3CE Customer Privacy Policy

Customer Privacy Policy

Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

Central Coast Community Energy (3CE), its employees, agents, contractors, and affiliates shall maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, email addresses, account numbers, and electricity consumption, except where reasonably necessary to conduct 3CE's business or to provide services to customers pursuant to the "Rules Regarding Privacy and Security Protections for Energy Usage Data" issued by the California Public Utilities Commission (CPUC). Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to (a) comply with law, regulation, or court order; (b) enable 3CE to provide service 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. 3CE shall not, under any circumstance, disclose customer information for third-party telemarketing, e-mail, or direct mail solicitation. Aggregated data that cannot be traced to specific customers may be released at 3CE's discretion.

Customer data, including individual customer names, addresses, and electric energy usage data, is collected via PG&E's and SCE's metering systems. 3CE may share customer data with contractors and vendors for purposes of providing 3CE 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 3CE. 3CE maintains customer-specific energy usage and billing information for only as long as is reasonably necessary, typically not more than five years unless otherwise required by law or regulation.

The effective date of this policy is January 3, 2017. Notice of this policy will be provided annually to customers via an on-bill message, guiding customers to the most updated version on 3CE's website at 3cenergy.org. Any changes to this policy between notification periods will be communicated through Central Coast Community Energy's website. Previous versions of this policy can be requested via email through the website or by mailed request to 3CE, Attention: Administrative Analyst, 70 Garden Court, Suite 300, Monterey, CA 93940.

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 3CE or limit the collection, use, or disclosure of such information, may contact the agency via email at info@3ce.org or by mail at 70 Garden Court, Suite 300, Monterey, CA 93940.

RESOLUTION NO. OB-2018-01

A RESOLUTION OF THE MONTERY BAY COMMUNITY POWER AUTHORITY OPERATIONS BOARD OF DIRECTORS ADOPTING A PRIVACY POLICY TITLED NOTICE FOR ACCESSING, COLLECTING, STORING, USING AND DISCLOSING ENERGY USAGE INFORMATION

WHEREAS, the Monterey Bay Community Power Authority ("Authority") was formed on February 21, 2017 pursuant to a Joint Exercise of Powers Agreement (JPA) to study, promote, develop, conduct, operate, and manage energy programs in the Tri-County region of Santa Cruz, Monterey and San Benito Counties; and

WHEREAS, the California Public Utility Commission, in Decision 12-18-045, extended privacy protections to customers of gas corporations, community choice aggregators and residential and small commercial customers of electric service providers; and

WHEREAS, the Authority desires to articulate its privacy practices in a written policy.

NOW, THEREFORE, THE MONTERY BAY COMMUNITY POWER AUTHORITY OPERATIONS BOARD OF DIRECTORS DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:

The Operations Board hereby adopts the privacy policy titled "Notice for Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information" attached hereto as Attachment 1.

PASSED AND ADOPTED this 3rd day of January 2018 by the following vote:

AYES: Palacios, Dettle, Montoya, Goldstein, Bauman, Long; Vice Chair Corpuz, Chair Mendez

NOES: None

ABSENT: McCarthy, Harvey, Espinosa

Chair, Operations Board of MBCP

Approved as to form:

MBCP General Counsel