

At Eastern Ontario Power...

we have always respected the privacy of our customers and recognize the need to protect confidential, personal information. To reinforce our ongoing commitment to your privacy, Eastern Ontario Power has developed a formal *Privacy Policy* to comply with the requirements of the federal *Personal Information Protection and Electronic Documents Act*. Eastern Ontario Power's *Privacy Policy* outlines the types of personal information required to provide electrical service to customers, why it is needed, how it is used, as well as the circumstances under which it may have to be disclosed.

Why does Eastern Ontario Power require personal information from customers?

Eastern Ontario Power requires personal information from customers in order to provide electrical service, as well as to offer programs and services that meet the needs of customers.

What personal information does Eastern Ontario Power collect?

Personal information refers to personally identifiable information such as identification numbers, billing records, metering information or energy usage information. Information about customers or suppliers that is maintained in a form that cannot lead to the identification of an individual is not considered personal information.

How does Eastern Ontario Power use this personal information?

Eastern Ontario Power collects, uses and discloses personal information for the following purposes:

- ◆ to establish and maintain a customer relationship for the delivery of electrical services, and related services and programs, including keeping records of the customer relationship;
- ◆ to administer its billing and accounting systems;
- ◆ to make credit approvals and related practices such as monitoring customer payment histories, evaluating customer credit standing and exchanging credit information with credit reporting agencies and bureaus as required;
- ◆ to assess electrical system requirements;
- ◆ to research and develop new products and/or programs to better serve the needs of customers;
- ◆ to assess load research data for the purpose of cost allocation studies, analysis and rate setting;
- ◆ to ensure compliance with regulatory, legal or other applicable legislation; and
- ◆ to establish and maintain a supplier relationship to support the acquisition of materials and services necessary for the delivery of electrical service.

How does Eastern Ontario Power protect personal information?

Eastern Ontario Power takes every necessary precaution to ensure the security of information, whether it is stored electronically or on paper. Personal information will be protected from unauthorized access using security safeguards appropriate to the sensitivity of the personal information. The Company endeavours to keep customer information current and accurate. In addition, our employees are fully trained and understand the importance of maintaining customer confidentiality.

Does Eastern Ontario Power provide personal information to outside parties, and if so, to whom?

Under normal circumstances, Eastern Ontario Power will not collect, use, or disclose personal information for any other purpose than that which was intended, unless it obtains fresh consent from the customer or supplier. Except as required by law, Eastern Ontario Power does not disclose customer information to third parties.

Special circumstances where personal information may be collected, used or disclosed without the customer's or supplier's consent or knowledge would be in accordance with the provisions of the governing legislation, such as the following: to a third party acting for Eastern Ontario Power for the purpose of collecting a debt, in compliance with a subpoena or other court order, or otherwise in accordance with the law. Other circumstances include where it would clearly be in the best interest of the customer or supplier, but where consent cannot be obtained in a timely manner, or in the case of an emergency where the life, health or security of the customer or supplier is threatened or otherwise at risk.

Does Eastern Ontario Power use personal information for direct mailings?

Eastern Ontario Power provides you with information about electrical service that may be of interest to you, including safety, energy efficiency, and community partnerships.

How does Eastern Ontario Power request my consent?

Eastern Ontario Power collects, maintains and uses personal information in order to provide electrical service, programs and service to its customers. By providing the requested information, you consent to its use for these purposes in accordance with the Company's *Privacy Policy* unless you notify the Company otherwise. In compliance with the new privacy legislation, customers will be informed of the use of this personal information at the time the service is requested. Customers may also be asked to give consent online by either clicking or not clicking on a box, or it may be obtained implicitly by the provision of information for a specific purpose, without any express statement of consent.

If you would like more information, have any further questions or would like to view a copy of Eastern Ontario Power's *Privacy Policy*, please visit us online at www.fortisontario.com or call 800-278-5394.

Eastern Ontario Power is dedicated to providing you, our customer, with safe, reliable electrical service in the most cost-efficient manner possible.



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Company

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Your Privacy

