

## **BGE Customer Smart Meter Data Privacy Policy**

It is the policy of Baltimore Gas and Electric Company (BGE), in accordance with applicable law, to protect the confidentiality of Smart Meter interval energy usage data that is under the custody of the Company, whether residing within the Company or under control of the Company through a third party.

### **What Information Is Covered?**

BGE's Smart Meters communicate customers' electric and/or gas use and the timing of that use to the Company. It is this Smart Meter interval energy use data that is covered by this Policy.

Smart Meter interval energy use data that is not specific to the customer, such as combined data, is not included within the scope of this policy. BGE discloses information not covered under this policy in accordance with laws, regulations, Maryland Public Service Commission orders, and BGE's Commission-approved tariffs.

All customers currently or previously receiving gas or electric distribution or supply service from BGE, whose usage data is in the custody of the Company are covered by this policy.

BGE is required by law to observe certain prohibitions regarding the disclosure of individual customer data. Customers' Smart Meter interval energy use data will only be collected, processed, retained and/or disclosed for legitimate BGE utility-related business reasons, and pursuant to Company contractual relationships. Customers may contact BGE to request their own interval energy usage data. In addition, BGE may provide energy usage data with customer consent to a third party primarily providing energy-related products and/or services, taking into account the nature and frequency of the request. BGE will not sell a customer's energy usage data to a third party. In some instances, the Company may be required to disclose individual data pursuant to regulation or law.

This Policy applies to all Smart Meter interval energy usage data maintained by the Company, electronic or printed, stored on any medium.

### **What Does BGE Do to Protect My Data?**

BGE is committed to protecting customer information and that commitment continues with the introduction of smart meters. Usage data transmitted across the network is encrypted using industry standard processes and technologies. Personally Identifiable Information, such as name, address, bill account number, credit/collection information or social security number is not transmitted to or from the meter.

The Company protects Smart Meter interval energy usage data by using an access-controlled private data network.

BGE employees and their contractors may not (i) access, remove, disclose or use Smart Meter interval energy usage data (other than for legitimate Company business and involving only those with a need to know this information) or (ii) assist others in such access, removal, disclosure or use. All employees and contractors who have access to Smart Meter interval energy usage data are required to maintain the confidentiality of that information. This restriction applies during employment with the Company or engagement as a contractor and after the employment or engagement ends.

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