

Modernizing New Brunswick's Electricity Grid

We are upgrading every home and business to smart meters to provide customers with reliable, clean energy, and simple ways to manage their energy use into the future.

BILLING, RATES, AND ACCURACY

Will installing a smart meter increase my bill?

No. Just like your old meter, smart meters read energy consumed, and consumption determines the bill. Factors like energy usage changes, changes in rates, outside temperature, or the number of days in the billing period can impact your bill. If your usage seems higher than usual, there is helpful information on our [website](#) identifying potential causes, or you can contact our Customer Care Advisors.

How do I know the smart meter reading is accurate?

Measurement Canada certifies and rigorously tests all meters for accuracy, including those used by NB Power.

Will I be charged for a smart meter?

No. There is no charge to upgrade to a smart meter.

Will rates change because of smart meters?

No. Smart meters only read energy consumption and do not impact the rates. New rate structures like time-of-use are being researched; however, the rate structure will remain the same until deployment of smart meters is complete. If rate changes can benefit customers and NB Power, NB Power would have to apply to the New Brunswick Energy and Utilities Board (EUB) to make any change. The EUB must approve any new rate.

PRIVACY AND SECURITY

Is my information safe?

NB Power adheres to strict data privacy policies as federal and provincial law requires. We protect your data, which is transmitted over a secure network. No customer-identifying information—such as names and addresses—is stored in the meters or transmitted across the network.

What about cybersecurity?

NB Power follows strict cybersecurity protocols. Our Information Technology and Security Team continuously monitors and updates security measures to protect against threats.

HEALTH AND SAFETY

Is exposure to a smart meter's radio frequency (RF) harmful to human health?

No. Smart meters emit far lower RF levels than many other electronic devices used in everyday life, such as baby monitors, Wifi routers, cell phones, and microwave ovens. An in-depth review of the scientific literature by the [World Health Organization \(WHO\)](#) revealed that the small amount of RF produced by smart meters is not harmful to human health.

Do smart meters cause fires?

No. NB Power's smart meter supplier, Itron, has manufactured millions of smart meters that have been installed across the continent without safety issues. Our meters meet the requirements of [Underwriters Laboratories Safety Standard 2735](#), a globally recognized, standard-setting organization that uses extensive safety research to ensure product safety, including the risk of fire.

CHOOSING TO OPT-IN OR OUT

Can I opt out of a smart meter upgrade?

Residential property owners can opt-out from getting a smart meter. In some cases, customers can keep the current meter until it stops working or expires, but in most cases, NB Power will install a new meter with the communications functions turned off.

To opt-out, please contact Customer Care at 1 800 663-6272 Mon-Thurs 8:30-5 and Fri 8-4:30. Customers who opt out may opt back in at any time, at no cost.

Is there a fee to opt out?

Currently, there is no fee to opt-out. However, once smart meters are installed province-wide, a monthly fee will be introduced to cover the cost to maintain older systems and manual processes, pending EUB approval.

INSTALLATION AND PROPERTY ACCESS

Does NB Power have the right to come onto my property to upgrade the meter?

Yes, NB Power has the legal right to access your property to install, maintain, and upgrade meters as a part of our service agreement.

Will a smart meter impact my internet service?

No. Smart meters are on their own network and will not impact your internet.