

Minnesota Power Personally Identifiable Information and Privacy Customer Notice

Minnesota Power understands the importance of protecting the Personally Identifiable Information ("PII") provided by its customers. Minnesota Power protects its customer's privacy in accordance with all regulatory and legal requirements. This brochure outlines the Company's PII policy.

Definition of Personal Identifiable Information (PII)

PII is defined by the Minnesota Public Utilities Commission¹ as:

Customer data which can be used to distinguish or trace the identity of an individual (e.g., name, social security number, biometric record, etc.) alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual (e.g., date and place of birth, mother's maiden name, etc.).

Collection of Person Identifiable Information (PII)

Minnesota Power collects information about customers to provide utility service and to prevent fraud. Minnesota Power only collects and maintains customer PII data needed to perform regulated utility business functions. Access to PII is limited to both employees and third party contractors on a "need-to-know" basis to perform regulated business functions.

Information requested in order to establish Electric Utility service includes:

- Name or Names of responsible parties on the account
- Social Security Number or State issued Driver's License number.
- Address of premise where service is requested and mailing address of billing statement if different than premise address.
- Customer's contact information (may include home or cellular telephone numbers and email address).
- Place of employment.
- Whether the premise is owned or rented by Applicant.
- Landlord information, if applicable.
- Whether any person residing at the premise is on life support.

¹ DOCKET NO. E, G-999/CI-12-1344, June 24, 2014 ORDER REQUIRING UTILITIES TO ADOPT AND DOCUMENT PROCESSES REGARDING PERSONALLY IDENTIFIABLE INFORMATION AND OTHER ACTION

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Minnesota Power restricts access to Personal Identifiable Information (PII)

Control of, and access to, customer PII shall only be available to Minnesota Power employees and contractors who require it to perform regulated utility business functions. Minnesota Power does not sell its customers' PII data. With the exception of authorized employees and contractors, Minnesota Power will share customers' PII data only after the Company obtains consent from the customer that includes a clear statement of the information to be shared and with whom it will be shared. Minnesota Power requires a specific consent form for each PII request. Minnesota Power may disclose PII if disclosure is required pursuant to an order of a court or regulatory agency or other legal process. Minnesota Power will notify affected customers of any PII data breaches.

Customer access to Personal Identifiable Information (PII)

Minnesota Power customers may review their PII on file by contacting Minnesota Power at 800-228-4966 or, for certain information, by logging into their MyAccount (<https://www.mnpower.com/MyAccount>). Customers can request the deletion of a Social Security number and/or correction or deletion of any customer PII data improperly collected or retained. Utility service will not be withheld or refused in the absence of a customer providing, or request for deletion of, their Social Security number. Disputes regarding the deletion of a Social Security number or customer PII data that remain unresolved for more than 45 days from the date of the request for deletion may be brought by the customer or the utility to the Minnesota Public Utilities Commission for a determination. Customers can file for mediation with the Minnesota Public Utilities Commission upon written request at 121 7th Place East, Suite 350 Saint Paul, MN 55101-2147 or via phone at 1-800-657-3782.