# WE TAKE YOUR
# PRIVACY VERY SERIOUSLY

**ROCKY MOUNTAIN POWER**

## We sort the myths from the facts regarding privacy, data and smart meters.

New wireless smart meters track electric usage just like the old electric meters. They are already installed in nearly 95 million homes and businesses in the United States. We've studied smart meters for years, and we waited to install them until we were confident the technology had fully matured and the meters would exceed all of our safety and security standards.

## HERE ARE SOME COMMON MISCONCEPTIONS YOU MAY HAVE HEARD ABOUT SMART METER SECURITY AND THE FACTS THAT CORRECT THE MYTHS:

**MYTH** | Smart meters are an invasion of privacy.

**FACTS**

Smart meters transmit energy usage data through our secure wireless network, capturing the exact same information as our old meters. They record only the total amount of energy used at your home or business on an hour-by-hour basis. No other data is shared or collected. Smart meters cannot track or record individual appliance usage. So we can't use data to determine behaviors in a home, such as when you're running your dishwasher, or "spy" on customers.

To further guard privacy, customers are assigned a unique, random number that is associated with their usage data. No personal information, such as name, address or account number, is ever transmitted from smart meters.
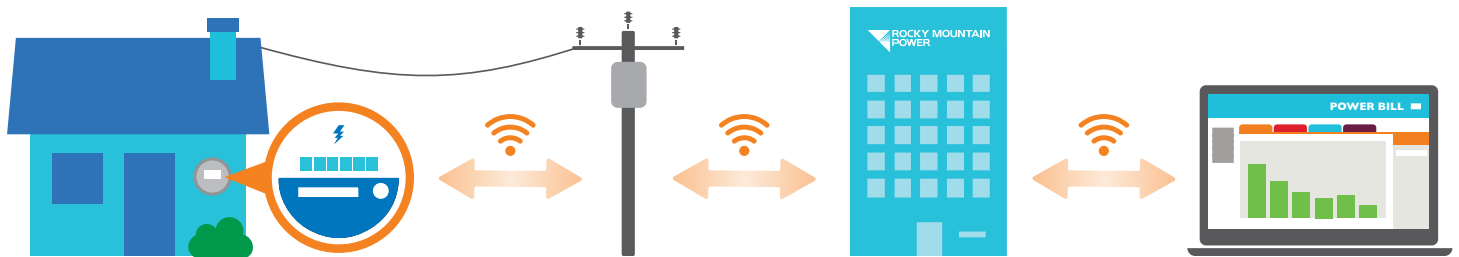
## MYTH | Smart meters won't keep my data secure.

**FACTS**

We take our customers' data security very seriously. Even though smart meters transmit only whole-house electrical usage data – and no other information – we still use advanced security and encryption technology to protect you. Our cybersecurity protocol meets current industry standards and guidelines published by the National Institute of Standards and Technology (NIST). To guard against unwanted access, our high-security communication network uses multiple layers of protection including passwords, firewalls, data encryption, continuous monitoring and other security controls. In addition, ongoing testing and third-party audits of our security measures ensure your data is extra secure.

We are also drawing from security lessons across the country and working with federal and state regulators to keep your data safe. Smart meters are an important part in updating the entire electrical grid, and protecting customer data is a top priority as we do so. Electric utilities are working with federal agencies such as NIST, the Department of Energy and the Department of Homeland Security to adapt existing privacy and security standards to meet the new data requirements that accompany smart grid technology. In addition, state regulators throughout the United States are closely monitoring the privacy safeguards that are being developed for the smart grid technology systems.[1]

## MYTH | Smart meter readings can result in higher bills for customers.

**FACTS**

For most customers, having a smart meter will not impact your bill. In fact, the hourly details smart meters provide can help you identify opportunities to reduce your usage and lower your bill. Older analog meters (the kind with dials rather than digital numbers) can slow as they age, causing them to underreport electricity usage. Customers who have these older meters could see an increase due to accurate smart meter readings.

**FOR MORE INFORMATION** on smart meters, visit **rockymountainpower.net/meterupgrade** or call **1-866-869-8520**.

[1] https://www.newlook.dteenergy.com/wps/wcm/connect/bc90803e-f6d7-4d61-8183-14d55eda16ca/AMI_Smart_Meters_and_Data_Privacy.pdf?MOD=AJPERES

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