



## **CUSTOMER PRIVACY RIGHTS STATEMENT**

The Public Utility District No. 1 of Franklin County (the District) recognizes its responsibilities to conform to applicable laws and regulations intended to keep customer information private and secure. The District's responsibilities may appropriately extend beyond these laws and regulations and as such has developed this Customer Privacy Rights Statement.

This Customer Privacy Rights, adopted by Resolution 1263 on September 27, 2016, is guided by the District's Excellence in Governance Policies, Mission, Vision and Guiding Principles that serve as the foundation for how we operate and conduct our business related to the security, privacy, and use of customer data, and matters of customer choice.

Consumer trust is essential to the success of new technologies, and protecting the privacy of customer data is a crucial component of strengthening this trust. The District collects and uses customer data to perform essential business operations such as operating and maintaining the system, managing outages and processing customer bills.

District customers have the right to:

- Privacy
  - We only share customer information with third parties in order to conduct essential business functions (such as bill processing services). We will not sell our customer's information. Our vendors are held accountable to the same standards regarding customer information shared with them.
  - We only share customer information with the public in compliance with local, state, and federal laws. As a public entity, we will seek to protect the privacy of our customers' personal information in complying with public records requests.
  - We are committed to a fair resolution of privacy concerns. We provide our customers with an appeal process that allows them to voice concerns regarding the release of their information.
  
- Data Security & Integrity
  - We only capture data required to conduct our business and retain it for only as long as required.
  - We design security into every data collection, access and transfer point.
  - We will not transmit personally identifiable information over our Advanced Metering Infrastructure network.
  - We implement measures to protect against a loss, misuse, and alteration of the information we control.
  - We ensure delivery of an accurate bill and/or timely response if an error is discovered.
  - We will notify customers if any personal information is breached.
  - A customer has a right to file a complaint with the District if customer believes the District has improperly released that customer's personally identifiable information.

- Transparency
  - We conduct business in an open, transparent manner where our privacy policies and decisions are available to the public.
  - We provide information to our customers about all aspects of their account. The District will strive to provide more accessibility for customers through the development of a web portal.
  
- Customer Choice
  - The District does not currently have a time-of-use pricing program in place. In the event a time-of-use pricing program is considered, development of such a program will be conducted through an open, public process.
  - We will not implement a Home Area Network that enables customers to monitor and control their own appliances without prior written consent.
  - We are confident in the advanced meter technology that we have deployed and will continue to deploy in the future. We will provide customers with the option to opt out of our advanced meters, and ensure fees are established to offset the cost of meter replacement and manual reads.