

Exhibit A: Customer Privacy Rights Statement

This Customer Privacy Rights Statement shares our guiding principles for how we operate and conduct our business related to the security, privacy, and use of customer data, and matters of customer choice. Consumer trust is essential to the success of new technologies, and protecting the privacy of customer data is a crucial component of strengthening this trust.

The Public Utility District No. 1 of Okanogan County (the District) collects and uses customer data to perform essential business operations such as operating and maintaining the system, managing outages and processing customer bills. The District recognizes its responsibilities to conform to applicable laws and regulations intended to keep customer information private and secure. The District's responsibilities may appropriately extend beyond these laws and regulations and as such has developed this Customer Privacy Rights Statement.

District customers have the right to:

- Privacy
 - We only share customer information with third parties in order to conduct essential business functions (such as bill processing services). We will not sell our customer's information. Our vendors are held accountable to the same standards regarding customer information shared with them.
 - We only share customer information with the public in compliance with local, state, and federal laws. As a public entity, we will seek to protect the privacy of our customers' personal information in complying with public records requests.
 - We are committed to a fair resolution of privacy concerns. We provide our customers with an appeal process that allows them to voice concerns regarding the release of their information.
- Data Security and Integrity
 - We only capture data required to conduct our business and retain it for only as long as required.
 - We design security into every data collection, access and transfer point.
 - We will not transmit personally identifiable information over our Advanced Metering Infrastructure network.
 - We implement measures to protect against a loss, misuse, and alteration of the information we control.
 - We ensure delivery of an accurate bill and/or timely response if an error is discovered.
 - We will notify customers if any personal information is breached.
 - A customer has a right to file a complaint with the District if the customer believes the District has improperly released that customer's personally identifiable information.
- Transparency
 - We conduct business in an open, transparent manner where our privacy policies and decisions are available to the public.
 - We provide information to our customers about all aspects of their account. The District will strive to provide more accessibility for customers through the development of a web portal.

**Exhibit B:
Customer Authorization To Release Information**

This form is to permit Public Utility District No. 1 of Okanogan County (the "District) to release customer data as indicated below to a third party. The customer must complete this document in its entirety and must also be listed as a customer of record in the District's customer information system in order to authorize the release of said data.

Customer Information:

Account Number: _____ Name on Account: _____

Service Address: _____ Phone Number: _____

Email Address: _____ (if applicable)

I authorize the release of my customer data as follows:

Type of data to be released (e.g. usage or payment history, payment etc.) and the period in which the data covers (e.g. from January, 2014 through December, 2014):

Name of Recipient/Business: _____

Address: _____

Phone Number: _____

Manner in which data should be provided (mail, email, pick up): _____

Date(s) in which this release is in effect: _____

This data release is at the request of, and on behalf of the District customer listed above, and as such, the customer agrees to release and hold harmless the District from any liability, claims, demands, causes of action, damages or expenses resulting from: 1) any release of information to the recipient noted above; 2) the unauthorized use of this information or data; and 3) from any actions taken by the recipient with respect to such information or data.

Account Holder Signature: _____ Date: _____

For OKPUD Use Only	
Customer Validated by:	Date: