



## ADVANCED METERING

*More Power in Your Hands*



**Seattle City Light** is the nation's greenest utility. We are committed to providing you with industry-leading service and reliability while empowering you to make energy-saving choices. As part of this commitment, we are scheduled to begin replacing electric meters with advanced meters in 2017.

Advanced Metering is a safe and proven technology that is widely used across the US. More than 500 utilities across the nation already use this technology, with 50 million advanced meters installed at 43 percent of American households (Institute for Electric Innovation, 2014).

### YOUR PERSONAL INFORMATION IS KEPT PRIVATE

Just like today's meters, advanced meters will collect your energy-use information. Today your information is manually recorded by a meter reader. With advanced meters your information will be automatically sent from the meter to City Light through a secure wireless network. This means meter readers will no longer need to regularly access your property.

We are serious when it comes to protecting the personal information of our customers. Personally identifying information (such as name, address, or account number) is not stored in the meter nor is it sent through the wireless network. Only the meter number and the amount of energy used will be relayed through the wireless network.

Our privacy practices are consistent with the City of Seattle Privacy Initiative (see back page) to ensure customer information is kept private.

### ENSURING NETWORK SECURITY

Now that energy-use information is sent through a wireless network, it is important that we maintain customer privacy and protect the network. The Advanced Metering wireless network will have multiple layers of protection, similar to security used with online banking and ATM machines. All transmitted information will be secure and protected through encryption within the network.

Your personal information is not stored in the meter nor is it sent through the wireless network.

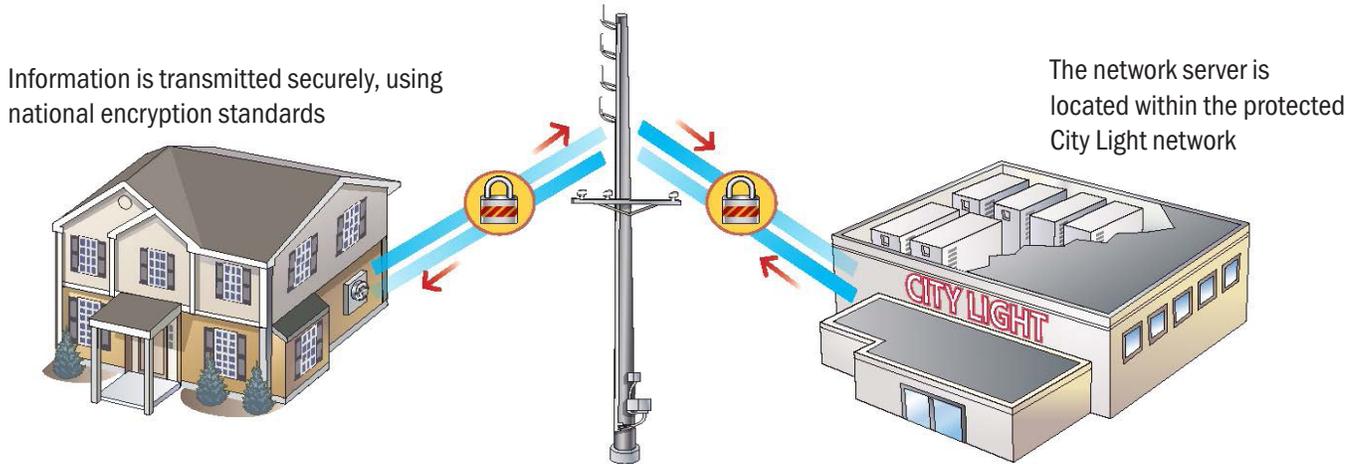
#### PROGRAM CONTACT INFORMATION:

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WEB: [seattle.gov/light/meters](http://seattle.gov/light/meters)

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## A HIGHLY PROTECTED AND SECURE WIRELESS NETWORK



## WHO CAN SEE YOUR ENERGY-USE INFORMATION?

Protecting our customers' information is a top priority. Your energy-use information can be viewed only by:

- **You.** You'll be able to access your account online to view your daily energy-use information.
- **Authorized City Light personnel.** Access to customer information is restricted to City Light staff who need the information to handle service, billing issues or electrical service delivery. These are the same personnel who currently have access to your account information.

We will continue to comply with public disclosure laws, just as we do today.

## CITY OF SEATTLE PRIVACY INITIATIVE

The collection of data occurs in residents' everyday interactions with the City, such as paying a utility bill, renewing a pet license, or signing up for an email list. The City must take appropriate steps to facilitate the collection, use, and disposal of data in a manner that balances individual privacy with the needs of the City to conduct its business.

In 2014, the City launched the Privacy Initiative across all its departments and programs. The initiative addresses the actions we take when collecting and using your personal information, outlines privacy training and awareness, and provides guidance about meeting privacy obligations through existing regulations and policies.

City Light's collection and handling of your information, including information collected through Advanced Metering, is guided by the Privacy Initiative. The network's security will ensure we are complying with City privacy guidelines.

The City's privacy statement can be found by visiting: [www.seattle.gov/pan/privacypol.htm](http://www.seattle.gov/pan/privacypol.htm)

### PROGRAM BACKGROUND

As outlined in our strategic plan, Seattle City Light will replace more than 410,000 electric meters with advanced meters. Advanced Metering is one of several strategic initiatives to build a smarter grid and benefit our customers. It will modernize City Light's operations, improve service to our customers and support our efforts to remain the nation's greenest utility. Meter installation is scheduled to begin in 2017.



Seattle City Light is dedicated to exceeding our customers' expectations in producing and delivering environmentally responsible, safe, low-cost and reliable power.