

**CITY OF SAN JACINTO
Administrative Policy**

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| SUBJECT: | | | EFFECTIVE DATE: |
| PRIVACY AND CUSTOMER CONFIDENTIALITY | | | FEBRUARY 1, 2018 |
| POLICY #: | SUPERSEDES | STAFF CONTACT | # OF PAGES: |
| SJP-02 | N/A | | 3 |

1.0 Purpose:

To establish a Privacy and Customer Confidentiality Policy for San Jacinto Power (SJP).

2.0 Organizations affected:

City of San Jacinto
All City of San Jacinto Departments
San Jacinto Power

3.0 References:

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

4.0 Definitions:

4.1 **Aggregate Data** – has a meaning in accordance with the “15/15 Rule” as adopted by the CPUC in Decision 97-10-031.

4.2 **Confidential Information** – has a meaning in accordance with CPUC Decision 12-08-045, which extends privacy protections to customers of community choice aggregation programs.

4.3 **Customer Data** - includes individual names, addresses and electricity energy usage data of customers that is collected via Southern California Edison’s (SCE) metering systems.

5.0 Policy – Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information:

- 5.1 San Jacinto Power (SJP), its employees, agents, contractors, and affiliates shall maintain the confidentiality of the “confidential information” of individual customers, including name(s), service address(es), billing address(es), telephone number(s), email address(es), account number(s), social security number(s), taxpayer ID number(s), and electricity consumption information; except as reasonably necessary to conduct SJP’s business operations, to provide services to customers, and/or as required by the CPUC.
- 5.2 Examples circumstances constituting reasonably necessary disclosures, sharing, or transmitting of confidential information include, but are not limited to, when necessary to:
- a) Comply with any law, regulation, or court order;
 - b) Enable SJP 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, or to prevent or resolve service interruptions.
- 5.3 SJP shall not, under any circumstances, disclose customer confidential information for third-party telemarketing, email, or direct mail solicitation purposes. Aggregated data that cannot be traced to specific customers may be released at SJP’s discretion.
- 5.4 SJP 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 SJP. SJP retains customer-specific energy usage and billing information only as long as reasonably necessary for business and legal purposes, and such retention period is typically not more than five (5) years unless otherwise required by law or regulation.
- 5.5 Notice of this policy will be provided when confirming a new customer account, and annually, inclusive of any updates or revisions to this policy, to customers via an on-bill message to guide customers to the most updated version on SJP’s website at www.SanJacintoPower.com. Any changes to this policy between notification periods will be communicated through SJP’s website. Previous versions of this policy can be requested via email at

CustomerService@SanJacintoPower.com or by mailed request to San Jacinto Power, 595 S. San Jacinto Ave, San Jacinto, CA 92583.

- 5.6 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 SJP or limit the collection, use or disclosure of such information may contact San Jacinto Power by phone at 951-665-6812 or via email at CustomerService@SanJacintoPower.com or by mail at San Jacinto Power, 595 S. San Jacinto Ave, San Jacinto, CA 92583.
- 5.7 Employees of SJP shall be provided a copy of this policy, and it shall be construed and implemented by such employees consistent with Policy SJP-01 - Protection of Confidential Information policy to protect confidential customer information.

Approved:



Rob Johnson, City Manager

1/30/18

Date