

Privacy Policy

Effective Date: July 1, 2020

Pacific Power is committed to safeguarding the privacy of individuals and businesses with respect to nonpublic, personal and financial information. Pacific Power 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. Pacific Power will not provide, rent or sell your personal and financial information to company affiliates or nonaffiliated third parties, without your advance knowledge, except in the limited circumstances described below.

This Privacy Policy addresses information obtained from Pacific Power's customers, website visitors, and mobile application users and is intended to inform you about how Pacific Power treats personal information that we collect and use about you. Except as noted below, this Privacy Policy does not apply to employment-related personal information collected from job applicants, employees, directors, officers and contractors.

In addition to Pacific Power's general privacy policies, California consumers, including Pacific Power customers and Pacific Power employees, who are California residents have specific rights under the California Consumer Privacy Act of 2018 (CCPA). A description of these rights, as well additional detail about the information we collect and disclose, is provided in the [CCPA portion](#) of this Privacy Policy.

What information does Pacific Power collect?

During the application for electric service or other company services, or when using online customer self-service functions, Pacific Power may ask for certain customer information such as your name, address, mailing address, phone number and place of employment. As a security measure against others accessing your account and to verify your identity when you contact us for information about your account, the Company may also collect some form of more personally identifiable information, such as Social Security Number and/or driver's license number. The Company also collects information regarding our interactions and transactions over the course of our business relationship with you.

Should you apply for credit with Pacific Power, we may request information about you from a consumer-reporting agency. In such event, Pacific Power will not share your consumer report information with any company affiliate or any nonaffiliated third party.

Additional detail about the information we collect and disclose concerning California consumers is provided in the [CCPA portion](#) of this Privacy Policy.

What information collected does Pacific Power provide company affiliates or nonaffiliated third parties?

Pacific Power 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 Pacific Power. 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.

Pacific Power 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 Pacific Power and other legal restrictions that prohibit them from using the information except to market the specified Pacific Power-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 Pacific Power 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, Pacific Power endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information

Pacific Power does not disclose a customer's personal information or energy usage data to any third party without your prior consent, except as necessary for Pacific Power to:

- Provide services to you.
- Operate and maintain Pacific Power's electric system.
- Comply with a valid warrant, subpoena, or court order.
- Comply with a valid request from state or federal governmental agencies with legal authority to obtain the data from Pacific Power.
- Enable third parties to provide utility-related services on behalf of Pacific Power – but only to the extent necessary to render the service and subject to strict confidentiality and security requirements.
- Assist emergency responders in situations of immediate threat to life or property.

Pacific Power may share non-customer specific energy usage data with other entities for the purpose of performing activities that may help improve such programs as energy efficiency and demand response, or to inform California energy policy as directed by the CPUC.

Lastly, you may request that we disclose your energy usage data, including your personal information, to third party companies or persons you designate and authorize to enable them to render certain services on your behalf. Before authorizing us to share this

information, it is important that you (1) understand how those third parties or persons will use your information and whether they intend to share it with others, and (2) know your rights as a consumer.

Additional detail about the information we collect and disclose concerning California consumers is provided in the [CCPA portion](#) of this Privacy Policy.

What rights do I have to “opt out” of disclosure of my account information to company affiliates or nonaffiliated third parties?

Pacific Power will not provide any personal information about its customers to company affiliates or nonaffiliated third parties without first receiving your written authorization or request to do so, except in the limited circumstances described above.

Additional detail about California consumers’ opt-out rights is provided in the [CCPA portion](#) of this Privacy Policy.

How Pacific Power uses information collected for business purposes?

Pacific Power uses your personal information to provide the following.

- Operate safely and provide secure, reliable electric service under our opportunity to provide service to a consumer within the legal boundaries and regulatory rules.
- Provide a monthly statement that contains your monthly consumption at the approved market rate. This statement will include each service address where you are signed up to receive electricity. It will detail the specific rates and the corresponding elements. The statement will also show in a graph format your monthly consumption over the last 12 months.
- Pacific Power also collects the payment history along with the outstanding debt associated with your account. Depending on the status of your account it may go through our collection practices. These practices include noticing customers of past due amounts and the associated timetable to make payment to avoid disconnection.
- Pacific Power also provides opportunities to participate in products and services. These products and services in many cases are provided through our associated service providers. Some examples of products and services are lighting, heating and air conditioning improvements, incentives and rebates, renewable energy, electrical vehicles and customer generation.
- Comply with state public utility commissions data requests, orders, and compliance.
- Concur with subpoenas, valid warrants, court orders, or activity of legal claims.
- Use for marketing, instruction, and outreach plans and to increase usage of our energy savings plans.
- Enhance service during emergency response situations to assist first responders or company operators.

- Any other business or opportunity associated with your service with Pacific Power.

Additional detail about the purposes for which we collect and disclose concerning California consumers is provided in the [CCPA portion](#) of this Privacy Policy.

How does Pacific Power protect the privacy of my account information once collected?

Keeping customer information private is vitally important to Pacific Power. The Company maintains physical, electronic and procedural safeguards that comply with federal, state and industry regulations to guard your sensitive information. Customer information is encrypted both where it is stored and when it is transmitted over the network and Pacific Power participates in rigorous third-party audits that verify our security controls.

What about my Energy Usage Information?

Pacific Power protects your energy usage data by treating it as your personal information, consistent with the terms of this Privacy Policy. In addition, for Pacific Power's California customers, energy usage data privacy is addressed in Pacific Power's [Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information](#).

Retention

We retain your personal information based on legal requirements or business needs. Generally, we only retain personal information for as long as is reasonably necessary for our business purpose or as required by law. Secure disposal methods are used when information is no longer needed.

What is the California Consumer Privacy Act (CCPA)? How does it affect me?

The CCPA and Your Rights

The CCPA became effective January 1, 2020. This privacy law provides California consumers, including Pacific Power's residential customers, California residents acting on behalf of Pacific Power's business customers, and Pacific Power's California based employees and job applicants with more control of their personal data.

These rights include:

- The right to request that Pacific Power disclose what personal information we collect, use, disclose and sell about you.

- The right to opt-out of Pacific Power’s sale to third parties of any personal information about you (however, Pacific Power does not sell and will not sell your personal information).
- The right to require Pacific Power to delete personal information about you if the information is not legally required to be retained or otherwise subject to an exception from deletion.
- The right to be notified when we collect personal information about you and the purposes for which the information will be used.

If you are a California consumer, you may exercise your rights under the CCPA as described in more detail [below](#).

For information specific to California customers’ rights related to privacy of energy usage data, please see Pacific Power’s [Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information](#).

Information We Collect and Disclose Concerning California Consumers

Within the preceding 12 months, Pacific Power has collected, using the sources and means described below, and disclosed to service providers and third parties the categories of personal information identified below in order to provide services to our customers, as required by law, or otherwise, as further described below. The categories of personal information identified below include the categories of personal information about our California consumers as well as California-based job applicants, employees, directors, officers and contractors. In addition to Pacific Power, service providers and third parties to whom your personal information has been disclosed include contractors, vendors, service providers, government regulatory agencies, courts, and other third parties with a legal right to the information.

Categories of Information	Examples
Identifiers	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver’s license number, passport number, or other similar identifiers.
Personal information categories listed in the California Customer Records statute	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.

Protected classification characteristics under California or federal law	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
Biometric Information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.
Internet or other similar network activity	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.
Geolocation data	Physical location or movements.
Sensory data	Audio, electronic, visual, or similar information.
Professional or employment related information	Current or past job history.
Non-public education information.	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.
Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities and aptitudes.

If permitted by law, we collect this information about you from a variety of sources and means, including:

- From you: When you set up your account or interact with us regarding your account, your utility service, and your participation in utility programs. Information may be collected by phone, in-person, by mail, by text, or by email, through our website at pacificpower.net or through vendors, who use similar means to collect such information from you in order to provide or deliver services on our behalf.

- From our utility meters and other equipment: When you use electricity and gas, energy usage data is collected by our metering systems.
- From third parties: When we work with third parties such as service providers, vendors, contractors, credit agencies, or market researchers who provide utility products and services on our behalf.
- From other sources: When we supplement the information described above with information we obtain from other sources, including from both online and offline data providers.

From these sources, Pacific Power collects the categories of personal information indicated in the table below:

Source of Information	Categories of Information
Information You Provide	Identifiers, personal information (as defined under the California Customer Records statute), protected classifications, commercial information, biometric information, sensory data, professional or employment related information and non-public education information
Information We Collect by Automated Means Online	Identifiers, personal information (as defined under the California Customer Records statute) and Internet or other similar network activities
Information We Collect Manually or Automatically Using Pacific Power Equipment	Identifiers, personal information (as defined under the California Customer Records statute), commercial information, geolocation data and sensory data
Information We Collect From Service Providers, Third Parties and Other Sources	Identifiers, personal information (as defined under the California Customer Records statute), protected classifications, commercial information, biometric information, sensory data, professional or employment related information, non-public education information and commercial information, non-public education information and inferences drawn from other personal information

Specific examples of information that we collect about you from these sources and categories include:

- The information you provide to us when you start, receive or discontinue energy services or products, such as your name, address, phone number, email address, and Social Security Number.

- Billing and payment information you provide to us to pay your energy bill or for Pacific Power products and services, including your financial information, credit history, and Social Security Number.
- Information you provide to determine eligibility or participate in certain energy programs or services, such as energy efficiency, demand response or clean energy programs.
- Information used to visit, register for, manage, or access your online or other Pacific Power accounts, such as your Pacific Power account number, name, address, phone number and email address.
- Information you fill out in any form on our website, mobile applications, or otherwise, such as signing up for outage alerts, signing up for bill notifications or authorizing another person on your Pacific Power account.
- Information you give us when you communicate with Pacific Power and/or any of its representatives.
- Information which identifies you through information regarding the location of equipment and facilities we use to provide you utility products and services, such as the location of electricity and gas meters and delivery facilities.
- Personal information you provide us when applying for employment or a contract with Pacific Power, or as an existing or former employee or contractor of Pacific Power.
- Information we obtain from your use of our website or mobile apps (as discussed in more detail [below](#)).

How We Use Information and Share Information with Service Providers and Third Parties

Pacific Power collects, uses, and discloses your personal information to fulfill the following business and legally required purposes:

- Provide energy services or products to you.
- Operate and maintain safe, secure and reliable public utility services and equipment under Pacific Power's legal obligation to serve you as a regulated public utility in California.
- Comply with a valid warrant, subpoena, or court order, or exercise or defend legal claims.
- Comply with a California Public Utilities Commission (CPUC) request or order, or comply with a request or order from other local, state or federal governmental agencies with legal authority to obtain the personal information from Pacific Power.
- Develop and implement marketing, education and outreach plans to improve the services and products we provide to you and other consumers.
- Protect the safety and security of Pacific Power's customers, visitors, employees and contractors by collecting and reviewing personal information to protect against fraud, other crimes and threats to safety.

- Enable third parties, service providers, vendors and contractors to provide energy-related services, products or equipment on behalf of Pacific Power, as required in order to provide products and services to you, or for other business purposes consistent with Pacific Power’s commercial relationship with you, or to comply with Pacific Power’s legal obligations as a regulated California public utility, subject to appropriate confidentiality and security requirements.
- Notify credit reporting agencies and collection agencies to evaluate your credit or if your account is assigned for collection.
- Assist emergency responders in situations of threat to life or property.
- For the specific purposes related to your use of our website or mobile apps as described [below](#).
- For any other business or lawful purpose reasonably anticipated within the context of Pacific Power’s relationship with you.

Sharing Personal Information with Service Providers and Third Parties

Service providers acting on Pacific Power’s behalf are required to follow the similar privacy and security practices as Pacific Power and are subject to an extensive security review of their data handling processes before Pacific Power permits any sharing of personal information, except as subject to different requirements under applicable laws or regulations. Pacific Power does not disclose a consumer’s personal information to any other person or business entity without your prior consent, except as necessary for the purposes listed above and as further described below.

To the extent permitted by law, we typically disclose the following categories of personal information to the following categories of third parties for the purposes listed above:

Categories of Third Parties	Categories of Information
Utility service providers, business partners, vendors, contractors which provide equipment, products, services and plans to support Pacific Power’s safe, reliable and secure provisions of electric utility services and products and programs provided to customers and for other necessary business purposes	Identifiers, personal information (as defined under the California Customer Records statute), protected classifications, commercial information, biometric information, sensory data, professional or employment related information and non-public education information
Third parties receiving personal information pursuant to a valid legal warrant, subpoena, court order or legal or regulatory mandate, or necessary for Pacific Power to defend or assert legal claims	Identifiers, personal information (as defined under the California Customer Records statute), protected classification data, commercial information, biometric information, Internet or other similar network activities, geolocation data, sensory data, professional or employment-related information, non-public education information and inferences drawn from other personal information

Regulatory agencies, including the California Public Utilities Commission, California Energy Commission, and federal, state or local agencies or representatives with authority to obtain the information	Identifiers, personal information (as defined under the California Customer Records statute), protected classification data, commercial information, biometric information, Internet or other similar network activities, geolocation data, sensory data, professional or employment-related information, non-public education information and inferences drawn from other personal information
First responders and other government entities during public safety emergencies	Identifiers, protected classification data, commercial information, biometric information, geolocation data and sensory data
Financial institutions, credit agencies, and other financial services entities providing financial and auditing support services for Pacific Power’s public utility programs and services	Identifiers, protected classification data, commercial information, inferences drawn from other personal information

In addition, Pacific Power may share aggregated, non-customer specific data and information derived from personal information with other entities for the purpose of performing activities that may help Pacific Power provide and improve its utility products and services, including such programs as energy efficiency or demand response, or to inform California energy policy as directed by the California Public Utilities Commission and other California government agencies which regulate Pacific Power, consistent with applicable law and tariffs.

Information we obtain from your use of our website or mobile apps

We collect general information about visits to our website and mobile applications, such as the number of visitors and the number of users that click on certain links or use certain services. For some applications, such as rate analysis, we link usage information with the customer visiting the website. We use industry standard software to create summary statistics of the data we collect, which may then be used to highlight what our visitors find interesting, to improve the website design and usability, to identify system performance issues, or for other internal purposes. We may use information about your location when you use certain features on our website, such as our outages map.

We receive information that is automatically recorded by our servers when you visit our website or mobile applications, including your Internet Protocol (“IP”) Address. When you visit the website, our servers log your current IP address. We may use your IP address to help diagnose problems with our servers and to administer the website. We also use IP addresses to provide localized content to you on our website, which is related

to your geographic region. Your IP address is not associated with your personal information and we do not use it to identify you when logging IP address data.

When you visit or use our website, our server may create cookies, which are small pieces of information placed on your device that provide a more convenient experience to you. For example, when you use features such as “Remember My Username”, the cookie is associated with your personal information in order to provide you with a more convenient experience. You may disable cookies or set your Internet browser to alert you when cookies are being sent to your computer’s browser or mobile device; however, disabling cookies will affect your ability to use certain features on our website, including the ability to login to your account.

We also use related technology such as web beacons, JavaScript, pixel tags, locally shared objects, and clear GIFs. This technology, like cookies, does not collect personal information and is only used (1) in an aggregated form for the purposes of measuring interactions in connection with customer support, analytics and research and (2) for providing interest-based communications to you, e.g., to offer you energy programs and/or services that you may be interested in, as more specifically described below. We do not associate your interactions with your identity in measuring your online interactions or providing you with interest-based communications.

We use pixel tags in the emails, digital ads displayed on third-party websites, social media messages, and other electronic communications we send to measure certain on-line interactions. These pixel tags enable us to track your usage of an electronic communication, including whether you opened the communication or followed a link in such communication (if any).

We also include pixels on our website pages in order to display communications on third-party websites and mobile applications, including social media sites such as Facebook or Twitter. We note that you will only see our targeted ads on social media sites if you agreed to receive this type of communication through your social media provider, and you may be able to disable some or all of the advertising targeted to you on a social media site by adjusting your privacy settings on their site.

Interest-based communications distributed by advertisers or third parties may also use cookies or related technologies to measure the effectiveness of their ads and to personalize ad content. We do not have access to or control over these cookies or other features advertisers and third-party sites may use. Please contact them directly for more information about their privacy practices. To discover more about these communications and ways to opt-out with participating companies who have enabled interest-based communications, consult with the [Digital Advertising Alliance](#).

While browsing Pacific Power’s website or online services, you may encounter and choose to access websites or online services operated by Pacific Power’s business partners, companies, or agencies that may not be associated with Pacific Power by clicking on hypertext links or icons. These websites may send their own cookies to you,

log your IP address, and/or otherwise collect data or personal information about you and your online activities. Pacific Power does not control and is not responsible for what outside entities do in connection with their websites or online services, or how they handle your personal information. Please use caution and consult the privacy policies posted on each outside website that you visit for further information.

Sharing Personal Information at Your Choice

You may authorize other companies or persons to receive your personal information from Pacific Power, including your energy usage data. Before authorizing us to do so, it is important that you understand how other parties intend to use your information, if they will share it with others, and your rights as a consumer. We encourage you to protect the confidentiality of your username and password and other personally identifiable information specific to your Pacific Power account.

How to Request Access to Your Information or Request Deletion of Your Information Under the CCPA

You may request access to the information Pacific Power has collected about you during the 12 month period preceding your request. To submit a request for information please call 1-888-221-7070 or [complete this contact form](#) and select the subject of CCPA access to your personal information.

To submit a request for deletion, please call 1-888-221-7070 or [complete this contact form](#) and the subject of CCPA deletion of personal information. Please note, under the CCPA we may be permitted to deny your deletion request in whole or in part.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request and whenever feasible, we will match the provided identifying information to the personal information provided when you started your Pacific Power utility service. If you wish to authorize a third party to make a request on your behalf, you must contact Pacific Power directly and must provide a valid California power of attorney or comparable documentation of written permission from you and verification of your identity with Pacific Power. Such power of attorney must meet the requirements of Probate Code sections 4000 to 4465.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period.

Once we receive and verify your request, we will process your request as provided below.

Response Timing and Format

Once we receive and confirm your verifiable consumer request for access to your information, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

We will attempt to respond to a verifiable request within forty-five (45) days of its receipt. If we require more time, we will inform you of the reason in writing and provide our response no later than ninety (90) days following our receipt or your verifiable request. Unless otherwise indicated, we will respond via a secure email link to the email address on file. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

If applicable, our response will include an explanation if we are unable to comply with all or a portion of your request. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Sharing of personal information as ordered by the California Public Utilities Commission, such as engaging with public or peer-reviewed scientific, historical, or statistical research in the public interest when the information's Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us, which follows this Notice.
- Comply with a legal obligation, such as a subpoena or warrant.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or clearly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Personal Information Sales Opt-Out and Opt-In Rights (“Do Not Sell”)

Under the CCPA, California consumers have a “do not sell” right. Specifically, if you are 16 years of age or older, you have the right to direct us to not sell your personal information at any time (the “right to opt-out”) and, if we are aware you are under 16 years of age, we cannot sell your personal information unless we receive affirmative authorization (the “right to opt-in”) to do so.

As a regulated utility, we are prohibited by California Public Utilities Code Section 8380(b)(2) from selling customer data or personally identifiable information. The extent to which we share data is limited to the instances described above. Because Pacific Power has not sold any consumers’ personal information in the preceding 12 months and does not intend to sell such information in the future, Pacific Power has not established a means by which a California consumer may exercise its right to opt-out or its right to opt-in to the sale of personal information.

Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by law, Pacific Power will not, as a result of you exercising your CCPA rights:

- Deny you services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits or imposing penalties.
- Provide you a different level or quality of services.
- Suggest that you may receive a different price or rate for services or a different level or quality of services.

Changes to Pacific Power’s Privacy Policy

We will review our Privacy Policy when significant changes occur, and we will update the CCPA portion of this Privacy Policy at least every 12 months. We will notify you of material changes through updates on Pacific Power’s website including how to obtain prior versions of this Privacy Policy upon request. We will also notify you annually in a bill insert to revisit the most updated version of this Privacy Policy on our website.

Acceptance of Terms of Privacy Policy

We may change the terms in this Privacy Policy from time to time. Any changes will be posted on our website as soon as reasonably possible and the superseded versions will be archived. We recommend you periodically review our current Privacy Policy to find out

if any changes have been made. Any changes made to our Privacy Policy will be effective as of the specified effective date. **Your use of our website will indicate your acceptance and consent to the terms in the Privacy Policy then in effect.**

Contact Us

If you have questions, concerns or complaints about this Privacy Policy, would like to request a current or previous version, or would like more information regarding our process for updating this Privacy Policy, you can contact us using the following options:

[Complete this form](#) or contact us at:

Pacific Power Customer Service
Attention: Privacy Management
Pacific Power
PO Box 400
Portland, OR 97207-0400

1-888-221-7070