



ENSURING CUSTOMER PRIVACY

Dominion Energy is committed to protecting your personal data while providing safe, reliable and affordable electricity. This includes using technology to help us manage customer data for billing, load forecasting, and other business purposes.

PROTECTING CUSTOMER PRIVACY

Information We Collect

Customers provide information when they open an account, participate in a Dominion Energy program, or use one of our services. We collect customer data to manage accounts, operate the electrical grid, provide customers with current and new services, and conduct business. The information collected includes:

- Contact information such as customer name, services used, mailing address, phone numbers, email addresses, and Social Security number
- Billing information related to your financial relationship with us, including your payment and credit history
- Electric usage data gathered by our metering systems
- Your power outage history
- Data from your participation in Dominion Energy programs and services, such as those related to energy efficiency

How Dominion Energy Protects Your Personal Information

- No customer-specific information, such as names and addresses, is stored in the meters or transmitted across the network by the smart meter.
- Any customer electrical usage data is transferred across our secure network only by a verified requestor.
- The data we collect help us to manage customer accounts and our business. Dominion Energy does not monitor how a customer uses energy.
- Dominion Energy protects all customer data under current privacy protection laws, regardless of meter type.



Protection measures are in place throughout Dominion Energy's system to safeguard the privacy of customer data.

Smart meters use digital technology to enable secure two-way communication between the meter at Dominion Energy.

THE FACTS ABOUT SMART METERS AND PRIVACY

Like other types of meters, **smart meters** measure how much energy customers use—not how the energy is used. **Smart meters** don't store or transmit any information about who our customers are, where they live or what they are doing.

Myth	Fact
<p>Surveillance The smart meter knows when you're home, what appliances you're using, etc., allowing for surveillance of your personal life.</p>	<p>False. Like other types of meters, smart meters measure how much energy customers use, not how the energy is used. The smart meter does not store or transmit any information about who our customers are or where they live.</p>
<p>Data Your energy data may be misused by Dominion Energy or sold to a third party.</p>	<p>False. Your energy data is used only to manage your Dominion Energy account and the electrical grid. Unless required in a legal proceeding or through a subpoena, a third party can view your energy use data only with your prior permission. A signed letter of authorization from you must be on file before we would move forward with any requests. Energy data is not sold or otherwise disclosed to third parties.</p>
<p>Cybersecurity Since meters are wireless, they are susceptible to hackers. The signals can be intercepted by criminals.</p>	<p>False. No personal information—such as names and addresses—is stored in the smart meter or sent across the network. It is transmitted via a secure wireless network that complies with the industry's highest standards for cybersecurity set by the National Institute of Standards and Technology.</p>
<p>Controlling Appliances Smart meters may turn off appliances within a customer's home without permission.</p>	<p>False. Dominion Energy's smart meters cannot operate appliances inside a home or business. The meter cannot communicate with any device inside of a customer's home. Customers do have the choice to participate in their own energy management system. It would be up to the customer to own, operate and manage a system that provides them further energy consumption information, independent and separate from their service with Dominion Energy.</p>
<p>Privacy Smart meters monitor my real time energy use.</p>	<p>False. Energy information is collected daily and only in a figure that represents total consumption for that day. 30-minute interval usage data is collected for customers enrolled in a time based pricing plan. Even then, the information is gathered daily, showing consumption totals in 30-minute periods.</p>
<p>Disclosure My energy information should be made available.</p>	<p>True. Past billing, payment and usage information is available for up to 18 months through Manage Your Account. Visit www.dominionenergy.com/mya to access your account or to sign up. Customers are able to review data and make informed decisions about their home's energy usage. Dominion Energy uses aggregated data to develop load forecasts to help manage the business.</p>

For more information, visit www.dominionenergy.com/mya.