

Myths vs. Facts: The Truth about Smart Water Meters

Myth No. 1

Smart meters are less accurate than analog meters.

Truth: Smart meters are rigorously tested for accuracy before they leave the manufacturer.

Truth: The city is installing the Neptune MACH 10 Ultrasonic Meter with extended low-flow accuracy, which captures virtually all customer consumption.

Myth No. 2

Smart meters are a health threat because they use wireless signals.

Truth: In-depth review of scientific literature reveals that the small amount of radio frequency (RF) energy produced by smart meters is not harmful to human health.

Truth: The RF emitted by smart meters is well below levels produced by common household devices like cell phones and microwaves. You would have to be exposed to a smart meter for 375 years to receive the same RF exposure as 15-minutes of daily cell phone use for a year.

Truth: No credible evidence shows any threat to human health from RF emissions at or below the exposure limits developed by the FCC. With over 25,000 articles published on the topic over the last 30 years, scientific knowledge regarding this area is more extensive than for most chemicals.

Myth No. 3

Smart meters will not keep my data secure.

Truth: The water utility industry provides the same advanced security and encryption technology to safeguard customer data as the banking and credit card industries.

Truth: Neptune Technology Group Inc. (manufacturer) provides numerous reports on system security, please go to: <https://www.neptunetg.com/globalassets/products/literature/20-004280-wp-leading-edge-security-for-amr-ami-systems-02.20.pdf>.

Myth No. 4

Smart meters are hazardous, increasing the risk of fire and explosion.

Truth: Companies that manufacture smart meters produce certifiably safe and reliable equipment.

Truth: Smart meters are only installed and uninstalled by certified professionals.

Myth No. 5

Smart meters are an invasion of privacy.

Truth: Smart meters measure how much water you use, not how you use it. Smart meters cannot tell if the water used is from your shower, sink, dishwasher, or toilet.

Truth: The City of Jenks keeps your data private and secure, and follows all laws that regulate the use of personal information.

Myth No. 6

Smart meters do not provide any consumer benefits.

Truth: Smart meters provide accurate, detailed usage data that pinpoint customer issues like leaks – often before the customer even knows – allowing the city to proactively address the issue.

Truth: Smart meters capture meter readings electronically, virtually eliminating read errors.