

## Could Hydro-Québec figure out customers' routines, when they're away, what appliances they use or any other habits based on the data collected by next-generation meters?

No. Your meter will measure your overall electricity consumption and periodically report it by radiofrequency to HQ's information systems for billing purposes.

Hydro-Québec has taken steps to protect its customers' private data. Those measures were underscored by the Commission d'accès à l'information [access to information commission] in its report of February 2013.

After learning of the mechanisms put in place, the commission concluded that Hydro-Québec "has taken measures to prevent the data collected from being used to deduce private information."

CAI report (in French)

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## How do you make sure that the billing data of different customers doesn't get mixed up during transmission?

Next-generation meters do not transmit any personal information about customers (name or address). The data transmitted is secure, because it is encrypted and anonymous. It is decrypted only once it is in Hydro-Québec's systems, then associated with an individual customer by means of a unique key so that data from different customers cannot be mixed up.

Hydro-Québec has chosen to implement some of the most effective advanced security functions used in any similar projects to date.

Furthermore, Hydro-Québec will continue to maintain all necessary security and privacy measures by following recognized industry guidelines and complying with the Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information (CQLR, c. A-2.1).

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## Could next-generation meters open the door to cyberattacks and potential leaks of confidential customer data? If so, what are you doing to prevent them?

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Hydro-Québec has chosen to implement some of the most effective advanced security functions used in any similar projects to date.

Keep in mind that that Hydro-Québec must meet many commitments and obligations regarding security and privacy.

Hydro-Québec will continue to maintain all necessary security and privacy measures by following recognized industry guidelines and complying with the Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information (CQLR, c. A-2.1).

In February 2013, after its inspection, the Commission d'accès à l'information [access to information commission] concluded that [Hydro-Québec] "has taken steps to prevent the data collected from being used to deduce private information."