



## Customer-Specific Energy Usage Data Information

**Duquesne Light Company (DLC) has outlined your core rights as a customer relating to customer-specific energy usage data (CEUD).** CEUD is information about a customer's energy usage when associated with any information that can reasonably be used to identify a customer. As explained in [Duquesne Light's Company Privacy Policy](#), CEUD is collected by DLC's metering system and through customers' participation in energy efficiency programs, renewable energy programs, and demand side management.

Duquesne Light Company provides you with certain core rights and protections as it relates to CEUD including:

- 1. The right to Access**
- 2. The right to Awareness**
- 3. The right to Data Security**
- 4. The right to Privacy**

### **THE RIGHT TO ACCESS**

You have a right to access to your CEUD. As a customer, you or an authorized third party will be provided with access to your CEUD in a convenient format. DLC will provide access to CEUD in a format that is [Green Button](#) compatible.

### **THE RIGHT TO AWARENESS**

You have the right to understand how Duquesne Light accesses, collects, stores, uses, and discloses CEUD. DLC currently uses Advanced Meter Reading (AMR) to collect electric usage data on a daily basis for most residential service customers. DLC is implementing Advanced Metering Infrastructure (AMI) which will collect electric usage data on an hourly basis for all customers. This data is used, as reasonably necessary and appropriate, to conduct DLC business. For example, DLC may use this data for planning, operating, and evaluating programs such as energy efficiency, conservation or demand response programs, or customer assistance programs. CEUD is also used to provide billing for electric service and collections.

Customers will be informed about new products and services that will support current and future tools designed to allow customers to control their electric consumption and costs. For more information about how DLC uses CEUD, please see Duquesne Light's Privacy Policy. More

information regarding [DLC's AMI Deployment](#) is available on this webpage. Additionally, DLC regularly reviews its policies including this CEUD Policy and will notify customers of any changes to this CEUD Policy through updates on the DLC website, <https://www.duquesnelight.com/>.

## **THE RIGHT TO PROTECTION OF DATA**

You have the right to reasonable security measures intended to protect your CEUD. DLC has implemented certain safeguards, as well as controls on third party CEUD usage and limitations on data shared, which are designed to protect CEUD from unauthorized access, use, modification, or disclosure. You have the right to restrict the release of your historical billing data consistent with Pennsylvania law. Additionally, data transmitted across AMI 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 DLC places on protecting CEUD.

## **THE RIGHT TO PRIVACY**

As provided in DLC's Privacy Policy, DLC will not sell, rent or otherwise provide your CEUD to third parties with whom it does not have a business relationship. We may disclose CEUD as permitted or required by law including communications with the Pennsylvania Public Utility Commission (PAPUC) or the Federal Energy Regulatory Commission (FERC).

DLC may aggregate multiple customers' CEUD in various formats so that individual customers' CEUD remains anonymous. This aggregated information relates to the energy usage of groups of customers or broad categories of customers (e.g. industrial, business, residential, etc.). The information is collected from a sufficiently large group of customers so as to make it highly improbable that the person receiving such information could deduce the identities and/or electricity usage of individual customers.