

CHIPPEWA VALLEY ELECTRIC COOPERATIVE
Cornell WI 54732

POLICY: 10.10

SUBJECT: PRIVACY AND CONFIDENTIALITY

REFERENCE: Minutes 5/30/03:10/31/2013

The objective of this policy is to establish fair information principles for Chippewa Valley Electric Cooperative in carrying out its responsibility to respect the privacy and confidentiality of member-consumer information.

When providing electricity and related services, Chippewa Valley Electric Cooperative collects information from member-consumers, including name, address, telephone number, Social Security number, credit information, and payment and usage history. Usage history may include information on a member-consumer's property and appliances, service history and information maintained for meter reading purposes.

Chippewa Valley Electric Cooperative discloses to its member-consumers its policies and practices for the collection, maintenance, use, and disclosure of identifiable information about its members-consumers.

Chippewa Valley Electric Cooperative collects and maintains appropriate information about its member-consumers as a routine part of its operations.

Chippewa Valley Electric Cooperative generally permits its member-consumers to access and seek correction of records about themselves that are used by Chippewa Valley Electric Cooperative to provide service, for billing, and to manage capital accounts.

Chippewa Valley Electric Cooperative maintains member-consumer information with technical, administrative, and physical safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure. No record or computer system can ever be fully protected against every possible hazard. Chippewa Valley Electric Cooperative provides reasonable and appropriate security to protect against foreseeable hazards.

Chippewa Valley Electric Cooperative requires its employees and, when practicable, its affiliates and contractors who have access to identifiable member-consumer information to sign a statement acknowledging that they have read this privacy and confidentiality policy and agreeing to comply with it. Any employee or contractor who fails to comply with these rules may be subject to disciplinary action up to and including dismissal.

Chippewa Valley Electric Cooperative uses and discloses identifiable information about member-consumers in defined and responsible ways in order to carry out its operations.

Records may be disclosed to affiliates or contractors hired by Chippewa Valley Electric Cooperative to assist in carrying out operations, such as service, billing, and management functions including legal, audit, and collection services.

Member-consumer information may be disclosed to and shared with commercial and consumer credit reporting agencies for credit-related activities.

CHIPPEWA VALLEY ELECTRIC COOPERATIVE
Cornell WI 54732

POLICY: 10.10

SUBJECT: PRIVACY AND CONFIDENTIALITY

Records may be disclosed to government regulators and other government agencies when authorized or required by law.

Records may be disclosed when required by law, such as in response to a search warrant, subpoena, or court order. Chippewa Valley Electric Cooperative may use and disclose records for investigations into employee misconduct or for law enforcement investigations related to our business. Disclosures may also be made when appropriate to protect Chippewa Valley Electric Cooperative's legal rights or during emergencies if physical safety is believed to be at risk. Chippewa Valley Electric Cooperative will take reasonable steps to limit the scope and consequences of any of these disclosures.

Records may be shared with other utilities under shared agreements or to meet operational requirements.

Records about a member-consumer may be disclosed at the request of or with the permission of the member-consumer.

In addition, member-consumer information may be shared with affiliates and partners of Chippewa Valley Electric Cooperative that offer products and services to member-consumers.

Membership lists of the Cooperative may be disclosed to a member of the cooperative for a proper purpose, such as in connection with Cooperative election activities.

The Cooperative does not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of member-consumers. Chippewa Valley Electric Cooperative does not disclose any information about a member-consumer to nonaffiliated third parties without the consent of the member-consumer.

The board shall ensure that this policy reflects current practices for personal information about member-consumers.

The President/CEO shall ensure that this policy is adhered to.