

CHOICE AND CONSENT – Requirements related to the customer’s granting of authorization for the release/sharing of his or her data.

Principle of Customer Control

- Electricity distribution companies require access to customer energy usage data as a condition of service.
- Customers should have access to their own energy usage data.
- Customers should have the ability to share, or not to share, their energy usage data with third parties.
- Customers should have the ability to authorize differential disclosures of their energy usage data among multiple third parties.
- Customers should have the ability to rescind disclosure authority previously granted to a specific third party.

Principle of Informed Consent

- The processes by which customers exercise informed consent should be convenient and easily understood.
- Customers should base consent decisions on an understanding of specifically which of their energy use data is proposed to be shared with a given party, for what purpose, and for how long.
- Customers should base consent decisions on an understanding of all disclosure-related choices available to them.
- Customer consent should be specifically and affirmatively expressed.

Principle of Valid Consent

- The processes by which customers exercise informed consent should be secure so that customers are protected against disclosures based on fraudulent consent.
- Privacy policies should specify which party (e.g., incumbent utility, third party) is responsible for validating consent.

Principle of Controlled Disclosure

- Disclosure should be limited to that energy usage data which the customer has authorized for a specific party for a specific purpose
- Electric distribution companies should retain, or cause to be retained, a record of disclosures so that customers can identify all the parties receiving their energy usage information, and ascertain that disclosures were given consistent with regulatory requirements or industry standards, as appropriate.
- A duly authorized disclosure should cease when (a) the customer rescinds his or her authorization, (b) the authorization expires, or (c) the customer terminates electric service.
- In the event a third party receiving a duly authorized disclosure is sold, the electric distribution company is not required to notify the customer, and the new owner can continue receiving customer usage data without the need for a new disclosure authorization.

Principle of Efficient Management

- The business processes supporting consumer choice and consent should be cost efficient.