



Responses to residents' questions

- 1. Has Alliant Energy submitted a request the Iowa Utilities Board for an opt-out program? If so, what is the docket number, reference or to that request?** We are preparing a filing with the Iowa Utilities Board for an opt out program. We expect to submit the filing in January 2018.
- 2. Does Alliant Energy have an “opt out” program currently in place? If so, please outline the steps and procedures for customers to “opt out”.** Alliant Energy will propose some alternatives to smart meters. As mentioned in Question 1, we expect to submit this filing in January 2018. They are not approved or in place at this time. After the Iowa Utilities Board reviews our filing and makes a decision on our alternatives and their costs, we will communicate the procedures and eligibility criteria so customers can sign up.
- 3. What will the cost be for the opt-out program, both set up fee and monthly? What assurance will be given to customers that these fees will not be increased?**
We are proposing a monthly fee for customers to read their own meter (whether nonsmart meter or non-transmitting smart meter) and an enrollment fee if the customer requests a nonsmart meter. As with any of our rates, they may change in the future, in accordance with changes in our costs and Board regulations.
- 4. In an apartment building or condominium can some homeowners choose to opt out and others have smart meters?**
For each meter, the customer of record makes the decision on whether to accept a smart meter and wireless readings, or whether to read the meter and pay a monthly fee.
- 5. What will be the procedure for monthly reporting if someone “opts out” and retains an analog meter?** We are changing all electric meters to make sure that every customer has a newly tested meter.
- 6. What happens if some forgets to report? What happens if the figures reported are incorrect.**
If the customer does not get their reading in on time then the bill will be estimated. The customer can be late once per year and remain on the program. We are still developing our procedures for what to do when the figures appear to be incorrect.
- 7. Privacy is a major concern for our community. Please elaborate on all the possible information the Smart meter can collect now.** The meter will collect the total electric or gas usage. In addition, the electric meters will collect the voltage, meter temperature and the number of momentary outages. The Smart meter does not have access to information such as customer name, address, or any other personal identifying information.

8. **Will the meter be capable of collecting more information in the future, such as whether someone is using a computer, appliance, AC, heat, etc?** The meter is not capable of collecting information on whether someone is using a computer, appliance, AC, heat, etc. The meters will not be capable of collecting this information in the future.
9. **Can smart meters cause house fires? How many fires have occurred in the past year nationwide due to smart meters?** When fires have occurred involving smart meter installations by other utilities, it has been found that the meter themselves did not cause the fire. Instead, the meter sockets in which the meters were installed were found to have contacts that were defective. Over time, the contacts had previously lost their spring tension, causing a poor connection to be established when installing a new meter, and creating overheating under high load conditions. The smart meters we are installing are tested and certified by Underwriters Laboratories (UL Labs) for safety, and they meet or exceed UL requirements. They have two temperature sensors that constantly monitor for excessive heat buildup and send an alarm message if such conditions develop. We do not have nationwide data regarding fires.
10. **What is the name and model of the smart meter Alliant Energy will be using in Fairfield, IA?** Meters we will be using for residential customers are the “Stratus” meter, made by Sensus. For some commercial customers we will be using Honeywell Elster model A3 Alpha meters
11. **What is the usual output in watts of this meter?** Meters do not have a “usual output”. When transmitting, the radios in the Sensus Smart Meters have an output power of 2 watts. However, the smart meters only transmit a signal once every 4 hours, for a duration of about 0.15 seconds each time. Otherwise, the meters are normally in a “listen only” mode, which means there is no output.
12. **Can the radio transmit power be increased to higher wattage, and if so, what is the higher wattage?** No, the radio transmit power is fixed at 2-watts, and cannot be varied.
13. **What is the specific FCC license and licensed wattage for this meter?** The smart meters are licensed for a maximum radio transmit power of 2 watts, and they comply with both FCC Part 15 regulations and ANSI C12.1 standards. This compliance is certified by the independent Underwriters Laboratories (UL) via the UL 2735 testing standards.
14. **Does this meter produce “dirty” electricity?** It should be noted that “dirty electricity” is not a scientific term. It refers to electricity that has been transformed and is measured as the noise caused by harmonics in an electrical system. Smart meters do not cause harmonics.
15. **Does the customer pay for the electricity to power the meter?** No. The energy used to power the smart meter circuitry is tapped ahead of the meter’s energy measurement components, drawing power from the utility system.

16. **Will there be a collector in Fairfield? If so, where will the collector be located?** Our smart meter system uses point to multi-point communications, and therefore does not use local collectors as are found in mesh network systems. Instead, base station transceivers are installed at tall communications towers located within a 15 to 30 mile radius of our smart meters. The main communication tower used for smart meters in Fairfield is located near the Alliant Energy Operations building in Fairfield.
17. **How many meters will report to the nearest collector.** Our smart meter system will use base stations rather than collectors. There will be approximately 6,550 electric meters and 4,975 gas meters reporting into the base station.
18. **Will the meters operate in “message pass” or “buddy mode” to pass messages from other meters?** The meters will not operate in “message pass” or “buddy mode”.
19. **It is understood that the smart meters can be programmed. Will Alliant Energy or Sensus do the programming of the meters?** Sensus will do the initial programming of the meter. Alliant Energy can update the configuration.
20. **Why can't the meter just send one signal per month?** To assure reliable retrieval of smart meter data, smart meters will transmit once every 4 hours. Programming the meters for less frequent transmissions, or more frequent transmissions, could negatively impact the performance of the system, causing gaps in timely retrieval of data.
21. **It has been stated that Alliant Energy will allow just one to two 30 second signals per day programmed to the time of the consumer's choice.** This is not an accurate statement. The meters have been configured to provide hourly data six times per day and each transmission will last 0.15 seconds which will result in approximately 1 second per day.
22. **What guarantee can Alliant Energy provide to its customers that meters will not signal more than the agreed upon number of bursts and at the agreed upon time?** We cannot guarantee that there will only be a certain number of signals. If there is an outage for example, the dispatchers may query the meters to see which ones have service. Other examples of times when a meter might send an additional signal include a temperature or voltage alarm. For the foreseeable future, we have no plans to have the meters signal more often. As a general rule, if we decide to take more than 6 signals per day for meter reading purposes, we will let you know.