

## Summary of proposed amendments contained in the revised Tariff sheets provided as Attachment B:

### *Sheet No. 6-7.1*

The types of information the Company may obtain about customers include:

- Contact information (such as name, postal address, e-mail address, phone number)
- Customer service addresses and dates of service
- Information about customer participation in Company renewable energy, energy efficiency, or energy conservation programs
- Account history with Company (such as disconnection notices issued, disconnection and reconnection dates, payment arrangement dates, late payment notices, and applied late fees)
- Account notes detailing the Company's interactions with customers via phone, e-mail, fax, and/or social media
- User name or ID and password for an account a customer may establish on Company websites
- Energy Usage Data specific to a customer's account, excluding data that is generated from sources behind the meter
- Customer payment history and details, including: payment amounts and dates, financial account number, routing number, and billing address
- Credit report information
- Demographic data (such as date of birth, home ownership status and household income)
- Details about a customer's home (such as dwelling age, size and type, and details about appliances and other energy-related equipment used in the home) as provided through voluntary participation in a Company energy efficiency program
- Customer Social Security Number (SSN). The Company asks for and uses SSNs when setting up new service to confirm the customer's identity. The Company also uses SSNs to protect against fraud by confirming that the Company is speaking to the customer of record before providing account access or taking action on the account, and to aid the Company's ability to collect on past-due debts.
- Other information a customer may provide to the Company.

### *Sheet No. 6-7.2*

#### **Information Disclosures for Which Customer Authorization Is Not Required**

The Company may disclose information about a customer as required or permitted by law or applicable regulations, including to a federal, state or local governmental agency ~~with the power to compel such disclosure~~, or in response to a subpoena or court order.

### *Sheet No. 6-7.4*

#### **HOW THE COMPANY PROTECTS CUSTOMER INFORMATION**

The Company retains customer information in accordance with applicable record retention requirements, and maintains administrative, technical and physical safeguards designed to protect the privacy and security of the information the Company maintains about customers. Among other protections, these safeguards are designed to restrict access to customer information to those Company employees, other personnel, and contracted agents, that need access for an identified business purpose. No electronic transmission of information can be entirely secure. The Company cannot and does not guarantee that the security measures the Company has in place to safeguard information will never fail, or that those measures will always be sufficient or effective. The Company and each of its directors, officers and employees that appropriately disclose data to Customers, third parties, or ~~others those with the power to compel such disclosure~~, shall not be liable or responsible for any claims for loss or damages resulting from such disclosure for any cause other than gross negligence of the Company.