



DATA PRIVACY AND YOUR NEW METER

Advanced digital meters will put more information in the hands of our customers, allowing you to make more informed decisions about your energy consumption.

Duquesne Light is replacing customers' current electric meters with new, digital meters. This exchange is part of an overall upgrade of the company's metering infrastructure required by Pennsylvania Act 129. Just like traditional analog meters, digital meters measure how much electricity you use. The main difference is that the new digital meters collect that information more times throughout the day.

Once fully enabled, our new advanced metering infrastructure will provide access to online tools that can help you manage your electric bill, set up email or phone alerts to warn you of potential high bills and, longer term, enhance our power restoration process following storms, including communication that can help you manage through times without power.

Our new advanced metering infrastructure is being deployed with multiple layers of security controls designed to protect the privacy and security of customer data

Data transmitted across our advanced metering infrastructure is encrypted and **does not** include any personally identifiable information, such as names, addresses, social security numbers or banking information. Instead, each meter has an ID number that is associated with a Duquesne Light account. That meter ID, not any personally identifiable information, is transmitted with meter data.

We take data protection and security very seriously at Duquesne Light, as reflected in our Customer Privacy Policy and our Customer-Specific Energy Usage Data Policy, both found on our website, **DuquesneLight.com**.



You have the right to understand how Duquesne Light accesses, collects, stores, uses, and discloses customer data

Duquesne Light currently uses advanced meter reading (AMR) technology to collect electric usage data on a daily basis for most residential customers. We are implementing an advanced metering infrastructure over the next several years, which will collect electric usage data more times throughout the day for all customers. This data is used to produce the monthly bill for your electric service. In addition, Duquesne Light may use this data for planning, operating and evaluating energy-efficiency, conservation or customer-assistance programs.

You have the right to reasonable security measures intended to protect your energy-use data

Duquesne Light has implemented certain safeguards and controls designed to protect your energy-use data from unauthorized access, use, modification, or disclosure. As noted earlier, data transmitted across our advanced metering infrastructure is encrypted and does not include any personally identifiable information, such as social security numbers or banking information. While no set of controls can provide absolute security, these measures reflect the value that Duquesne Light places on protecting your energy-usage data.