

**REDWOOD COAST ENERGY AUTHORITY  
CUSTOMER CONFIDENTIALITY POLICY**

Redwood Coast Energy Authority (RCEA), its employees, agents, contractors, and affiliates will maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, account numbers, and electricity consumption data except where reasonably necessary to conduct RCEA's business or to provide services to customers as required by the California Public Utilities Commission. Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to: (a) comply with laws, regulations or a court order; (b) enable RCEA to provide service to its customers; (c) collect unpaid bills; (d) obtain and provide credit reporting information; (e) resolve customer disputes or inquires; (f) communicate information regarding demand response, energy efficiency, energy management, and conservation programs; or (g) in situations of imminent threat to life or property. RCEA will not disclose customer information for purposes of telemarketing, e-mail, or direct mail solicitations.

Aggregate data that cannot be traced to specific customers may be utilized or released at RCEA's discretion. RCEA will handle customer energy usage information in a manner that is fully compliant with the California Public Utility Commission's required privacy protections for customers of Community Choice Aggregators defined in Decision 12-08-045.