Omaha Public Power District

MY PRIVACY & SMART METERS

How will smart meters affect the way my data is collected?

The only major difference between your old meter and your new meter is its ability to automatically and remotely report. OPPD and other utilities have been collecting data remotely for years. Today, mobile techs drive through neighborhoods and collect data with handheld field tools – we haven't done door-to-door meter-readings for some time.

New meters send data to a to new Field Area Network hubs (FANs). FANs aggregate the data and transmit directly to OPPD once a month. It's the next natural step in improving data collection and customer service.

What data do smart meters collect?

Like older meters, smart meters only collect your kilowatthour (kWh) reading and the time of day – that's it! Your name, address, and billing information are not and cannot be monitored by the meters.

How can I be sure my data is secure?

Smart meters transmit through OPPD's own secure communication network. While this technology is wireless and similar to your home Wi-Fi, it does not send information through internet channels. Your data is only transmitted in brief pulses a few times a day, at most. Intercepting these transmissions or breaching the FAN would be extremely difficult – and not worth the effort (see above).

Data Stored	Transmission Method	Storage Method	Active Time
Electricity usage (kWh)	Unique RF frequency	Temporary collection at local FAN	Transmits 1 to 3 minutes per day or 0.2% of the time
Time of reading	Not connected to internet	Permanent collection with OPPD Account Services	Transmits aggregated data once a month

Could my smart meter be hacked or controlled?

No. Smart meters can only track usage data and transmit it to your friendly public utility. They do not affect your connection to the grid or OPPD service in any way.

What steps can I take to better protect my data?

Smart devices and their associated applications (such as Smart Home Energy Management Systems (SHEMS)) may collect more in-depth data. Staying mindful when sharing personal information is the best way to stay safe. Strong passwords, secure networks, two-factor authentication, and staying aware of current phishing techniques are the best ways to keep your data safe!