

Wheat Belt Public Power District Board of Directors Policy



Policy: **C-18**

Title: **Dissemination of Customer
Information**

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Original Issue: **04-20-2001**

Last Review: **09-27-2024**

Last Revised: **09-27-2024**

RESPONSIBLE DEPARTMENT: Customer Engagement

ACCOUNTABLE: Finance & Administrative Services Manager

The intent of this policy is to provide a uniform basis upon which all customer inquiries and complaints are to be addressed, and to respect and protect the right to privacy of all customers. Customer information will be provided upon request of the landowner of record or his/her authorized agent in the form of a Power of Attorney (POA) or appointed agent through written authorization. Businesses and corporations will be asked for documentation authorizing the release of information.

A written authorization will be accepted provided it is signed by the grantor and includes the account number or identifier such as meter number, etc. and name of the individual to which the information is to be released.

The dissemination of general Wheat Belt customer information will be limited to:

1. Meeting any legal requirements of state or federal freedom of information laws in effect at the time of the request and,
2. The names and addresses of sub-district customers given to bona fide Wheat Belt Board of Director contenders for campaigning purposes.

All expenses incurred by Wheat Belt for the gathering and production of such information shall be borne by the person receiving such information.

It is the responsibility of all landowners to ensure Wheat Belt PPD has on record the legal name of any and all entities on which an account is located.

President

Date