

Information about ComEd smart meters and additional steps being taken to ensure customer safety

ComEd installed digital smart meters at approximately 130,000 homes and businesses in Chicago and 10 western suburbs during its pilot project, which was conducted in 2009 and 2010. Since installation began, it has seen a limited number of issues related to elevated heating. ComEd takes these issues extremely seriously and, in each case, it has taken steps to get to the bottom of the issues to ensure customer safety.

ComEd has experienced three events that resulted in damage to smart meter equipment and to the immediate area around the meters due to fires. Independent testing laboratories determined that the smart meter was not the cause of the problem. The cause was related to fitting and connection issues with an older-model socket that had a poor connection at the point where customer and utility wires meet. When ComEd begins installing smart meters in 2013, its technicians will look out for and modify this connection point.

ComEd performs daily temperature scans on existing smart meters, which enables it to proactively identify heat-related issues that might require on-site inspection and service. The utility also is conducting further testing and analysis of the technology selected for its smart meter program and it will complete this process before deployment begins next year.

Recognizing the interests of all stakeholders, ComEd and the Illinois Commerce Commission met this month to establish guidelines for informing the Commission regarding any meter incident that results in a fire – smart meter or analog meter.

Whether smart meters or analog meters, it is not uncommon to encounter connection issues from existing conditions with customer-owned equipment due to loose fittings and corrosion. ComEd is committed to resolving such issues to ensure customer safety as it modernizes the electric system serving northern Illinois, enhancing service reliability while providing customers greater control over energy consumption and opportunities to reduce their costs.

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