

## 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 system and create a smart grid that supports the 21st century economy.

The benefits of a smart grid include:

- Fewer and shorter outages through devices that can automatically reroute power when problems occur, once the smart grid is complete.
- Operational efficiencies that will create savings which will be passed on to all customers.
- More information about your home's electricity usage, which you can access securely through the Internet to give you greater control over your monthly 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 use 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 use 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.



- 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 use information, but of all electronic information associated with our system. 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 electric system includes replacing the standard analog meters our customers use today with new digital meters, called “smart meters.” Just like standard meters, smart meters will 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 network.

Once installed, smart meters will:

- Electronically transmit interval usage data back to ComEd to eliminate the need to send meter readers onto your property.
- Monitor service voltage data information, which is important to verify that your service is delivered within required limits for operating household and business equipment.

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

### WHAT YOU GET IN RETURN

Once installed, smart meters transmit information to ComEd electronically so that:

- You receive more information about energy use, which will allow you to better understand and manage your home’s energy use and your energy bill.
- Once the smart grid is complete, smart meters will signal to us when power has been lost, which helps us respond to outages more quickly and efficiently.

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 data 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/SmartGrid](http://ComEd.com/SmartGrid)