

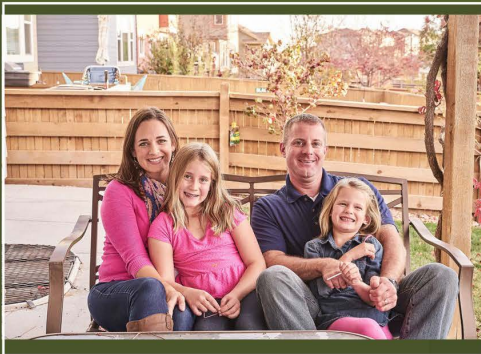
Are advanced meters safe?

Electrical meters and communication networks are certified to federal standards for safe and secure operation. Advanced meters are electrical devices with communication capabilities, and as such they emit energy. These emissions are well below the limits set for safe operation and in fact are well below the emissions for many common household devices such as mobile phones, microwave ovens and internet routers.



How will new technology improve our energy future?

Polk-Burnett wants to ensure a reliable and affordable supply of electricity for all members. As new technology is deployed, it will help the co-op balance new energy demands while managing energy costs. It will also help members more easily find ways to improve energy efficiency without impacting quality of life. In the end, the benefits of new technology will help ensure affordable and eco-friendly energy is part of our future.



Member Benefits of Advanced Metering

The benefits of updating our electric grid are widespread. Polk-Burnett will be able to improve reliability and member service. Automation will also help members by providing the information and tools that will make energy efficiency easier.

Advanced meters will help POLK-BURNETT ELECTRIC COOPERATIVE continue to provide affordable energy and reliable service, while providing these improvements:

- Reduced outage time
- Real-time energy information
- Better power quality and reliability
- Automatic outage notification
- Improved safety and service

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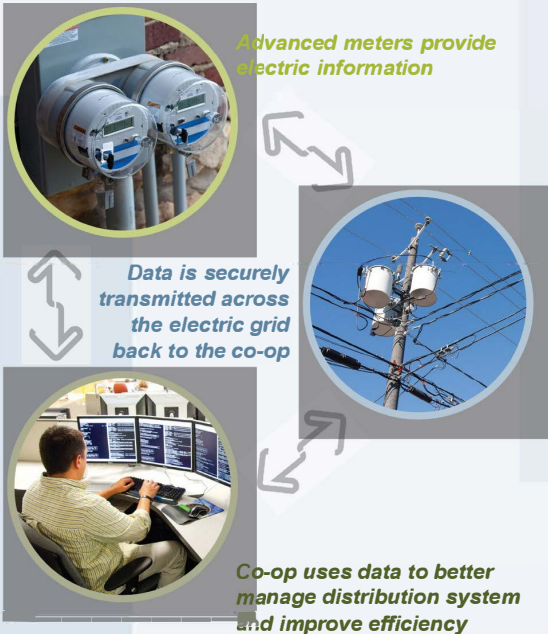
2021-2022 Meter Upgrade For Better Reliability And Service



An Electric System for Our Future Needs

Our nation's electric system has remained largely unchanged for decades. While it has served us well, it is running up against limitations. Modernizing equipment and communication capabilities is essential to maintaining the service members expect. We are making the grid smarter to provide better reliability, service and efficiency.

We are investing in necessary new equipment, including advanced meters. These meters transmit and receive data securely between members and our office; allowing us to better manage energy use and keep costs down.



Frequently Asked Meter Questions

Q. What is advance metering and why is it important?

A. Advanced meters are modern, digital meters that can do more than just measure energy use. They are capable of providing a variety of electrical information to help the co-op provide power more reliably and more efficiently.

Q. How do advanced meters communicate?

A. Meters communicate using a variety of methods; two common modes are with Power Line Carrier (PLC) and Radio Frequency (RF) networks.

Advanced metering is comprised of three vital key elements: advanced meters, communication networks and data management systems. An advanced meter measures the number of kilowatts used every hour, the voltage level, any interruptions in service and other useful power data. The meter then transmits this information to the co-op office over an electric communications network. The two-way network allows us to offer flexible billing plans, off-peak incentives and improved member service.

Q. Is the information transmitted secure?

A. Yes, utilities are subject to standards developed by the National Institute of Standards and Technology and North American Electric Reliability Corporation (NERC) designed to ensure security of utility networks. The utility industry has extensive experience in maintaining cyber security of the information systems needed to operate the grid, including advanced meters. Protection begins at the meter itself, where meter technology defends against hacking and information is encoded whenever your data is transmitted. Member data privacy and security continues to be a top priority for us.

