

SECURITY and PRIVACY FACT SHEET



FirstEnergy's Pennsylvania utilities

– Met-Ed, Penelec, Penn Power and West Penn Power – are starting to roll out new smart meter technology to homes and businesses throughout our service areas. This effort is in response to Pennsylvania Act 129, which requires all large electric utilities in Pennsylvania to install smart meters.

This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages faster and more efficiently.

Plus, in the future, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use – which means you can then make informed decisions on how to manage and control your electricity consumption.

As with any new technology, you may have questions about how a smart meter works. Following are details regarding how we protect your personal information. For additional information, please visit firstenergycorp.com/PAsmartmeter.

Protecting Your Personal Information

- No personally-identifiable customer information – such as names and addresses – is stored in the meters or transmitted across the network.
- The information collected from the meter is for billing purposes only and NOT used to monitor or curtail how you use electricity.
- We protect your information in the same way under current privacy protection laws, regardless of meter type.

Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.



Common Smart Meter Myths

Myth #1

The smart meter is a surveillance device.

Fact: Like any other type of meter, smart meters measure how much energy customers use, not how the energy is used. In addition, the smart meter does not know what appliances are in use within your home or business.

Myth #2

Hackers will be able to access my personal data.

Fact: No personally-identifiable customer information – such as names and addresses – is stored in the meters or transmitted across the network. Our communication network is a high security environment that uses multiple layers of protection from unwanted access – including the use of passwords, firewalls, data encryption, continuous monitoring and other security controls. We follow the cybersecurity guidelines published by the National Institute of Standards and Technology (NIST).

Myth #3

Customer data will be sold by the company.

Fact: FirstEnergy takes the responsibility to protect the privacy and security of our customers very seriously. We do not sell any personal information about customers to third parties, and we will not disclose a customer's information without prior consent, except as required by law, requested by regulatory agencies and governmental authorities, or to be used for legitimate business purposes (such as credit evaluations). In addition, Pennsylvania regulations restrict access to customer information, and do not permit an electric company or electric supplier to release private customer information to a third party without customer consent.

Myth #4

The company will control my appliances or limit my usage without my permission.

Fact: The company's smart meters cannot operate appliances inside your home and the company will not limit the amount of power you can use.

Remember, smart meters measure how much energy is used, based on time of day – not how that energy is used.

For additional information about our smart meter technology, please visit our website at firstenergycorp.com/PAsmartmeter.

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FirstEnergy Companies