

MORRISTOWN UTILITIES COMMISSION

PRIVACY AND CONFIDENTIALITY POLICY

I. OBJECTIVE

The objective of this policy is to establish procedures, rules, and standards in collecting, storing, using, disseminating, sharing, and securing customer information.

II. CONTENT

Morristown Utilities Commission respects the privacy and confidentiality of its customer information. This policy describes the information that Morristown Utilities Commission collects from its customers as a routine part of its operations, and how it uses, protects, and shares the information that it collects.

III. PROVISIONS

A. Categories of Information Collected

Morristown Utilities Commission collects and maintains appropriate information about its customers, including:

1. Contact information, including a customer's name, address, telephone number, and e-mail address. Morristown Utilities Commission may also collect information for online access, website and other social media.
2. Billing information including but not limited to: Social Security number, driver license number, credit information, financial account information, and payment history.
3. Electric, water, and wastewater use data gathered by Morristown Utilities Commission metering systems and a customer's service history, which may include information on a customer's property and appliances and information maintained for meter reading purposes.
4. Responses to customer survey(s) conducted by Morristown Utilities Commission to identify needs or improve service.

B. Purposes for Collection; Access and Correction

1. Morristown Utilities Commission collects and maintains information about customers for purposes that are suitable to its operations and management. Information is collected only through lawful and fair means and for

appropriate purposes.

2. Morristown Utilities Commission is committed to maintaining accurate, complete, timely, relevant, and appropriate information about customers as necessary for the purpose for which the information is to be used. Morristown Utilities Commission generally permits its customers to access and seek correction of records about themselves that are maintained and used by Morristown Utilities to provide service, for billing, and to manage their accounts. Any requests for or disputes relating to, access, correction, or other matters should be directed to the Administrative Department. Morristown Utilities Commission will do its best to resolve any questions or problems that may arise regarding the use of customer information.
3. Morristown Utilities Commission may provide use data to customer(s) who has access to electric, water, and wastewater use data through an interface, such as a website or Customer Portal. Morristown Utilities Commission will describe how such access is provided/what data is made available.

C. How Morristown Utilities Commission Collects Customer Information

Morristown Utilities Commission collects customer information through the following methods:

1. When customers create an account and interact with Morristown Utilities Commission regarding their account, utility service, or participation in Morristown Utilities Commission programs.
2. When customers use electricity, water, and wastewater service through metering systems.
3. When customers interact with Morristown Utilities Commission through its website www.musfiber.net, social media or Customer Portal.
4. When Morristown Utilities Commission interacts with third parties, such as credit agencies.

D. Use and Retention of Customer Information by Morristown Utilities Commission

1. Morristown Utilities Commission uses information about customers in defined and responsible ways in order to manage, provide, and improve its products, services, and operations. Examples may include: administering customer accounts; informing customers about their energy use; providing customers with outage information, and communicating with customers about programs or opportunities that may be of interest to them.
2. Data about individual customer's electric, water, and wastewater use may be compiled in aggregate form to be used by Morristown Utilities

Commission to improve system operations, engineering studies, efficiency and overall customer service.

3. Morristown Utilities Commission retains customer information, including energy use data, in such amounts and for such periods of time as required by law or regulation.

E. Security

1. Morristown Utilities Commission maintains customer information with reasonable and appropriate technical, administrative, physical and cyber safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure of customer information.
2. Morristown Utilities Commission requires its employees, affiliates and contractors who have access to customer information to comply with this privacy and confidentiality policy.
3. Customer information that customers may access through Morristown Utilities Commission's website, social media or Customer Portal is protected using cyber security protocols designed to prevent unauthorized third parties from accessing such information.
4. Morristown Utilities Commission reserves the sole right to review, edit or remove any inappropriate electronic communication information, on any online platform or mobile site owned, operated or maintained by the Commission. Examples of inappropriate communications include, but are not limited to:
 - Abusive or hurtful comments about another individual.
 - Off-topic and redundant comments (this includes promotion of events, groups, pages, websites, organizations and programs not related to or affiliated with MUC)
 - Comments that use foul language or hateful speech (including racial and ethnic bashing language).
 - Personal attacks or defamatory statements (i.e. making negative, personal, abusive or attacking comments about an MUC customer or MUC employee)
 - Morristown Utilities Commission reserves the sole right to permanently ban any user for use of, but not limited to, the examples above.

F. Disclosure to Third Parties

1. Morristown Utilities Commission does not share customer information, including, a customer's electric, water, or wastewater use data and information that can reasonably be used to identify an individual, with a third party, except at the customer's request, with the customer's consent.

- a. Information may be disclosed to affiliates or contractors hired by Morristown Utilities Commission to assist in carrying out operations, such as service, maintenance, billing, and management functions including legal, audit, and collection services. Information may also be shared with other utilities under shared service agreements or to meet operational requirements. Information will only be disclosed to such persons to the extent necessary to render the services, and only to those who agree in writing to maintain the confidentiality and security of the information.
- b. Morristown Utilities Commission may disclose to and share information with commercial and consumer credit reporting agencies for credit-related activities (e.g., the reporting of bad debts).
- c. Sufficiently aggregated information may be disclosed to third parties where necessary or beneficial for Morristown Utilities Commission operations (for example, to improve efficiency and overall customer services).
- d. Information may be disclosed when authorized or required by law, including in response to a search warrant, subpoena, request under the Tennessee Open Records Act, or court or law enforcement order. (For example, Morristown Utilities Commission may use and disclose records for investigations into employee misconduct or for law enforcement investigations related to its business.) Disclosures may also be made when appropriate to protect Morristown Utilities Commission's legal rights or in situations involving an imminent threat to life or property. Morristown Utilities Commission will take reasonable steps to limit the scope and consequences of any of these disclosures.
- e. In addition, information may be shared with affiliates and partners of Morristown Utilities Commission that offer products and services of interest to customers. Morristown Utilities Commission does not sell, rent, loan, exchange, or otherwise release customer information to non-affiliated third parties or partners for their marketing purposes.

G. How to Contact Morristown Utilities Commission

This policy is maintained and supervised by the Administrative Department. Questions about the policy may be directed to the Administrative Executive Assistant.

IV. RESPONSIBILITY

- A. The Board of Commissioners of Morristown Utilities Commission shall ensure that this policy reflects current practices for personal information about customers.
- B. The Board of Commissioners of Morristown Utilities Commission has the right to vote to authorize other uses and disclosures of information, subject to applicable laws, rules, and regulations.
- C. The General Manager of Morristown Utilities Commission shall ensure that this policy is adhered to.