



CONFIDENTIALITY AGREEMENT AND CONSENT TO DISCLOSE CUSTOMER DATA

This Confidentiality Agreement and Consent Contains:

Part 1: Confidentiality Agreement to allow the following Agency:

Agency Name: _____ Phone: _____

Contact Name: _____ Email: _____

Mailing Address: _____

Physical Address: ☐ Same _____

and the Agency's Staff and Energy Outreach Colorado¹ (EOC) to share with other agencies, including but not limited to utility companies, whatever essential information about your case that might be helpful in getting resources to meet your personal needs. Any information will be given without discrimination and with discretion for your rights; *and*

Part 2: Consent to authorize your utility service provider to disclose the following information to the Agency, Agency Staff and Energy Outreach Colorado:

- Your utility account payment history and other account details, such as utility charges, payment history, past due amounts, pending deposits, current shut-off due dates or disconnection, current life support status, payment arrangements, and history of energy assistance payments.
- Your general energy usage for up to twenty-four months (at no greater level of detail than monthly totals), which is customer-specific information that is collected from your ☐ Electric ☐ Natural Gas utility meter by your utility service provider.

The Agency, Agency Staff and Energy Outreach Colorado will use this information to help determine your eligibility for and assist you in applying to participate in energy assistance programs. If you authorize the disclosure, it will start on the date you sign this Consent. You have a right to receive a copy of this form from EOC.

Please note that:

- You are not required to authorize your utility service provider to disclose your customer data.
- Your decision not to authorize the disclosure will not affect your utility services.

¹ EOC is a Colorado nonprofit corporation established by the Colorado legislature to collect and disburse low-income energy assistance funds in accordance with the Low-Income Energy Assistance Act, Colo. Rev. Stat., §40-8.7-101, *et seq.*

- Your utility service provider may not disclose your customer data except (1) if you authorize the disclosure, (2) to contracted agents that perform services on behalf of the utility, or (3) as otherwise permitted or required by laws or regulations.
- Your utility service provider will have no control over the data disclosed pursuant to this Consent, and will not be responsible for monitoring or taking any steps to ensure that the Agency, Agency Staff or Energy Outreach Colorado maintain the confidentiality of the data or use the data as authorized by you.

By signing this Confidentiality Agreement and Consent, you acknowledge and agree that:

- You give permission to any duly authorized representative of the Agency and Energy Outreach Colorado to supply information to or request information from other persons, agencies or institutions pertaining to you or your family.
- You release the Agency and the Energy Outreach Colorado of any and all liability for supplying or requesting such information.
- You are the customer of record for the utility services account specified below, and you authorize your utility service provider to disclose your customer data as specified in Part 2 above.
- You may terminate this Confidentiality Agreement and Consent to Disclose Customer Data at any time by sending a written request with your name and service address to your utility service provider at

and the Agency at the address specified above. If you do not terminate this Confidentiality Agreement and Consent to Disclose Customer Data, this will automatically terminate when your participation in the relevant energy assistance program is terminated.

CLIENT'S UTILITY CUSTOMER ACCOUNT NUMBER	SERVICE ADDRESS
---	------------------------

CLIENT SIGNATURE

CLIENT PRINTED NAME

DATE SIGNED

AGENCY STAFF SIGNATURE

AGENCY CASE NUMBER

DATE SIGNED