



2018 Meter Upgrade

Protecting Customer Privacy – FAQs

Puget Sound Energy (PSE) has been meeting the Puget Sound region’s energy needs for more than 135 years. We are dedicated to providing a safe, reliable and reasonably priced energy service. A cornerstone of that commitment is our dedication to safeguarding customer information.

What are smart meters?

The term “smart meter” is usually used to describe energy meters that use two-way communication to measure your use of electricity and gas. They are similar to the digital energy meters PSE has used for the past 20 years, except that they use more modern technology – Advanced Meter Infrastructure (AMI). The main difference between smart meters (or AMI meters) and the last generation of energy meters is that AMI uses two-way communication and on-board memory to send back more detailed and accurate meter data to PSE through a secured wireless network.

The old AMR (automated meter reading) meters used one-way communication, meaning the meters could send data to PSE, and that’s about it. With two-way communication, not only can the meters send data to PSE, but PSE can do things like “ask” the meters for data reads (in the event we do not receive the data read for any reason), ping the meters to see if they’re online (leading to faster outage detection), and can also receive and relay data from other meters up to the network for faster and more efficient readings.

What kinds of data does Puget Sound Energy collect through the new AMI meters?

AMI meters collect utility usage information, such as energy consumption, diagnostic and connection information, meter ID, and meter status data. In the case of solar customers, the meters collect the amount of electricity delivered back to the grid by the customer.

What does Puget Sound Energy do with my data?

Just like our old meters, these new meters measure total energy consumption and how much energy is being used. To protect your privacy, we strip out personal information, and aggregate that data to help us forecast the amount of energy we need. We do not monitor when a customer is home. The new meter technology provides more reliable, complete, and timely delivery of usage data, which may create the ability to enhance future customer services through faster outage response, tools to manage energy usage, and operational efficiencies that could help lower customer bills.

Does Puget Sound Energy sell the data that it collects from my home?

No. PSE does not sell your data.

Does Puget Sound Energy share meter data with third parties for any other reasons?

Consistent with our privacy policy, PSE never sells personal information or lets third parties use it for marketing purposes without your consent. Puget Sound Energy only shares your customer data with the government or law enforcement when required by law. We treat meter data as your protected personal information and we go the extra yard to make sure your data is safe.

How does Puget Sound Energy keep my data safe?

Personal information, such as your name and address, is not stored on the meters nor transmitted through the meter network. In addition, we employ some of the most comprehensive security tools available to keep customer data safe. Our cyber-security program is based on the same national standards followed by leading companies in the energy and defense industries.

How can I access information about my energy consumption and the data collected through the new meters?

Just like with our old meters, our new meters allow customers to see and track their energy use over time, which can help you save energy and ultimately, money. Visit pse.com/mypse to see your energy use.