

**General**

**Q. Ref: PUB-78 NP. How will allowing individuals to assign their own passwords improve access to the Website over what is currently the case.**

A. Currently, customers are required to enter an account number that is up to 8 digits long as well as a 6-digit meter number to access their account information on the Company's web site. The account number and meter number is shown on their monthly electric bill. Customers must either memorize the account number and meter number, or have a copy of their bill when logging in to view their account information.

Allowing customers to choose their own password and utilize their e-mail address as their user identification code (in place of their billing account number) makes it easier for them to remember the log in sequence required to view their account information. This is also consistent with what has become a common and accepted practice for secure access to Internet websites.