
Policy: #3420 – Customer Data Privacy**SCOPE OF POLICY:** Customers**RESPONSIBILITY:** Management, Employees

I. POLICY

Elkhorn Rural Public Power District (ERPPD) is committed to protecting the privacy and security of the personal information of its customers. This Customer Data Privacy Policy (this “Policy”) describes how ERPPD collects, uses, discloses, retains, and safeguards customer information, and explains the rights available to customers with respect to their information.

Scope. This Policy applies to all customer information collected by ERPPD in connection with the provision of electric utility service, billing, customer support, and related programs. This Policy applies to District employees, officers, directors, agents, contractors, and third-party service providers who access or process customer information on behalf of ERPPD.

Relationship to Law. This Policy is intended to be consistent with applicable Nebraska law, including the Nebraska Public Records Act (Neb. Rev. Stat. §§ 84-712 et seq.) and other applicable statutes and regulations. Where this Policy conflicts with a mandatory requirement of applicable law, the requirement of law controls.

DEFINITIONS

1. “Customer” means any person or entity that receives, has applied to receive, or has previously received utility service from ERPPD.
2. “Customer Information” or “Personal Information” means information that identifies, relates to, or can reasonably be linked to a particular customer or household, including name, service and mailing address, telephone number, email address, account number, payment and credit information, government-issued identification numbers, and energy usage data.
3. “Energy Usage Data” means data regarding a customer’s electricity consumption collected through metering, including interval usage data collected by advanced metering infrastructure.
4. “Processing” means any operation performed on Customer Information, including collection, use, storage, disclosure, and disposal.

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II. PROCEDURE

A. INFORMATION ERPPD COLLECTS

1. Categories. ERPPD may collect the following categories of Customer Information: (a) identifying and contact information; (b) account and billing information; (c) payment and financial information; (d) Energy Usage Data; (e) service history and correspondence; and (f) information collected through ERPPD's website, mobile applications, and online account portals.
2. Sources. ERPPD collects Customer Information directly from customers, automatically through metering and online systems, and from third parties such as credit reporting agencies and payment processors.

B. USE OF CUSTOMER INFORMATION

1. Permitted Uses. ERPPD uses Customer Information to: (a) provide, maintain, and bill and collect for utility service; (b) operate, maintain, and improve the electric system; (c) respond to customer inquiries and service requests; (d) administer conservation, energy efficiency, and assistance programs; (e) detect and prevent fraud and unauthorized usage; (f) comply with legal obligations; and (g) other purposes reasonably related to the provision of utility service.
2. No Sale of Personal Information. ERPPD does not sell Customer Information to third parties.

C. DISCLOSURE OF CUSTOMER INFORMATION

1. Permitted Disclosures. ERPPD may disclose Customer Information: (a) to third-party service providers and contractors performing services on ERPPD's behalf under confidentiality obligations; (b) as required or permitted by law, subpoena, court order, or lawful request by public authorities; (c) to protect the rights, property, or safety of ERPPD, its customers, or the public; (d) in connection with the collection of unpaid amounts; and (e) with the customer's consent.

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2. Public Records. As a political subdivision, ERPPD is subject to the Nebraska Public Records Act. Certain Customer Information may be subject to disclosure in response to a public records request; however, ERPPD will withhold information that is protected from disclosure under applicable law, including records that would constitute an unwarranted invasion of personal privacy.

3. Energy Usage Data. ERPPD will not disclose an individual customer's Energy Usage Data to a third party for a secondary commercial purpose without the customer's consent, except as required or permitted by law.

E. DATA SECURITY

1. Safeguards. ERPPD maintains reasonable administrative, technical, and physical safeguards designed to protect Customer Information against unauthorized access, use, disclosure, alteration, and destruction, consistent with the sensitivity of the information.

2. Access Controls. Access to Customer Information is limited to authorized personnel and service providers who require access to perform their duties.

F. DATA BREACH NOTIFICATION

Notification. In the event of a breach of security of the system involving unauthorized acquisition of unencrypted computerized data that compromises the security, confidentiality, or integrity of personal information, ERPPD will provide notice to affected individuals and, where applicable, to the Nebraska Attorney General, in accordance with the Nebraska Financial Data Protection and Consumer Notification of Data Security Breach Act (Neb. Rev. Stat. §§ 87-801 et seq.).

G . DATA RETENTION

ERPPD retains Customer Information for as long as necessary to fulfill the purposes described in this Policy and to comply with ERPPD's records retention schedule and applicable legal and regulatory requirements. Customer Information is securely disposed of when no longer required.

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H. CUSTOMER RIGHTS

1. Access and Correction. Customers may request access to the Customer Information ERPPD maintains about them and may request correction of inaccurate information by contacting ERPPD as set forth below.
2. Online Account Preferences. Customers with online accounts may review and update certain account information and communication preferences through ERPPD's customer portal.

I. CHILDREN'S PRIVACY

ERPPD's services are directed to customers who are adults, and ERPPD does not knowingly collect personal information from children under the age of 18.

J. THIRD-PARTY WEBSITES

ERPPD's website may contain links to third-party websites. This Policy does not apply to those websites, and ERPPD is not responsible for their privacy practices.

K. CHANGES TO THIS POLICY

ERPPD may amend this Policy from time to time. The revised Policy will be posted with a new effective date, and material changes will be communicated to customers as appropriate.

L. CONTACT INFORMATION

Questions or requests regarding this Policy or ERPPD's handling of Customer Information may be directed to:

Elkhorn Rural Public Power District
PO Box 310, Battle Creek, NE 68715
402-675-2185
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