

Smarter together.

Smart Meters

Privacy & Security

Your privacy is important to Avista. We maintain strict confidentiality and privacy policies and use state-of-the-art technology to safeguard your information.

Facts You Should Know

- ◆ A smart meter records your energy use information and safely and securely communicates this information to Avista using digital technology – similar to your smartphone when it sends a text. The information includes the amount of energy you use and when you use it. We use this information to help ensure that your monthly bill is accurate and to manage and optimize the electricity grid that serves our region.
- ◆ Avista has an established privacy policy and our commitment to your privacy remains unchanged. You can view our full privacy policy at myavista.com.
- ◆ Smart meters do not collect, store, or transmit personally identifiable customer information – such as names and addresses. All energy usage information is transmitted between smart meters and Avista through a secure network and is encrypted using U.S. government-approved and -recommended standards. We follow the cybersecurity guidelines published by the National Institute of Standards and Technology. These standards are regularly reviewed to remain current with industry and government security protocols.

Avista has conducted extensive security planning and testing of the smart meter system. We have developed comprehensive security processes and procedures based on best practices. All meters, communications, and information management systems are subject to the same security standards that have kept the energy grid safe for years.

To learn more visit myavista.com/smartmeters

