

Smart Meters: Myth vs Fact

A clear guide to the truth
about smart meters



Myth #1:

A smart meter will make my bill go up.

Fact: A smart meter does not change the amount of energy you use or the rate you pay. It simply measures your usage accurately, as smart meters are more advanced versions of the meters you already have. Their job is only to record your energy use and automatically send readings, helping ensure your bills are based on actual usage and provide you with your energy data in near realtime.

If your meter is installed during the winter or summer, you may be using more energy to heat or cool your home. That increased usage happens with or without a smart meter.



Myth #2:

Smart meters are unsafe because of radio frequency (RF) emissions.

Fact: Smart meters emit far less RF than everyday household devices such as cell phones, Wi-Fi routers, laptop computers, baby monitors, and even a TV remote. RF exposure from smart meters is well below Federal Communications Commission (FCC) limits, and scientific evidence shows no credible threat to human health at these extremely low levels.



Myth #3:

Smart meters invade my privacy.

Fact: Smart meters only record energy usage, not personal activity. Your data is safeguarded using advanced encryption and cybersecurity protocols. National Grid prioritizes customer privacy and undergoes regular audits to ensure ongoing privacy protection. A smart meter accurately records your energy usage and securely sends that information to National Grid, giving you clearer insight into how and when you use electricity. You remain fully in charge of your energy use at all times.



Myth #4:

Smart meters aren't reliable.

Fact: Smart meters have been in operation in the United States since 2006. As of 2022, U.S. electric utilities had about 119 million smart meter installations, equal to about 72% of total electric meter installations.* Multiple audits by independent consultants for Public Utilities Commissions have shown these meters to be safe, reliable and dependable. Smart meters undergo multiple accuracy tests, both in the factory and again by National Grid before installation. They must meet or exceed the standards set by the American National Standards Institute (ANSI).

*Source: U.S. Energy Information Administration.



Myth #5:

Smart meters aren't helpful to customers.

Fact: Smart meters provide more precise outage detection to National Grid, so we can rapidly respond with restoration efforts in the event of a power outage. They also give customers near real-time insight into their energy use, helping them better understand their habits and make informed choices about how and when they use energy.



Learn more at
ngrid.com/smartmeter