

Privacy Policy

You've Got Fuel, LLC is committed to safeguarding the privacy of individuals and businesses with respect to nonpublic, personal and financial information. You've Got Fuel, LLC therefore makes sure that its policies and practices in relation to the collection, use, retention, transfer and access of such information is strictly limited to those uses necessary to conduct the business of servicing your accounts and agreements with the company. You've Got Fuel, LLC will not provide, rent or sell your sensitive personal and financial information to company affiliates or nonaffiliated third parties, without your advance knowledge, except in the limited circumstances described below.

What information does You've Got Fuel, LLC collect?

During the application for electric service or other company services, or when using online customer self-service functions, You've Got Fuel, LLC may ask for certain customer information such as your name, address, mailing address, phone number and place of employment. The Company also collects information regarding our interactions and transactions over the course of our business relationship with you.

What information collected does You've Got Fuel, LLC provide company affiliates or nonaffiliated third parties?

You've Got Fuel, LLC sometimes partners with company affiliates or nonaffiliated third parties that provide services on the Company's behalf that are necessary to complete a customer-requested transaction. Under these limited circumstances, these third party relationships will be invisible to you as a customer. However, you have our assurance that your personal account information will be provided the same protections you experience directly with You've Got Fuel, LLC. The information shared is limited to that necessary to deliver the service authorized or requested by the customer and generally consists of name, account number, mailing address and phone number.

You've Got Fuel, LLC may disclose information to companies that perform marketing services on the Company's behalf or to other financial institutions with whom we have joint marketing agreements. These companies are subject to confidentiality agreements with You've Got Fuel, LLC and other legal restrictions that prohibit them from using the information except to market the specified You've Got Fuel, LLC-related products or services. The information shared is limited to information we receive from you on applications or other forms, such as name, account number, mailing address and phone number.

There are times when You've Got Fuel, LLC is required to furnish information concerning present or former customers to regulatory agencies who audit the Company's filings in rate cases, to government agencies or in response to a subpoena, warrant, court

order, levy, attachment or other comparable legal process; however, You've Got Fuel, LLC endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information.

We or our third-party service providers also collect IP addresses and related information such as: originating and destination information; date and time stamps of communications; indicators of the type of operating system; hypertext protocol headers; application client and server banners; and information about the type of request, such as whether it is requesting or sending data. We or our third-party service providers organize and analyze these types of information to support our internal operations, including maintaining functionality of the applications and diagnosing application issues, analyzing trends, providing more efficient service, maintaining and/or enhancing security for users and the applications, producing traffic volume statistics, and making the applications and our infrastructure more useful and secure. In an effort to protect the security of our critical infrastructure, any use of an application or information relating to such use (as described above) may be monitored and disclosed to federal authorities or agencies without further notice to you.