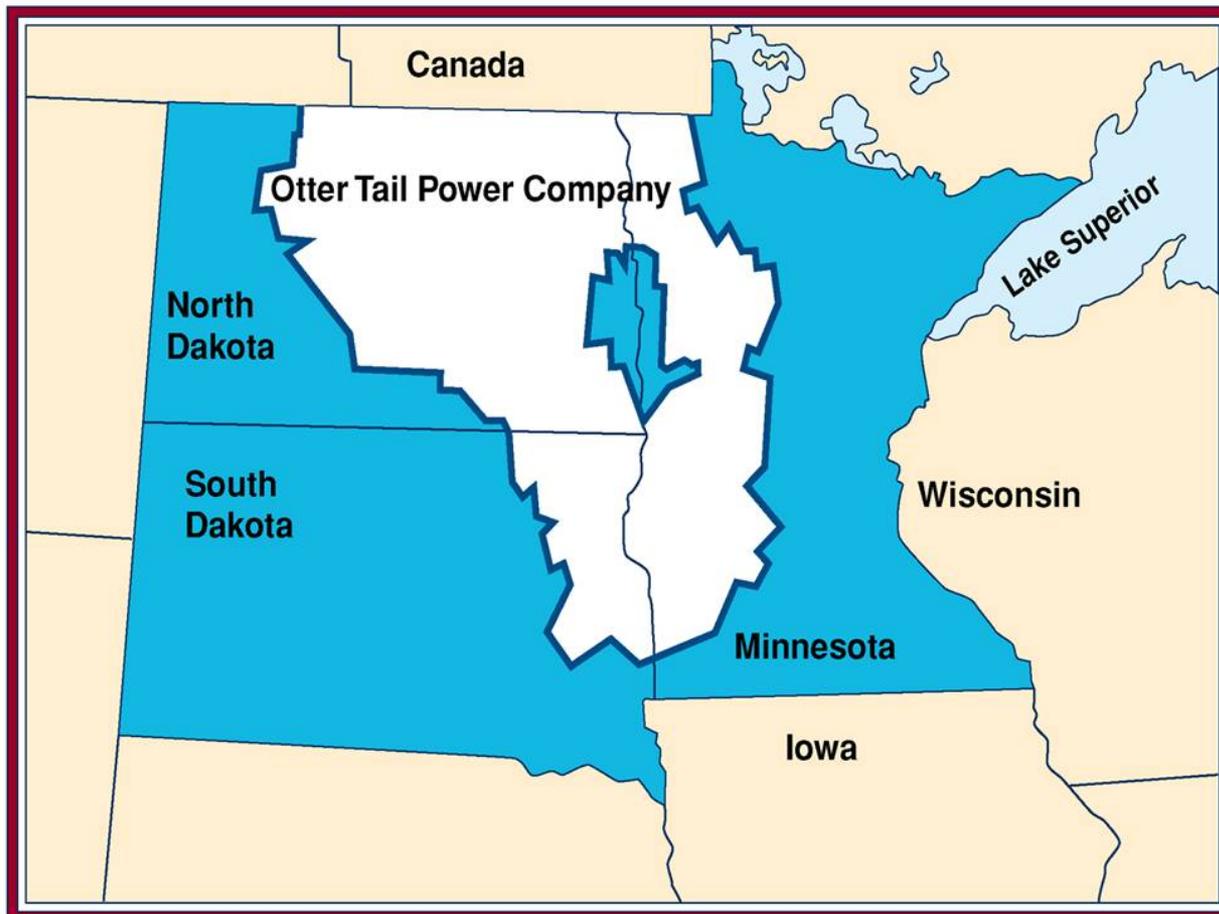




Quick Background on OTP

- 50,000-square-mile service area



Quick Background on OTP



- 129,300 customers
- 423 communities served
- Average MN community pop. = 400
- Only 3 towns over 10,000
 - Bemidji, MN; Fergus Falls, MN; Jamestown, ND
- Approximately 790 employees (including part-time), approximately 160 field employees
- More than 100 years of service

OTP “Smart Grid” Elements



- Long history of transmission and distribution system smart grid elements—back to 1940s; e.g., substation SynchroPhasors, feeder interruption reporting, distribution automation
- 1/3 of customers participate in demand response
- OTP offers a variety of energy feedback products: Bill Analyzer, home energy reports, etc.
- Developing a GIS: increases efficiency, assists in improving reliability, etc.
- OTP investigating AMI technology



Smart Grid & Privacy

- What legislation and rules are currently in place regarding third-party access to customer data?
- What privacy policies do utilities have in response to this legislation?
- Have utilities begun to use suggested privacy policies outlined in existing smart grid white papers or reports?



Current Laws & Rules

- Customer privacy not governed by a single unified set of laws/rules
- Many legal regimes govern aspects of privacy, including notice, access, customer consent, and data security
- Privacy concerns have not historically been source of OTP customer complaints
- To what extent do current regimes cover individual usage-related smart grid data?



Current Laws & Rules

- Privacy laws have historically been struck to balance individual rights and public interests
- Policy question: What's the right balance for smart grid data?

Current Laws & Rules

- Common Law governs several aspects of privacy--Tort Law
 - Real property rights: trespass, nuisance, etc., e.g., limited property access for meter reading, etc. (note balancing of interests)
 - Individual privacy protections
 - Intrusion upon seclusion or solitude, or into private affairs;
 - Public disclosure of embarrassing private facts;
 - Publicity that places a person in a false light in public eye;
 - Appropriation of one's name or likeness.

Current Laws & Rules

- Federal and State legislation governs disclosure of certain customer info
 - e.g., Federal Fair Credit Reporting Act; Fair Debt Collections Act—restricts communicating nature of debts with third parties
 - e.g., MN Data Practices Act restricts agencies' and municipals' disclosures of customer information (Minn. Stat. § § 13.679 & 13.685) (without restriction, FOIA concern)

Utility Policies

- Utility policies restricting disclosure of customer information
 - Policies typically restrict disclosure of customer account info without customer consent (or subpoena)
 - Generally apply to account info. Don't explicitly address meter or usage data
- Information Technology (IT) security policies
 - Procedures to protect security of confidential data; storage, access, transmission, retention, etc.
 - Broader coverage than just customer data

Smart Grid White Papers

- Many white papers
- Generally recognize that the granularity of smart grid Customer Electric Usage Data (CEUD) may require additional privacy protections
- Recommend balance of *public interest* served by utility use of CEUD for utility-related purposes and customers' *individual interests* to access and control CEUD

Smart Grid White Papers

- Many recommend FTC's Fair Information Principles
 - Notice/Awareness
 - Consent
 - Access
 - Security
 - Enforcement



Smart Grid White Papers



Questions?