

Customer Confidentiality Policy

Overview and Purpose

Peninsula Clean Energy Authority (PCEA), its employees, agents, contractors, and affiliates will maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, account numbers, and electricity consumption except where reasonably necessary to conduct PCEA's business or to provide services to customers as required by the California Public Utilities Commission (CPUC). Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to:

- a. Comply with the law, regulation or court order;
- b. Enable PCEA to provide service to its customers;
- c. Collect unpaid bills;
- d. Obtain and provide credit reporting information;
- e. Resolve customer disputes or inquires;
- f. Communicate about demand response, energy efficiency, energy management, and conservation programs, or
- g. In situation of imminent threat to life or property. PCEA will not disclose customer information for telemarketing, e-mail, or direct mail solicitation. Aggregate data that cannot be traced to specific customers may be released at PCEA's discretion.

PCEA will handle customer energy usage information in a manner that is fully compliant with the California Public Utility Commission's required privacy protections for customers of Community Choice Aggregators defined in Decision 12-08-045.