

What is Atlantic City Electric's Smart Energy Network?

Our Smart Energy Network will upgrade all existing traditional electric meters with smart meters that can securely communicate with our central operations facility, providing more detailed information about energy service. We are also upgrading the local energy grid to create smart energy infrastructure that can automatically respond and alert us to potential issues. This initiative will enhance reliability, provide for better customer service and further advance a clean energy future for New Jersey. Construction of the Smart Energy Network is now underway.

What is a smart meter?

A smart meter, sometimes referred to as an automated meter or AMI, is an electronic meter with technology that records daily energy use to help customers take better control of their energy use. Smart meters can also securely communicate with our central operations facility, providing real-time information about energy service. They also will enable new services, tools and programs that will help customers save money and energy, enhance reliability, provide for improved bill management tools, and allow for better integration of new clean energy technologies such as clean electric transportation, solar and battery storage.

What are the benefits of the Smart Energy Network?

Benefits of the proposed Smart Energy Network include:

- Enhanced reliability with faster and more efficient power restoration efforts for customer homes and businesses following more frequent severe weather events driven by climate change.
- Improved bill management tools and new online features that will enable customers to view their daily and hourly energy usage trends to help save money and use energy more efficiently.
- Better customer experience through upgraded technology improving energy usage reading and billing operations, and nearly eliminating the need for estimated billing.
- Better integration of new clean energy technologies, including solar, battery storage and transportation.

How will the Smart Energy Network help me save money?

Once the Smart Energy Network is complete, customers will be able to use new tools and features available on the Atlantic City Electric app and My Account to monitor their energy use in ways that they couldn't before and be able to take action to save money and energy. For example, you'll be able to:

- See when you and your family use the most electricity during the day.
- Receive high bill alerts when your electricity use reaches a selected level so you can manage your energy use.
- Check your bill to-date at any point to help you stay on budget each month.
- Participate in potential future programs that could offer new ways to save money and energy.

When will customers receive a smart meter?

We have begun installing smart meters as part of our routine meter installation and began expanding to include our larger customers in spring 2022. We will begin a broader installation, including our residential customers, in fall of 2022. We expect to have all smart meters installed by the fall of 2024. Customers will receive several notices prior to their meter upgrade as well as when the upgrade has been completed. Some customers have already received a smart meter as part of routine meter replacements.



What will a customer experience on the day-of their meter upgrade?

On the day-of your meter upgrade, a representative from our meter upgrade contractor, CCI, will knock on your door to let you know your upgrade is about to take place. The entire upgrade will take approximately 30 minutes. During this time, you may experience a brief service outage lasting no more than a few minutes. If your meter is easily accessible, you do not need to be home. It's also important to note that we will not be moving your meter as part of this upgrade. Upon completion, we will leave a doorhanger at the premise to notify you that the work has been completed – or, if the work could not be completed, providing a number you can call to schedule your meter upgrade.

What if my meter is in a hard-to-reach area?

If your meter is located in your basement, within a gated yard or other hard to access location, please contact us at 866-524-2982. If we are unable to complete the upgrade on the initial attempt, we will contact you to set up an appointment at a time that is convenient for you to complete your upgrade.

What should I do if I have medical equipment in the home?

If you maintain medical equipment in the home that would be affected by a brief service outage, crews will make contact on site before upgrading the meter. If you need to re-schedule another time, please contact us at 866-524-2982.

Will the smart meters work right away?

We expect to begin enabling the enhanced functionality of newly installed smart meters beginning in early 2023, with a goal of achieving enhanced functionality for all smart meters by the fall of 2024. Customers will receive more information about the new features available and specific timing for activation of the enhanced functionality of their smart meters closer to the activation date.

Where else are smart meters used?

Smart meters are a proven technology across the country. Customers nationwide are seeing the benefits of enhanced reliability and resiliency, outage detection and restoration, and access to programs to help them save money and energy. As of 2021, more than 75 percent of U.S. households have had smart meters installed, according to the Institute for Electric Innovation. Across the Exelon family of companies,

more than 10 million smart meters have been installed by our sister companies. We will use the resources available to ensure our customers realize the full benefits of this advanced technology.

What if a customer wants to keep their traditional electric meter?

Customers who decide they do not want to upgrade to a smart meter will need to contact Atlantic City Electric at 866-524-2982. These customers will be charged a recurring monthly fee of \$15 for the cost of reading and maintaining their existing meter. If a customer decides they do not want to upgrade to a smart meter after the smart meter has been installed, there will be an additional one-time fee of \$45 to have the smart meter replaced with a conventional meter.

Do customers receiving a new meter need to take any action?

No action is required from our customers for new meter installations. Customers will receive more information about the new features available and specific timing for activation of the enhanced functionality closer to the activation date. To learn more about the benefits of our Smart Energy Network, visit atlanticcityelectric.com/SEN.

Is there any additional cost for the new meter beyond Atlantic City Electric's standard meter charges?

Like other investments we make in the local energy grid, the cost associated with the implementation of the Smart Energy Network has been reviewed and approved by the New Jersey Board of Public Utilities and will be spread across all of our customer base over a period of many years. The typical residential customer using 679 kilowatt hours would see a \$4.27 increase on their monthly bill.

Do smart meters cause any health effects?

Studies have shown that smart meters pose no health risk. A smart meter produces low levels of radio frequency (RF) waves for a few minutes each day to send energy use data. Smart meters emit fewer waves than many other devices such as cell phones, televisions and microwaves.