

PROTECTING THE PRIVACY OF OUR CUSTOMER-RELATED DATA. INCREASING YOUR CONTROL OVER ENERGY USE.

Over the past decade, information technologies, such as cell phones, ATMs and WiFi, have greatly improved how we live and work. These same technologies are now being used to modernize the nation's electric grid and create a smart grid that supports the 21st century economy.

The benefits of a smart grid include:

- A reduction in the number of people impacted by power outages through new equipment that can isolate problems on the electric grid and automatically reroute power.
- Operational efficiencies which result in savings that are passed on to all customers.
- More information about your home's energy use, which you can access securely through the Internet to give you greater control over your energy bills.
- Easier integration of renewable energy sources, such as wind and solar power.
- Creation of thousands of full-time equivalent jobs at the grid's peak investment period.

PROTECTING DATA ABOUT OUR CUSTOMERS' ENERGY USE

Making sure customer-related energy-usage information remains confidential and secure has always been a top priority for ComEd.

- In accordance with relevant laws and regulations, we will not disclose or sell any personally identifiable energy-usage information without approval, except when required by law.
- ComEd complies with the Illinois Consumer Fraud and Deceptive Business Practices Act, which provides that an electric service provider shall maintain customers' personal information "solely for the purpose of generating the bill for such services" and, in general, may not divulge the information except when required by law.



Just like standard meters, smart meters measure the amount of electricity you use – not how you use it. They are not surveillance devices.

- The Energy Infrastructure Modernization Act, which authorizes ComEd's smart grid, also contains requirements for maintaining the privacy of customer-related data.

Even beyond these requirements, we are fully committed to maintaining not only the privacy of customer-related energy-usage information, but of all electronic information associated with our grid. This is absolutely central to our mission, and our systems are designed to meet the highest standards of cyber-security. *More* ➔

Privacy

PROTECTING THE PRIVACY OF OUR CUSTOMER-RELATED DATA

THE INFORMATION WE COLLECT

Modernizing the energy grid includes replacing the standard analog meters our customers use today with new digital meters, called “smart meters.” Just like standard meters, smart meters measure the amount of electricity you use – not how you use it. They are not surveillance devices. Smart meters only contain the meter identifier and total energy information. No customer-identifying information is stored in a smart meter, nor is customer-identifying information transmitted across the grid.

Once installed, smart meters will:

- Automatically send interval usage data back to ComEd to help eliminate the need for a meter reader to visit your home or business.
- Monitor service voltage data information, which is important to verify that your service is delivered within required limits for operating household or business equipment.

This data will be encrypted before it is transferred across our secure network. Each new meter also contains safeguards designed to prevent unapproved, outside parties from retrieving the data.

WHAT YOU GET IN RETURN

Once installed, smart meters automatically send meter readings to ComEd so that:

- You have access to more information about energy use, which will allow you to better understand and manage your home’s energy use and your energy bill.
- ComEd can determine when an outage occurs and when power is restored, which leads to quicker response times and more efficient outage restoration.

Your confidence in our ability to protect the privacy of our customer-related data is important to us. After all, earning the confidence of our customers is what has enabled us to serve northern Illinois for more than a century.

PRIVACY OF OUR CUSTOMER ENERGY-USE DATA

We are dedicated to maintaining the highest level of security to ensure that customer-related, energy-usage information remains confidential and secure at all times.

Smart meters contain safeguards to prevent unapproved, outside parties from retrieving data.



For more information, visit ComEd.com/SmartMeter



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