

## POLICY BULLETIN NO. 8-35

Subject: PRIVACY & CONFIDENTIALITY OF METER READINGS

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I. OBJECTIVE:

To establish the policy of the Cooperative regarding the use and security of confidential metering data.

II. POLICY CONTENT:

The following guidelines shall be the policy of the Cooperative regarding security of member metering data:

A. NOTICE

1. All electric usage data of the member collected from meter readings will be used to generate a member's bill. The collected data will also be collectively included in monthly statistical reports of the Cooperative.

B. TRUST

1. Protecting member metering data is a priority of the Cooperative. Data is collected only through lawful means and for appropriate purposes. The Cooperative will make every reasonable effort to maintain the data collected from meters with sufficient safeguards to protect it against unauthorized access, destruction, misuse, modification and improper disclosure.

C. SECURITY

1. The Cooperative limits access to metering data to only certain employees, affiliates, or contractors who have responsibility for using the data.
2. The Cooperative requires employees to maintain the confidentiality of the data.
3. The Cooperative requires any affiliate or contractor who may have access to the metering data to comply with the Cooperative's same requirement that the data be maintained with sufficient safeguards to protect it against unauthorized access, destruction, misuse, modification or improper disclosure.

D. USE AND DISCLOSURE

1. The Cooperative uses and discloses meter reading data to carry out its operations. This section describes how the data may be used and disclosed.
2. Meter reading data may be used by the Cooperative for service, billing and management purposes.
3. Meter reading data may be disclosed to affiliates or contractors hired by the Cooperative to assist in carrying out operations, such as service, billing, and management functions.
4. Meter reading data shall be given to members in person or by telephone request, if proper identification is given. Such data may be released to other persons or entities, if authorized by the member. Data may be disclosed to law enforcement agencies or others when required by law, such as in response to a search warrant, subpoena, or court order.

5. The Cooperative will make available to its members alternative meter technology only if it is required by law to do so, and only if the alternative metering is able to record and collect the same data as the metering technology in use by the Cooperative. In such event, the member shall pay, as part of their electric distribution charge, all additional costs associated with the alternative metering.

III. RESPONSIBILITY:

- A. The Board of Trustees is responsible for the approval and periodic review of this policy.
- B. The General Manager is responsible for the administration of this policy and for recommending to the Board of Trustees any changes or additions to this policy.

Approved:

1/27/15

Attest:

*Donna M. Woodworth*

**Donna Woodworth, Secretary**