



Mason PUD 3 Policy & Procedures

Policy Name: Privacy Policy			
Effective Date: February 9, 2016		Policy No.: ADM/PRIV/b	
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 “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.

PROCEDURES:

1.0 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 as otherwise explicitly authorized (ex: enforcement of child support orders). Other information regarding customer accounts maintained by PUD 3 is disclosable to persons making a public records request.

In its discretion, the District may elect to provide third-party notice to a customer prior to producing non-exempt information regarding that customer’s account.

2.0 SALE OR DISCLOSURE OF 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.

3.0 DEFINITIONS:

- 3.1 *“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.
- 3.2 *“Private customer information”* includes a retail electric customer’s name, address, telephone number, electronic contact information, account numbers and account receivable values; as well as any other data type exempted from production under the Public Records Act or other applicable statute.

4.0 INFORMATION PROVIDED TO MASON PUD 3:

The District collects both *Proprietary* and *Private Customer information*, directly from the customer and/or through customer visits to the District's website.

- 4.1 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.
- 4.2 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.; as well as information about your computer and internet connection, including your IP address, operating system and browser type.
- 4.3 All meters in the District measure electrical usage. Information received through automatic meter reading may also include time of use measurement, and outage notification.

5.0 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.

6.0 SHARING INFORMATION WITH A THIRD PARTY:

We provide information about customer accounts and data to third parties for legitimate and authorized purposes including, but not limited to: billing, completion of customer initiated transactions, compliance with court orders, law or legal process, and responses to government or regulatory requests.

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, customer individual electric service, utility updates and maintenance, and other available utility services. Customer 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.

7.0 ENSURING NETWORK SECURITY:

It is important that the District 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.

8.0 CUSTOMER'S RIGHTS TO CONTROL AND MODIFY INFORMATION:

A customer may review and modify the customer's personal information at any time with proper verification.

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

9.0 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



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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.

10.0 CHANGES TO OUR PRIVACY POLICY:

The District’s current privacy policy is to be posted on the District website or equivalent. The date the privacy policy was last revised is identified within the policy. Please visit the District’s website or contact customer service periodically and check for any changes.

Revision	Date	Description of Change	Approval By
Original a	February 9, 2016		Commission Motion
b	September 28, 2023	Compliance	Manager