



CUSTOMER FACTS

Smart Meter and Privacy

Data Belongs to You

As required by state law, the data collected and transmitted by smart meters belongs to you. The advanced metering technology behind the smart meter is designed to provide details about your electricity use and to help you choose an electricity service plan that considers your daily needs. Similar to the technological evolution of the automobile and telephone, metering technology has advanced from 100-year old technology to state-of-the-art digital meters that are convenient and secure. This upgrade is designed to help meet the growing electricity needs of our digital lifestyles and give you and your family the tools to better manage your consumption and electric service.

You have control of your data

As has always been the case with any kind of meter, the data collected by the new smart meters continues to belong only to you, the customer. Although the new smart meters are required to have the capability of communicating with devices and appliances, the activation of this capability is entirely at your discretion. You have the choice of selecting a retail electric provider and plan that takes your daily consumption needs into consideration.

The transmission and distribution service provider (also known as the wires company) is required by state law to deploy the best meters possible with the highest security standards, while maintaining customer confidentiality, preventing illegal access, and avoiding the infringement of an individual's right to privacy. The consumption data collected by the wires company is solely for billing purposes.

Manage your consumption securely

Have you ever been surprised upon opening your electric bill at the end of the month and wondered how you used all that electricity?

You, as a consumer, can now monitor and manage your own consumption through www.smart-metertexas.com, a securely encrypted, password protected website that is also compliant with the American Disabilities Act (ADA).

The Smart Meter Texas web portal (www.smart-metertexas.com) is set up so you can securely view your historical consumption in 15-minute intervals and make intelligent decisions about your future energy use, whether its conserving to save money or selecting a plan that better suits your needs.

Don't be surprised when you get your next billing statement ever again!

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

Call: 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Customer Protection Division
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>