



Policy Name: Privacy Policy			
Effective Date: February 9, 2016		Policy No.: ADM/PRIV/a	
Approved By: Commission	Compliance: RCW Compliance	Responsible Party: Customer Service Manager	
Department: Customer Service		Suggested Review: Annually	Resolution No.: n/a

POLICY:

Mason PUD 3 ("PUD 3", "PUD" or "the district") collects and uses customer data to perform essential business operations such as operating and maintaining its electrical distribution system and fiber optic network, managing outages and processing customer bills. In using this data PUD 3 will conform to applicable laws and regulations to keep this information private and secure to the extent allowed by law. The PUD respects your privacy and is committed to protecting it through our compliance with this policy.

PUBLIC RECORDS ACT COMPLIANCE:

Mason PUD 3 is a Washington Municipal Corporation subject to the Public Records Act, Chapter 42.56 RCW. Under the Act the customer addresses, telephone numbers, electronic contact information, and customer-specific utility usage and billing information in increments less than a billing cycle are exempt from public disclosure except to law enforcement and specific child support agencies. Other information regarding your account maintained by PUD 3 is disclosable to persons making a public records request.

A customer may request to be notified if their records are subject to a Public Records request before the request is fulfilled. For more information regarding public records request please contact Mason PUD 3's Records Coordinator.

SALE OR DISCLOSURE CUSTOMER INFORMATION (RCW 19.29A.100):

Mason PUD 3 will not sell private or proprietary customer information. PUD 3 will not disclose private or proprietary customer information with or to its affiliates, subsidiaries, or any other third party for the purposes of marketing services or product offerings to a customer who does not already subscribe to that service or product, unless PUD 3 has first obtained the customer's written or electronic permission to do so.

DEFINITIONS:

- *"Proprietary customer information"* means: (a) Information that relates to the source, technical configuration, destination, and electric customer's payment history, and

household data that is made available by the customer solely by virtue of the utility-customer relationship; and (b) information contained in a retail electric customer's bill.

- "*Private customer information*" includes a retail electric customer's name, address, telephone number, and other personally identifying information.

INFORMATION PROVIDED TO MASON PUD 3:

The district collects both Proprietary and *Private Customer information*, directly from the customer and/or by visits to the districts website.

- Examples of ways information you provide to us may be obtained include: application for credit, phone, emails, faxes, survey responses, transactions you carry out on the PUD 3 website.
- Information we collect through automatic data collection technologies may include: details of your visits to our website, including traffic data, location data, logs and other communication data and the resources that you access and use on the website. Also information about your computer and internet connection, including your IP address, operating system and browser type.
- All meters in the district measure electrical usage. Information received through automatic meter reading may also include time of use measurement, and outage notification.

HOW WE USE YOUR INFORMATION:

We use information that we collect or that you provide to us, including any personal information to: create monthly billings, provide notices about your account, or the utility, enhance your customer experience, and provide you with information, products or services that you request or authorize from us.

SHARING INFORMATION WITH A THIRD PARTY:

We provide information about customer accounts and data to third parties for billing purposes, to complete a customer initiated transaction, or to comply with any court order, law or legal process, including a response to any government or regulatory request.

We may share aggregated information with third parties as long as the information does not allow any specific customer to be identified.

We may use e-mail as a form of communication regarding account billings, your individual electric service, utility updates and maintenance, and other available utility services. Your e-mail will not be disclosed to other parties for non-utility related purposes.

The district shall not provide or sell customer information for private gain or commercial purposes.

ENSURING NETWORK SECURITY:

It is important we maintain customer privacy and protection. Your *private customer information* is encrypted and protected on a secure network. The advanced meters do have several layers of protection, however, no *private customer information* is transmitted through the advanced meters.

CUSTOMER’S RIGHTS TO CONTROL AND MODIFY INFORMATION:

The customer may review and modify his or her personal information at any time with proper verification.

Customers will be given the option to Opt-out of non-bill related emails.

COMPLAINT PROCESS:

Customers who believe that their private or proprietary information has been sold by Mason PUD 3 or disclosed by PUD 3 for the purposes of marketing services or product offerings in violation of this Policy may contact the PUD’s customer service department at 360-426-8255. Customer service will investigate the complaint and report its findings to the Customer within 30 days. If the Customer is dissatisfied with the investigation, the Customer may ask for a hearing before PUD 3’s hearings officer.

CHANGES TO OUR PRIVACY POLICY:

It is our policy to post the most current privacy policy on our website. The date the privacy policy was last revised is identified within the policy. Please visit our website or contact customer service periodically and check for any changes.

Revision	Date	Description of Change	Approval By
Original	02-09-2016	n/a	Commission Motion