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City of Lancaster
Administrative Policies and Procedures Manual

Subject: **Privacy and Customer Confidentiality**			Effective Date April 29, 2015 REV. Feb 8, 2016 REV July 25, 2016 REV April 4, 2022
Index: Lancaster Choice Energy Number: LCE-004	Supersedes N/A	Staff Contact George Harris	Pages 4

1.0 Purpose

To modify the Privacy and Customer Confidentiality Policy LCE-004 for Lancaster Choice Energy.

2.0 Organizations Affected

Lancaster Choice Energy / Lancaster Energy

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3.0 References

California Public Utilities Commission (CPUC) Decision 97-10-031
California Public Utilities Commission (CPUC) Decision 12-08-045

4.0 Definition of Terms

4.1 Aggregate Data

In accordance with the '15/15 Rule' as adopted by the CPUC in Decision 97-10-031.

4.2 Confidential Information

In accordance with CPUC Decision 12-08-045, which extends privacy protections to customers of community choice aggregation.

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5.0 Policy

5.1 Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

Lancaster Choice Energy (LCE), its employees, agents, contractors, and affiliates shall maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, email addresses, account numbers, and electricity consumption, except where reasonably necessary to conduct LCE'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 law, regulation, or court order; (b) enable LCE to provide services to its customers; (c) collect unpaid bills; (d) obtain and provide credit reporting information; (e) resolve customer disputes or inquiries; (f) communicate about demand response, energy efficiency, energy management, and conservation programs, or (g) in situation of imminent threat to life or property. LCE shall not, under any circumstances, disclose customer information for third-party telemarketing, e-mail, or direct mail solicitation. Aggregated data that cannot be traced to specific customers may be released at LCE's discretion.

Customer data, including individual customer names, addresses, and electric energy usage data, is collected via Southern California Edison's metering systems. LCE may share customer data with contractors and vendors for purposes of providing services and operating programs. Contractors and vendors are required to agree to only use customer data for program operational purposes and protect it under the same standards as LCE. LCE maintains customer-specific energy usage and billing information for only as long as is reasonably necessary, typically not more than five years unless otherwise necessary by law or regulation.

The effective date for this version of Policy LCE-004 is July 25, 2016. Notice of this policy will be provided when confirming a new customer account and annually to customers via an on-bill message to guide customers to the most updated version on LCE's website at www.LancasterEnergy.com. Any changes to this policy between notification periods will be communicated through LCE's website. Previous versions of this policy can be requested via email at CustomerService@LancasterEnergy.com or by mailed request to Lancaster Choice Energy, Attention: Lancaster Choice Energy, 44933 Fern Ave., Lancaster, CA 93534.

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Customers having any questions or concerns regarding the collection, storage, use, or distribution of customer information, or who wish to view, inquire about, or dispute any customer information held by LCE or limit the collection, use, or disclosure of such information, may contact Lancaster Choice Energy, by phone at (844) 288-4523, via email at customerservice@lancasterenergy.com or by mail at 44933 Fern Ave., Lancaster, CA 93534.

DocuSigned by:
Jason Caudle
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Jason Caudle, City Manager

April 8, 2022 | 8:53:32 AM PDT

Date

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PRIVACY AND CUSTOMER CONFIDENTIALITY POLICY ACKNOWLEDGEMENT

I have read the Privacy and Customer Confidentiality Policy and understand its provisions. I understand that to ensure the protection of the integrity of the City's confidential information as well as the confidentiality of others, confidential information may not be shared with unauthorized individuals within or outside of the organization and may not be transmitted via email.

I accept responsibility for any action performed under my user name and password.

I understand that handling and use of confidential information in violation of the Privacy and Customer Confidentiality Policy may result in employee discipline, up to and including termination.

By signing this form, I agree to abide by the Policies currently in place and I agree to review periodically any changes or modifications. I understand that my regular review of policies is required. I understand updates to policies are available on the intranet.

Employee (Print Name):_____

Employee Signature_____Date_____

Department Head Signature_____Date_____

(To be filed with Human Resources)