

ATTACHMENT A

EL16-033

DR-1

Customer Care Policy – Privacy Procedures

Number:	Date issued: 3/14/07	Date revised: 10/31/16	Responsible area: Customer Care	Approved by: John Thurmond
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Customer/Account Master File Privacy

Customer Privacy

Customer/account information will **not** be provided to any party not authorized on the account. However, landlords with an **active agreement** in place on a premise will be granted active, inactive, or pending service information only. Each caller/customer, to include landlords, will have to provide proper identification prior to any account/customer information being released.

OCC(On-line Customer Care)/Internet Customer Care Privacy

Customer/account information will **not** be provided electronically to any party not authorized on the account. Customers wishing to retrieve information and/or make changes to their account via OCC/Internet will have to provide an account number, user name and password to gain access. If a digital request is received via an electronic channel, NWE will contact the customer to retrieve proper identification, if not contained within the request.

Written Request Privacy

Customers requesting specific customer/account information or a transaction via mail will be contacted to retrieve proper identification, if necessary, prior to granting the request. If the customer is not requesting specific customer/account information or an account transaction, a written response may be performed.

Automated Phone Privacy

Customers may retrieve specific account information by correctly entering their account number in our IVR system. But at no time will a customer have the ability to access customer personal identifiable information via the automated phone system by simply entering an account number.

Recorded Phone/CIS Privacy

All recordings and/or CIS information are for internal use only, with the exception of recorded calls and/or CIS documents requested by an investigative subpoena or summoned by the proper city, state or federal law authorities. All call recordings and/or CIS documents must be requested in writing via a legal document such as an investigative subpoena or summon.

Employee's Notes

All internal documents, notes and/or scratch pads that contain customer/account information will be shredded or placed in shred containers on a daily basis to be destroyed.

Electronic Documents/Emails

All electronic documents/emails received or sent containing customer/account information will be deleted immediately after the proper process has been completed.