

LETTERS

Privacy fears exaggerated

DEAR EDITOR: Everywhere people are scaremongering about privacy: CCTV cameras; microchips in bins; Google's search engine and Streetview; DNA databases... I embrace these developments and it concerns me that objectors are going to prevent progress by using flawed arguments.

The Information Commissioner's Office (ICO) has expressed concern about how energy companies will use data held on smart meters. However, with the exception of deliberate or accidental releases, the information is entirely stored in and processed by computers.

Security and privacy are important issues, but it is important to remember that all advances can be put to good or bad use and laws will evolve to prevent bad use so society can advance.

For smart metering to succeed, privacy must be recognised. This will mean technical measures, relevant communications and training will have to be



Send your letters to the Editor

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implemented, and appropriate controls provided to consumers. By doing this, the planet will benefit while consumers will be able to make more informed decisions about their energy consumption, reducing their usage and cutting their bills. Utilities will improve customer service and in turn experience reduced costs to serve, which will enhance opportunities for reinvestment.

Joel Hagan, chief executive, Onzo

23rd June 2010