



Attachment A

CUSTOMER INFORMATION SECURITY AGREEMENT

By signing below, I agree that:

1. I will not access any customer account information unless it is of a business related nature. This applies to any system or service that may contain customer data including but not limited to the Customer Information System (CC&B), Meter Data Management System (EnergyIP), Electric meter head end (Trilliant), Water meter head end (Savesource), Watersmart Home Water Reports, OPower Home Electric Reports or any other system that has identifiable customer data.
2. I understand that Burbank Water and Power's (BWP) customer's information is confidential and should be handled as such.
 - a. Individual customer information should only be used by and shared with the customer named on the account and/or co-applicants after successful customer identification.
3. In no case will I share customer information with an owner, Home Owner's Association, Management Company or anyone other than the account holder(s) unless required by law.
4. I will not access my own or any of my family member's account(s) in any system noted above, and:
 - a. If I require information regarding my own account, I will use other sources which are accessible to all other customers such as the Interactive Voice Response (IVR) phone system, a printed bill, and electronic bill presentment when it becomes available.
 - b. If I require information not available from these sources, or if I need any action taken on my account, I must ask my supervisor for assistance.
5. I will obtain and use information via any systems named above only for legitimate business reasons during the course of performing my job duties.
6. I will not share or use information obtained from nor access any systems named above with anyone unless authorized to do so.
7. I will not print, copy, distribute or otherwise produce a written or electronic document of any information obtained via any systems named above unless authorized to do so, and:
 - a. If I am authorized to make a printout or copy, or produce a written or electronic document of any information obtained via any systems named above, the document will be properly safeguarded and/or destroyed.
8. I will observe rules of confidentiality and privacy out of respect for, and to protect and preserve, the privacy of said customer.

I certify under penalty of perjury that I will not violate any of the above items as it relates to the Customer Information Systems Security Agreement. I further understand that if I violate any of the above items I may be subject to disciplinary action up to and including termination.

NAME (PRINTED) _____

SIGNATURE _____

DATE _____