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Quilliq Energy Corporation
Société d'énergie Quilliq
Quilliq Alruyaktuqunik Ikumatjutiit

Frequently Asked Questions About Smart Meters

What makes “smart” meters smart?

The core function of smart meters is the same as the old analog meters: to measure and record your electricity use. In the future, customers with smart meters will be able to track their consumption of electricity down to 15 minute intervals helping them make more informed power usage choices. The old meters require a meter reader on-site to take monthly readings while smart meters can be read automatically and remotely. In addition, smart meters will automatically notify QEC about power outages and meter tampering which will allow QEC to respond to problems and restore power more efficiently.

Do smart meters relay my personal information?

No personal information is displayed outside or stored in the new meter. Your account number, address, and personal information are never transmitted by the meter. Smart meters send a code that is linked with your account, for billing purposes only, along with usage information. The data transmitted by the meter is also encrypted for your protection and privacy.

Can smart meters help me save money?

In the future, smart meters will give customers access to their records of electricity usage and consumption patterns. This information will help customers manage their usage patterns to lower their electricity use.

Will my bill go up after I get a smart meter?

Installing a smart meter will not cause your bill to rise.

How do I read the meter?

Customers will still be able to read their meters through its display window similar to the old meters.

Are smart meters accurate?

Yes, QEC’s smart meters meet strict accuracy requirements set by Measurement Canada.

Can smart meters catch fire?

QEC is using a different type and manufacturer of smart meters than those you may have heard of that caught fire in Saskatchewan recently. QEC’s meters have been used elsewhere without problems.

Can I refuse to have a smart meter installed at my house or facilities?

As per QEC’s Terms and Conditions of Service, QEC may replace meters from time to time at its discretion.



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Will smart meters let QEC or other entities know what appliances I am using or what television programming I am watching?

No, smart meters only transmit power consumed in 15 minute intervals through the encrypted code assigned by QEC.

Do smart meters interfere with my security systems, pacemaker, cell phone or other electronics?

QEC's smart meters transmit data through the existing power lines and not through radio frequency or wireless signal. This means there will be no interference with any electronic devices.

Was the smart meter technology tested before wide-scale implementation?

Yes. The smart meter technology QEC has chosen has been in use worldwide for the past decade. It has been tested and approved in Canada and the US. Before wide-scale implementation, QEC will have installed 27 smart meters to test on all power lines.

Can smart meters affect my health?

Concerns have been expressed on potential health effects of radio frequency signals. QEC's smart meters are transmitted through the existing power lines and not through radio frequency or wireless signal.

Is there a cost to replace my old meter with a smart meter?

The replacement will be at no charge to the customer.

Do I need to be home/at my business during the meter installation?

You do not need to be present during the meter exchange but please make sure we have safe and clear access to your current meter.

How will I know if my old meter has been replaced with a smart meter?

QEC will leave a notice at your door when your meter has been replaced.