

Customer Privacy Rights Statement

Public Utility District No. 1 of Pend Oreille County

Public Utility District No. 1 of Pend Oreille County (the “PUD”) recognizes its responsibility to comply with applicable laws and regulations intended to keep customer information private and secure. The PUD has developed this Customer Privacy Rights Statement to memorialize its commitment to the responsible collection, use, and protection of customer information.

This Customer Privacy Rights Statement reflects the PUD’s guiding principles for how it conducts its business with respect to the security, privacy, and use of customer data, as well as matters of customer choice. Customer trust is essential to the success of new technologies, and protecting the privacy of customer data is a crucial component of strengthening that trust.

The PUD collects and uses customer data to perform its essential business operations, including operating and maintaining the system, managing outages, and processing customer bills. In using this data, the PUD is committed to handling customer information in a manner that is consistent with applicable legal requirements and customer expectations.

This Statement is intended for informational purposes only and shall not be construed to create any private right of action or enforceable rights beyond those provided under applicable law.

The PUD’s customers have the right to:

Privacy

- The PUD shares customer information with third parties only as necessary to conduct essential business functions. The PUD does not sell customer information. Its vendors who receive customer information are required to adhere to the PUD’s data privacy standards.
- The PUD discloses customer information to the public only in compliance with applicable local, state, and federal law. As a public entity, the PUD seeks protect customer privacy while complying with public records and law enforcement access laws.
- The PUD is committed to the fair resolution of privacy concerns and provides customers with a dispute resolution process that allows them to voice concerns regarding the release of their information.

Data Security & Integrity

- The PUD captures only the data necessary to conduct its business and retains such data only for as long as required.
- The PUD incorporates security safeguards into every data collection, access, and transfer point.

- The PUD implements measures to protect against the loss, misuse, and alteration of customer information.
- The PUD strives to ensure delivery of an accurate bill and/or timely response if an error is discovered.
- The PUD will, as required by law, notify customers if any personal information is breached.
- Customers have the right to file a complaint with the PUD if they believe the PUD has improperly released their personally identifiable information.

Transparency

- The PUD conducts its business in an open and transparent manner and makes its privacy policies available to the public.
- The PUD provides customers with access to information about all aspects of their account and strives to improve accessibility through the development of online tools and services.