TACOMA PUBLIC UTILITIES

Facts about Advanced Meter Data Security and Your Privacy

Advanced meters will measure the water and power usage data from your home or business and transmit it over an encrypted wireless network between the meter and TPU. With an advanced meter, you will receive more services and help us ensure the reliability of your water and power services.

During a time when data security breaches occur more frequently, and news outlets cover them regularly, it is natural for you to have concerns about the privacy and security of your data. The privacy and security of your data is our top priority. Here is what we are doing to address your concerns.

Data Privacy

We commit to safeguarding your information by ensuring:

- Only a limited number of trained and authorized utility personnel can access your account information.

- Advanced meters do not store or transmit your personal information (such as names and addresses).

- Advanced meters encrypt your water and power usage information when transmitting it over a wireless network with multiple layers of security.

- Each meter sends a unique identifier with your water and energy usage data. We compare the ID electronically against your account records to ensure that data comes from the meter we assign you.

- Advanced meters collect the same water and energy usage data your existing meter provides, just more often than possible via the current bi-monthly manual reads.

- We will not sell your data. RCW19.29A.100 prohibits utilities from selling private or proprietary customer information.

- We strictly control access to your data. You are the only person who may allow us to give third-party providers access to your usage data to enhance your services.

Data Security

We enhance cybersecurity through an FCC-licensed communications network that provides multiple layers of security to combat cyber threats. Per federal regulations, we are audited routinely by the Western Electricity Coordinating Council to ensure we adhere to strict operational and cybersecurity practices.

We accomplish additional security protection by:

- Monitoring data and our network at secure, world-class data centers 24 hours a day, every day of the year.

- Implementing layers of protections, like patching, anti-malware, and firewalls.

- Certifying and testing the security of our network through an independent third party.

- Applying industry security standards from organizations like the National Institute of Standards and Technology and The Center for Internet Security.

- Complying with regulations and implementing best practices for data security.

You can find up-to-date information about advanced meters at **MyTPU.org/AdvancedMeters.**

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