



LOCKHART POWER COMPANY STATEMENT OF CUSTOMER RIGHTS

Pursuant to Regulation 103-823.2 Protection of Customer Data, Section (H)(2) of the Code of Regulations governed by the Public Service Commission of South Carolina, Lockhart Power Company is providing its customers with a copy of the Company's Statement of Customer Rights. This Statement of Customer Rights shares our guiding principles for how we operate and conduct our business related to the security, privacy, and use of customer data, and matters of customer choice. Consumer trust is essential to the success of new technologies and protecting the privacy of customer data is one crucial component of strengthening this trust.

Lockhart Power collects and uses customer data to perform essential business operations such as operating and maintaining the customer accounting system, managing outages and processing customer bills. In using this data, Lockhart Power will conform to applicable laws and regulations intended to keep this information private and secure.

Lockhart Power customers have the right to:

- Privacy
 - We will never sell our customers' information. We only share customer information with third parties to conduct essential business functions. Our third-party partners are held accountable to the same standards regarding customer information shared with them.
 - We only share or disclose customer information with the public in compliance with local, state, and federal laws. As a public utility, we will seek to protect the privacy of our customers' personal information when complying with public records requests.
 - We are committed to a fair resolution of privacy concerns.

- Data Security & Integrity
 - We only capture data required to conduct our business and retain it only as needed.
 - We design security into data collection, access, and transfer points.
 - We implement measures to protect against a loss, misuse, or alteration of the information we control.
 - We ensure delivery of an accurate bill and/or timely response if an error is discovered.

- Transparency
 - We conduct business in an open, transparent manner where our privacy policies and decisions are available to the public.
 - We provide information to our customers about all aspects of their accounts.

This Statement of Customer Rights is also available on the Company website at lockhartpower.com.