



For Immediate Release
April 2, 2020

ICC CONTACT: Victoria Crawford
Office: (217) 557-5819
Victoria.Crawford@Illinois.gov

Customer Privacy and Cost Concerns Prompts ICC Dismissal of Investigation into Non-RES Third-Party Warrant Process

Chicago, IL- On Wednesday, citing concerns over customer privacy and the potential for increased costs for ratepayers the Illinois Commerce Commission (ICC) voted to end a three year investigation into the possible adoption of a new governing process that would allow third parties access to customer energy usage data.

On March 15, 2017, the ICC initiated Docket No. 17-0123 to provide interested parties with the opportunity to devise a process by which Non-Retail Electric Suppliers (RES) could warrant that they possess the requisite authority from the customer to obtain access to that customer's specific interval electricity usage data and to address appropriate safeguards and processes. An earlier docket, 14-0507, yielded no agreement among the stakeholders.

Although the Commission acknowledges the potential benefits of data sharing via recent grid modernization, parties raised significant concerns regarding the Joint Process Proposal introduced by certain stakeholders. Specifically, parties argued that the Joint Process Proposal did not represent a true warrant process and, moreover, would have shifted costs onto captive ratepayers. In her remarks from the bench, ICC Chairman Carrie Zalewski amplified this sentiment:

"The Commission understands this to be a vital issue for the continued evolution of the retail market. In order for the Illinois Retail Energy Market to evolve, and for Illinois to reach the potential espoused in FEJA (Future Energy Jobs Act) it is incumbent upon the Commission to soberly review technologies and policies that support retail market evolution while protecting retail market customer privacy. The joint proposed process does neither. Instead, I commend the ALJ (Administrative Law Judge) for her tempered and balanced Order and agree with the Order as written.

Continuing the evolution of the retail market products and services is a paramount concern to this Commission. Access to customer data, to borrow a phrase from telecom, represents the last mile in serving retail customers. The instant docket does nothing to further this evolution. The instant docket only serves to weaken consumer privacy issues."

Currently in Illinois, Non-RES third-parties can access Advanced Metering Information (AMI) data when a customer provides authorization to the utility that releases the customer's usage information via a web portal called "Green Button Connect."

The Final Order for Docket No. 17-0123 can be found [here](#).

####

About the Illinois Commerce Commission

The Illinois Commerce Commission (ICC) is a quasi-judicial body made up of five Commissioners. Through its Public Utility Program, the Commission oversees the provision of adequate, reliable, efficient and safe utility services at the least possible cost to Illinois citizens served by electric, natural gas, telecommunications, water and sewer public utility companies. Through its Transportation Regulatory Program, the Commission oversees public safety and consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses and repossession agencies. The Commission's Rail Safety Program also inspects and regulates the general safety of railroad tracks, facilities and equipment in the state.

To learn more about the Commission, its offices and bureaus, click [here](#). If you are a consumer who needs help resolving a utility dispute call 800-524-0795 or file an online complaint [here](#). For a complaint related to transportation, call 217-782-6448.

Follow the Illinois Commerce Commission on Twitter @ILCommerceComm