Smart Meters: Privacy and Security

Beginning in 2017, Orange & Rockland will be installing smart meters in Rockland County. By modernizing the grid, we can give you more choice, convenience and control. For starters, you'll get detailed information about your energy usage so you can make informed choices about how and when you use energy in your home or business.

We want you to know that data security and your privacy are among our top concerns. Because smart meters communicate with us through a secure wireless network, we made sure the equipment and systems were tested and proven safe and secure.

We follow robust cybersecurity protocols

- Orange & Rockland's cybersecurity measures follow standards for smart meters set by the National Institute of Standards and Technology and are comparable to those used by financial institutions. They include meter security mechanisms, data encryption, strict access-control policies, and extensive anti-tampering measures. For example, each smart meter has separate security credentials, and requires verification from any device attempting to communicate with it.

- We regularly test and update our systems to identify potential weaknesses, and keep our cyber system secure.

Smart meters do not transmit personal information

- Smart meters do not collect, store or transmit any personal identification information. The only data transmitted is how much energy you use. (What you use it for is your business.)

- Smart meters also collect voltage data that we use to operate the grid more efficiently. They will transmit diagnostic flags and outage alerts so we can respond quickly to any problems.

We keep your usage information private

- O&R uses the data we collect from your meter only for billing purposes, and to provide you with customized recommendations for how to save energy.

- We adhere to all New York and New Jersey laws that regulate the use of personal information for business functions, such as billing and customer service. Our privacy policy can be found at **oru.com/privacy**.

Smart meters, like standard meters, track only how much energy you use—not how you use it.

Have more questions? Visit
oru.com/energyfuture or call 1-877-434-4100