

Privacy Policy

Peoples understands the importance you place on the privacy and security of information that personally identifies you or your Company account information. We refer to this information as "Personal Information," and we are committed to preventing unauthorized disclosure of such information. We have developed the Peoples Website Privacy Policy to explain our commitment to your privacy. It provides information on what Personal Information Peoples collects and how we use it. By using the website, you agree to be bound by our Peoples Website Privacy Policy. Please review the contents of our Peoples Website Privacy Policy frequently, as we may update it from time to time to reflect changes in our services and our policies relating to your Personal Information. Changes will become effective when posted on the website and we will not provide you with a notice of any changes in this Peoples Website Privacy Policy. We recommend that you revisit this page from time to time to monitor and review any updates to the Peoples Website Privacy Policy.

Information We Collect

If you register to access various services related to your residential account or other applications involving your business account on the website, you may be asked to submit Personal Information such as your Peoples account number, name, address, partial Social Security Number (last four digits), phone number and e-mail address. You may also be asked to submit additional Personal Information or financial information in order to use certain specific services offered in these customer account transaction areas. We will protect all information you provide us on the website.

How We Use the Information

- We ask you to provide Personal Information when you access various customer services offered on the website, and that information enables us to provide you with better service. We may use this information to contact you to respond to an inquiry that you send to the Company or to keep you informed about the Company and its services. If you send us an e-mail, then we consider e-mail communication to be at your consent, and we will e-mail you.
- In order to provide you with services offered on our website, or to complete transactions or requests initiated by you on the website, we may transfer you to outside services provided by third-party operators. In certain instances, the third-party content may be "framed" in such a way it appears that you are still on Peoples' website. In such cases, we will have agreements with those third parties whose websites you may be transferred to, under which the third parties agree to maintain the confidentiality of Personal Information about you and to use it only to help us serve you.
- Other than described here, Peoples does not release Personal Information about you to any other person or business entity without your prior written consent. Written consent may be obtained electronically, such as by e-mail.
- Peoples may release Personal Information about you without your prior written consent as follows:

- To law enforcement officers, as part of a legal process (such as a warrant or subpoena approved by a judge);
- To contractors providing utility-related services on behalf of Peoples -but only to the extent necessary to render the service and subject to confidentiality and security obligations;
- To governmental agencies with jurisdiction over Peoples, when they require such information;
- To others as required by court order or by applicable laws, rules, or regulations governing Peoples; and
- To credit reporting agencies, and to collection agencies (if your account is assigned for collection).
- We do not sell or provide Personal Information about you to third parties for their commercial benefit.
- We request you protect the confidentiality of your user name and password. You are responsible for all activity on the website accessed by your user name and password.

Children's Privacy Online

We share our customers' concern that children's privacy is important. We may have areas of the site intended for the use of children containing information about energy and safety. We do not monitor the age of users of the website. However, if you are under the age of 18, you should not submit Personal Information on the website or any websites without the consent of your parent or guardian.

General Usage Information

Your visits to the website.

We collect information about usage of the website, such as the number of visitors to the website and the number of users that click on certain links or utilize certain services. For some applications, such as Rate Analysis, we link usage information with the particular customer visiting the website. We use industry standard software to create summary statistics of the usage data we collect, which may then be used to highlight what our visitors find interesting, to improve the website design specifications, to identify system performance issues and for other internal purposes.

Our Use of Your IP Address.

An Internet Protocol ("IP") address is a number automatically assigned to your computer every time you browse the Internet. 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. Your IP address is not tied to your Personal Information and we do not use it to identify you when logging IP address data.

Our Use of Cookies

When you visit the website, our server may create cookies, making it more convenient for you to use the website by verifying when you travel from page to page. The data we collect on website usage from cookies is not tied to your Personal Information and we only use it in aggregate form.

Links

While browsing the website, you may encounter hypertext links to other third-party operated websites. These third-party websites may send their own cookies to you, log your IP address, and otherwise collect data or solicit Personal Information. PEOPLES DOES NOT CONTROL AND IS NOT RESPONSIBLE FOR WHAT THIRD PARTIES DO IN CONNECTION WITH THEIR WEBSITES, OR HOW THEY HANDLE YOUR PERSONAL INFORMATION. PLEASE EXERCISE CAUTION AND CONSULT THE PRIVACY POLICIES POSTED ON EACH THIRD-PARTY WEBSITE FOR FURTHER INFORMATION.

Security

Once you login to Peoples' online services, any account information you enter or that is displayed in your browser window is secured using an industry standard security technology known as Secure Sockets Layer ("SSL"). By using SSL, we attempt to safeguard the confidentiality of your Personal and Financial Information. Your browser must be capable of supporting SSL. Please check with your browser manufacturer for details.