



Actions Speak Louder



Smart Meters:

Your data is secure. Period.

We're committed to protecting your personal data while providing safe, reliable and affordable electricity.

As a customer, you'll be asked to provide information when you open an account or sign up for various Dominion Energy programs and services. The information collected includes:

- + Contact information, such as customer name, mailing address, phone number, email address and Social Security number
- + Billing information related to your financial relationship with us, including your payment and credit history
- + Electric usage data gathered by our metering systems
- + Your power outage history
- + Data from your participation in Dominion Energy programs and services, such as those related to energy efficiency

We collect this customer data to manage accounts, operate the electrical grid, provide customers with current and new services, and conduct business.

How Dominion Energy protects your personal information:

- + No customer-specific information, such as your name or address, is stored in the meter or transmitted across the metering network.
- + All customer electrical usage data is transferred safely by our secure communications network.
- + The data we collect helps us to manage customer accounts and our business. Dominion Energy does not monitor how a customer uses energy.
- + Dominion Energy protects all customer data under current privacy protection laws, regardless of meter type.

For more information about Dominion Energy's smart meter initiative, visit [DominionEnergy.com/SmartMeter](https://www.dominionenergy.com/SmartMeter)

See the other side for a look at how smart meters protect your privacy. →

Smart meters protect your privacy, too.

They help us provide safe, reliable energy while keeping your personal information safe.

Like other types of meters, smart meters measure how much energy customers use—not how they use it. Smart meters don't store or transmit any information about who our customers are, where they live or what they're doing. They use advanced digital technology to enable secure communication between the meter and Dominion Energy.

For more information about Dominion Energy's smart meter initiative, visit [DominionEnergy.com/SmartMeter](https://www.dominionenergy.com/SmartMeter)

Your data is secure. Period.

- + Data provided through your smart meter will only be used to manage your Dominion Energy account and the electrical grid. It will not be sold, traded or provided to a third party in any other way.
- + No personally identifiable information, such as name or address, is stored in the smart meter. And any data that's transmitted is sent via a secure wireless network that complies with the industry's highest standards for cybersecurity set by the National Institute of Standards and Technology.
- + You have the ability to review the usage data collected at any time by visiting the Dominion Energy website and logging in to your account. Billing, payment and usage information is also available for previous months through Manage Account.



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