

SmartMeter™ FAQ and Help

How the SmartMeter™ system works and what it can do for you

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What is the SmartMeter™ System?

The SmartMeter™ system collects electric and natural gas usage data from your home or business. SmartMeter™ electric meters record residential electric usage hourly and commercial electric usage in 15 minute increments. SmartMeter™ natural gas modules attached to gas meters record gas usage daily. This data is periodically transmitted to us via a secure wireless communication network.

How is Privacy and my SmartMeter™ Data managed?

Protecting our customers' information is a top priority. PG&E applies the same privacy protection standards to all data collected by the company from customers including the usage data collected by the SmartMeter™ system. We treat each customer's personal information and data as confidential, consistent with all regulatory requirements, including those established by the California Public Utility Commission (CPUC). See PG&E's [Customer Information Privacy Policy](#).

How do Radio Frequency (RF) concerns relate to SmartMeter™ Devices?

PG&E uses wireless radios attached to an electric meter to send customer usage information securely and wirelessly with its SmartMeter™ devices to PG&E for data collection. This technology allows our customers to better manage their energy consumption. For more information, see the [Understanding Radio Frequency](#) page.

Can the SmartMeter™ system help control my costs?

The SmartMeter™ system lets you track your energy use anytime throughout the month, so you can make smart decisions and control your energy costs.

Is the SmartMeter™ system available to all PG&E customers?

The SmartMeter™ system will be rolled out to all PG&E customers by mid-2012.

Will it make meter reading more convenient?

The SmartMeter™ system will allow PG&E to read your meter without setting foot on your property and without interrupting your schedule.

Will it help pinpoint power outages?

In the future, the SmartMeter™ program will help us improve your service by giving us the ability to pinpoint power outages and restore your power faster.

Will installation disrupt my schedule?

You do not need to be present for the upgrade, but we will need

unobstructed access to the meter(s). And going forward, we'll collect your meter readings without setting foot on your property.

How long does it take to install the SmartMeter™ device?

It takes less than 15 minutes to install the SmartMeter™ device. The upgrade will take place during regular business hours and in most cases will take about five minutes.

From the Community

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Photos on flickr®



Grant will provide energy retrofits for Chico homes - Chico Enterprise Record
<http://bit.ly/9vAzfg>
 | PG&E's Innovators Pilot Program



New on See Your Power: Learn how one customer used her SmartMeter™ as a diagnostic tool to identify some incredibly inefficient - and bill-raising - appliances



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