

LIPA's commitment to your privacy:

The Long Island Power Authority's (LIPA's) Board of Trustees' policy on [Information Technology and Cyber Security](#) envisions using technology to enhance your customer experience while still protecting data privacy through robust information security practices. At LIPA, we want you to know what type of information is collected from our customers, how it is protected, and under what circumstances that information may be shared with a third party.

What personal information do we collect?

LIPA through its service provider, PSEG Long Island, collects information to enable us to provide you with electric service. Here are some examples of the information we collect:

- Contact information – including your name, address, telephone number, customer account number and email address – so we can communicate with you.
- Information about your payment and credit history with us, and your Social Security, passport, driver's license, or non-driver identification card number.
- Credit card, debit, or other banking account information pertaining to your account with us.
- Electric usage data gathered by our metering systems.
- Information gathered when you choose to take part in one of our many programs, such as the MySmartEnergy portal, deferred payment agreement programs, energy assistance programs, or Community Power LI.
- Information about your use of the LIPA website at <https://www.lipower.org>, as well as any of PSEG Long Island's websites and mobile applications, such as My Account at <https://www.psegliny.com/myaccount>.

When do we collect personal information?

We collect personal information at different times, including:

- When you set up your account with PSEG Long Island and interact with us about your electric service or your participation in our programs.
- When you use electricity, your usage is collected by our metering systems.
- When you choose to engage with us through our Contact Center and self-service channels.
- When we interact with third parties, such as credit agencies.
- When you make payments through the Interactive Voice Response (IVR) or a live Customer Service Representative.

How do we use your personal information?

We use your personal information to administer your account and inform you about your energy usage. We also use it to manage and improve our customer services and business operations. Some examples include:

- To prepare your customer billing statement, and in connection with billing and payment on your account.
- To enable you to see your energy usage data via PSEG Long Island's MySmartEnergy portal, within My Account.

- To communicate with you about your energy use and specific programs or other opportunities we offer that may help you lower your energy use or gain other benefits.
- To provide you electric and other related services, such as energy saving tips and tools, home efficiency, Green Energy and customer assistance programs, or to complete your transactions or requests.

How do we protect personal information?

- LIPA and our service provider, PSEG Long Island, use commonly available security techniques to protect against the loss, misuse, and unauthorized access, disclosure, alteration, or destruction of information under our control. Your personally identifiable information (such as an account number or credit card information) is protected from unauthorized access using commercially reasonable measures. Please understand, however, that no security system is impenetrable, and we cannot guarantee security. Remember that we have no control over transmittals or transactions that do not occur on PSEG systems or networks, including transmittals to and from the Site over the Internet, including via email. All forms on our Site are totally voluntary. If you do not feel comfortable submitting information over the Internet, please call a PSEG Long Island Customer Service Representative at 1-800-490-0025.

You acknowledge and agree that we assume no liability regarding theft, loss, alteration, or misuse of information, including, without limitation, such information that has been provided to third parties or other users, or with regard to the failure of a third party to abide by the agreement between us and such third party.

- We keep your personal information only for the time necessary or required or permitted by law.

How we collect and use customers' non-personal information

LIPA and PSEG Long Island may aggregate data about customers' electricity usage in various formats so that it cannot be identified personally with you. For example, we may summarize total energy use for all homes and businesses in a certain geographic area. We use customers' non-personal information:

- To manage, provide, and improve our services and business operations.
- To project usage demand patterns and electric load, plot growth, and identify load centers.
- To improve our energy supply planning, and to better design and engineer our energy distribution systems.
- To analyze rates and rate structures.

If we do combine non-personal information with personal information, we protect the combined information as private and personal for as long as the information is combined.

Disclosing information to third parties

LIPA and PSEG Long Island will not disclose any of your personal information without your consent, except in the following situations:

- To help establish programs in which municipalities buy energy on behalf of their residents;
- To initiate, render, bill and collect for services;

- To protect consumers from fraudulent, abusive, or unlawful behavior, or to protect LIPA or PSEG Long Island's legal rights or property;
- In the event of a corporate, business, or asset sale, merger, reorganization, dissolution or similar event, your information may be included as part of the transferred assets;
- In connection with surveys and contests you voluntarily participate in;
- To send you information regarding our products and services, and promotional materials from some of our providers;
- In connection with any non-encrypted data you provided to the Site or in connection with the services, this non-encrypted data may be monitored and information may be disclosed to the U.S. Government to protect PSEG's network from unauthorized usage or penetration; and
- If required by law to do so, such as in response to court orders and legal process.

When we engage a provider to perform a business function, we only provide them with the information they need to perform their obligations, and access to customer data is limited to those persons who specifically need it to conduct their business responsibilities.

It may at times be necessary – by law, legal process, litigation, or requests from public and governmental authorities – for us to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate.

We may also disclose information about you if disclosure is reasonably necessary to enforce our terms and conditions, or to protect our operations or users.

Third-party websites

Our websites may contain links to other Internet websites. Unless we explicitly state otherwise, we have no control over these third-party sites and their privacy practices, information, or content contained therein. This Privacy Policy applies only to information you supply (or what we collect) in connection with the use of LIPA and PSEG Long Island websites.

Notification of policy changes

LIPA reserves the right to amend this Privacy Policy at any time. Any change to our Privacy Policy will be posted on our home page and will be effective immediately upon posting.

Contact LIPA

If you have questions about this Privacy Statement, contact us at (516) 222-7700.

For further detail regarding privacy and terms of use, please see PSEG Long Island's link at <https://www.psegliny.com/websitetermsandconditions#Policy>