



CUSTOMER FACTS

Smart Meter Safety

Smart meters communicate energy consumption data to your electric utility provider through brief low-level radio frequency (RF) transmission signals that occur for one to two seconds. People are exposed daily to low levels of RF energy, from both natural sources, such as the sun, the earth and the earth's outer atmosphere, and from man-made sources, mainly telecommunications and common electronic devices.

These everyday devices typically cause significantly greater exposure for longer periods of time than smart meters, including cordless phone base stations and microwave ovens, which are usually positioned closer to the user. Additionally, RF exposure drops rapidly with distance.

In order to prevent serious health impact from exposure to RFs, the Federal Communications Commission (FCC), with the advice of the U.S. Food and Drug Administration (FDA) and other health and safety agencies, has set limits on power densities from electronic devices.

The smart meter, which is usually installed on the exterior of a building, such as a home, emits an occasional RF signal that is typically less than one-tenth of the FCC standard and is considered safe for everyday exposure.

To learn more about radio frequency technology and safety, visit the FCC website at: www.fcc.gov/oet/rfsafety.

The acceptable FCC RF limits are 6.1 W/m² and 10 W/m² depending on frequency for continuous whole body exposure.



Cellular Telephone: 7.8 W/m² at 2" for 1-20 minutes*



Bluetooth USB dongles: 0.042 W/m² at 4" for < 1 minute*



Baby Monitor: 0.029 W/m² at 3'3" for 8 hours*



Cordless Phone Base: 0.0052 W/m² at 3'3" for 1-30 mins*



Microwave Ovens: 0.0043 W/m² at 3'3" for 1-10 mins*



WiFi Base Station: 0.0021 W/m² at 3'3" for 10-60 mins.*



Smart Meter: 0.0018 W/m² at 10' for 1-2 seconds*

*As illustrated, power density is measured in Watts per square meter (W/m²). The distances shown are for typical exposures.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)
 Visit: www.puc.state.tx.us
 Email: customer@puc.state.tx.us

COMPLAINTS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)
 Write: PUC - Customer Protection Division
 P.O. Box 13326, Austin, TX 78711-3326
 Online: <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>