, and daily meter reading information, accessible on our website to help you make more informed usage decisions.

Is my privacy protected?

Absolutely! Emera Maine does not monitor or control individual usage or devices within a customer's home. In short, our reach extends only to the meter on the side of your home or business where we collect overall usage information. No personal or identifying information is stored with the usage data. In accordance with the MPUC's Consumer Protection Standards, Emera Maine does not share customer information with outside parties.

Emera Maine's Bangor Hydro District Customers can access their own usage information through a secure web portal. This information can help you recognize patterns in electricity consumption and assist in you making changes to your household, putting you in control of your electricity usage.

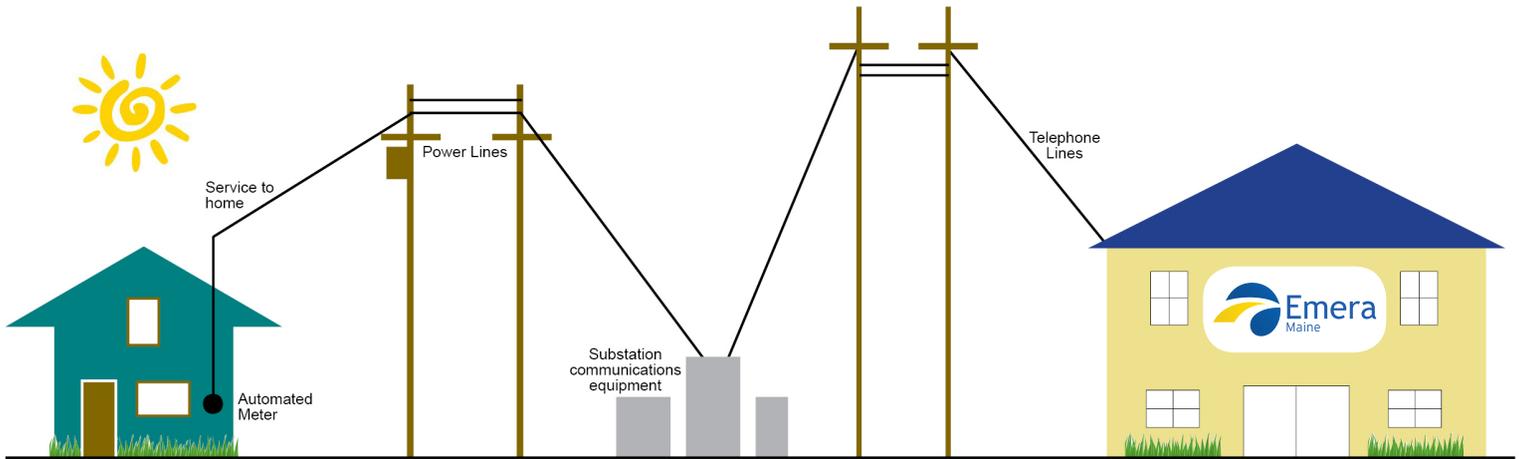


[Additional info on reverse...](#)

Safety, Security & Privacy ... at Every Step

It's important that our customers know how safe and reliable our Smart Grid system is, as well as the step-by-step process by which automated meters work:

- 1. Step 1** – An automated meter records the electricity used in your home or business.
- 2. Step 2** – When requested, the meter transmits data via the power lines to a nearby distribution substation.
- 3. Step 3** – From the substation communications equipment data is sent via telephone lines to Emera Maine.
- 4. Step 4** – The information is stored in a secure database and made available on our website, allowing you to see your electricity consumption patterns.



P.O. Box 932 • Bangor, ME 04402-0932
(207) 973-2000 • 1-855-EMERA11 (363-7211)
www.emeramaine.com

To learn more about Smart Grid, automated meters,
and daily meter readings, visit our website at
www.emeramaine.com

You may also contact our Customer Service Center
at (207) 973-2000 • 1-855-EMERA11 (363-7211)