

ROCHESTER PUBLIC UTILITIES DATA PRIVACY NOTICE: "TENNESSEN WARNING"

As part of your application for municipal utility services RPU requests private or confidential data about you. The private or confidential information that you provide is not available to the public. In accordance with the Minnesota Government Data Practices Act, Minnesota Statutes, Section 13.04, Subd. 2, RPU must notify you of the following three points:

1. The purpose and intended use of the requested information:

To confirm your identity; to process your application; to determine your credit status for receipt of services; to provide products and services; to communicate with you; to respond to your questions; to provide customer support; to schedule or respond to maintenance or service calls; to collect monies owed for the services or equipment provided; to protect against fraud, unauthorized transactions, and claims; to operate, evaluate, and improve our business; and to determine eligibility for and administer customer participation in events, utility programs, surveys, promotions, rebates, and assistance.

2. You may refuse to provide private or confidential data to RPU. If you do not supply this information, however, RPU will be unable to process your application or provide utility services.

3. The information that you provide may be accessible to the following persons or entities:

- You, and persons who have your express written consent;
- RPU and City officials and staff who reasonably require access to your information in the course of their work duties or responsibilities;
- Credit or collection agencies to assist in determining credit or collecting on an account if it becomes delinquent;
- State agencies such as the Minnesota Department of Commerce; and Outside vendors required under contract with RPU to maintain the confidentiality of the information, including, but not limited to, billing and credit card processing, energy consultants, rebate providers, and energy assistance agencies.

In addition, as permitted by Minnesota Statutes, Section 13.685, RPU may release your private or confidential data to:

- A law enforcement agency that requests access to the data in connection with an investigation;
- A school for purposes of compiling pupil census data;
- A public child support authority to establish or enforce child support; or
- Any other person when use of the data directly advances the general welfare, health, or safety of the public
- Other government entities accessing private or confidential data must also comply with the Minnesota Government Data Practices Act.

You also agree that, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us with. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable. I agree that RPU, Online Information Services, Inc, or any other agency contracted by RPU, may contact me/us or as described above.

I acknowledge by signing this form that I have been informed of and understand my rights and I hereby consent to the release of the above information to RPU for the purposes stated herein. The information that I have provided is accurate. [[I agree that any information that I have provided is false, RPU has the right to disconnect my utility services]]

Date: _____ (Signature of Individual Authorizing Release) _____