

**City of Lancaster
Administrative Policies and Procedures Manual**

Subject: Privacy and Customer Confidentiality		Effective Date April 29, 2015	
Index: Lancaster Choice Energy Number: LCE-004	Supersedes N/A	Staff Contact Barbara Boswell	Pages

1.0 Purpose

To establish a Privacy and Customer Confidentiality policy for Lancaster Choice Energy.

2.0 Organizations Affected

Lancaster Choice Energy

3.0 References

CPUC Decision 97-10-031

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

5.0 Policy

5.1 Lancaster Choice Energy (LCE), its employees, and consultants will maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, account numbers, and electricity consumption, except where reasonably necessary to conduct LCE's business or to provide services to customers, including but not limited to where such disclosure is necessary to (a) comply with the law or regulations; (b) enable LCE to provide service to its customers; (c) collect unpaid bills; (d) obtain and provide credit reporting information; or (e) resolve customer disputes or inquiries. LCE will not disclose customer information for third-party telemarketing, e-mail, or direct mail solicitation. Aggregate data may be released at LCE's discretion. Southern California Edison (SCE) is not covered in this policy.

APPROVED BY:

Mark V. Bozigian, City Manager

Date