

## COLORADO DEPARTMENT OF REGULATORY AGENCIES

### Public Utilities Commission

#### 4 CODE OF COLORADO REGULATIONS (CCR) 723-4

#### PART 4

#### RULES REGULATING GAS UTILITIES AND PIPELINE OPERATORS

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[indicates omission of unaffected rules]

#### 4001. Definitions.

The following definitions apply throughout this Part 4, except where a specific rule or statute provides otherwise. In addition to the definitions stated ~~here~~, the definitions found in the Public Utilities Law apply to these rules. In the event of a conflict between these definitions and a statutory definition, the statutory definition shall apply.

- (a) "Affiliate" of a ~~public~~-utility means a subsidiary of a ~~public~~-utility, a parent corporation of a ~~public~~ utility, a joint venture organized as a separate corporation or partnership to the extent of the individual ~~public~~-utility's involvement with the joint venture, a subsidiary of a parent corporation of a ~~public~~-utility or where the ~~public~~-utility or the parent corporation has a controlling interest over an entity.
- (b) "Aggregated data" means data resulting from processing (e.g. average of a group of customers) and/or combining customer data of more than one customer from which all customer-identifying information (e.g. name or account number) and personal information has been removed, alone or in combination with other data~~the combination of customer data of more than one customer or premises alone or in combination with other data.~~
- (c) "Applicant for service" means a person who applies for utility service and who either has taken no previous utility service from that utility or has not taken utility service from that utility within the most recent 30 days.
- (d) "Basis Point" means one-hundredth of a percentage point (100 basis points = 1 percent).
- (e) "Benefit of service" means the use of utility service by each person of legal age who resides at a premises to which service is delivered and who is not registered with the utility as the customer of record.
- (f) "Commission" means the Colorado Public Utilities Commission.

- (g) "Contracted agent" means any person or entity that has contracted with a utility in compliance with Rule 4030 to assist in the provision of regulated utility services (e.g., an affiliate or vendor).
- (h) "Cubic foot" means, as the context requires:
- (I) At Local Pressure Conditions. For the purpose of measuring gas to a customer at local pressure conditions, a cubic foot is that amount of gas which occupies a volume of one cubic foot under the conditions existing in the customer's meter as and where installed. When gas is metered at a pressure in excess of eight inches of water column gauge pressure, a suitable correction factor shall be applied to provide for measurement of gas as if delivered and metered at a pressure of six inches of water column gauge pressure. A utility may also apply appropriate factors to correct local pressure measurement to standard conditions.
  - (II) At Standard Conditions. For all other purposes, including testing gas, a standard cubic foot is that amount of gas at standard conditions which occupies a volume of one cubic foot.
- (i) "Curtailment" means the inability of a transportation customer or a sales customer to receive gas due to a shortage of gas supply.
- (j) "Customer" means any person who is currently receiving utility service. Any person who moves within a utility's service territory and obtains utility service at a new location within 30 days shall be considered a "customer." Unless stated in a particular rule, "customer" applies to any class of customer as defined by the Commission or by utility tariff.
- (k) "Customer data" means customer specific information, excluding personal information as defined in rule enumerated in subparagraphs 1004(x)(I) through (IV) that is:
- (I) collected from the gas meter by the utility and stored in its data systems;
  - (II) included on bills issued to the customer for regulated utility service when not publicly or lawfully available to the general public; or,
  - (III) related to the received by the utility from the customer as part of the customer's participation in regulated utility programs, such as renewable energy, demand-side management, load management, or energy efficiency programs ;~~;~~~~or~~
  - (III) ~~shown on bills issued to the customer for regulated utility service.~~
- (l) "Dekatherm" or "Dth" means a measurement of gas commodity heat content. One Dekatherm is the energy equivalent of 1,000,000 British Thermal Units (1 MMBtu).
- (m) "Distribution system" means that part of a utility pipeline system used to distribute gas to customers.
- (n) "Energy assistance organization" means the nonprofit corporation established for low-income energy assistance pursuant to § 40-8.5-104, C.R.S.

- (o) "Gas" means natural gas; flammable gas; manufactured gas; petroleum or other hydrocarbon gases including propane; or any mixture of gases produced, transmitted, distributed, or furnished by any utility.
- (p) "Informal complaint" means an informal complaint as defined and discussed in the Commission's Rules Regulating Practice and Procedure.
- (q) "Interruption" means a utility's inability to provide transportation to a transportation customer, or its inability to serve a sales customer, due to constraints on the utility's pipeline system.
- (r) "Intrastate transmission pipeline" or "ITP" means any person that provides gas transportation service for compensation to or for another person in the State of Colorado using transmission facilities rather than distribution facilities. Transmission facilities may also be used to perform distribution functions.
- (s) "Local distribution company" or "LDC" means any person, other than an interstate pipeline or an intrastate transmission pipeline, engaged in local distribution of gas and the sale or transportation of gas for ultimate consumption. Distribution facilities may also be used to perform transmission functions.
- (t) "Local Government" means any Colorado county, municipality, city and county, home rule city or town, home rule city or county, or city or town operating under a territorial charter.
- (u) "Local office" means any Colorado office operated by a utility at which persons may make requests to establish or to discontinue utility service. If the utility does not operate any office in Colorado, "local office" means any office operated by a utility at which persons may make requests to establish or to discontinue utility service in Colorado.
- (~~uv~~) "Main" means a distribution line that serves, or is designed to serve, as a common source of supply for more than one service lateral.
- (~~vw~~) "Mcf" means 1,000 standard cubic feet.
- (~~wx~~) "MMBtu" means 1,000,000 British Thermal Units, or one Dekatherm.
- (~~xy~~) "Non-standard customer data" means all customer data that are not standard customer data.
- (yz) "Past due" means the point at which a utility can affect a customer's account for regulated service due to non-payment of charges for regulated service.
- (~~zaa~~) "Pipeline system" means the piping and associated facilities used in the transmission and distribution of gas.
- (~~aabb~~) "Principal place of business" means the place, in or out of the State of Colorado, where the executive or managing principals who directly oversee the utility's operations in Colorado are located.

- (cc) "Property owner" means the legal owner of government record for a real property within the service territory of a utility. A utility may rely upon a county clerk for the county within which a property is located to determine ownership of government record.
- (bbdd) "Regulated charges" means charges billed by a utility to a customer if such charges are approved by the Commission or contained in a tariff of the utility.
- (eeee) "Sales customer" means a person who receives sales service from a utility.
- (ddff) "Sales service" means a bundled gas utility service in which the utility both purchases gas commodity for resale to the customer and transports the gas for delivery to the customer.
- (eeqq) "Security" includes any stock, bond, note, or other evidences of indebtedness.
- (fhh) "Service lateral" means that part of a pipeline system used, or designed to be used, to serve only one customer.
- (ggii) "Staff" means Staff of the Public Utilities Commission.
- (hhjj) "Standard conditions" means gas at a temperature of 60 degrees Fahrenheit and subject to an absolute pressure equal to 14.73 pounds per square inch absolute.
- (iikk) "Standard customer data" means customer data maintained by a utility in its systems in its ordinary course of business. If maintained in its systems in the ordinary course of business, such data shall be sufficient to allow customers to understand their usage at a level of detail commensurate with the meter or network technology deployed by the utility to serve the customer's premise.
- (jjll) "Standby capacity" means the maximum daily volumetric amount of capacity reserved in the utility's system for use by a transportation customer, if the customer purchased optional standby service.
- (kkmm) "Standby supply" means the daily volumetric amount of gas reserved by a utility for the use by a transportation customer should that customer's supply fail, if the customer purchased optional standby service.
- (lnn) "Third party" means a person who is not the customer, an agent of the customer who has been designated by the customer with the utility and is acting on the customer's behalf, a regulated entityutility serving the customer, or a contracted agent of the utility.
- (mmoo) "Transportation" means the exchange, fronthaul, backhaul, flow reversal, or displacement of gas between a utility and a transportation customer through a pipeline system.
- (nppp) "Transportation customer" means a person who, by signing a gas transportation agreement, elects to subscribe to the unbundled service option of gas transportation offered by a utility.
- (qq) "Unique identifier" means customer identifying information that is displayed on a bill including name, mailing address, telephone number, or email address.

~~(eer)~~ "Unregulated charges" means charges that are billed by a utility to a customer and that are not regulated or approved by the Commission, are not contained in a tariff, and are for service or merchandise not required as a condition of receiving regulated utility service.

~~(pps)~~ "Utility" means a public utility as defined in § 40-1-103, C.R.S., providing sales service or transportation service (or both) in Colorado. This term includes both an ITP and a LDC.

~~(eqt)~~ "Utility service" or "service" means a service offering of a utility, which service offering is regulated by the Commission.

~~(uu)~~ "Whole building data" means the sum of the monthly gas use for all service connections at a real property address.

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[indicates omission of unaffected rules]

4011. – ~~40254024~~. [Reserved].

## CUSTOMER DATA ACCESS AND PRIVACY

### 4025 Scope and Applicability

~~(a)~~ The basis and purpose of these rules is to describe the protection of and limited access to customer data for gas utilities over which the Commission has jurisdiction. These rules are applicable to all utilities except for certain provisions as defined in the rule.

~~(b)~~ For the purpose of the Customer Data Access and Privacy Rules, gas utilities are classed into three tiers: a Tier I utility serves more than 150,000 gas customers; a Tier II utility serves between 50,000 and 150,000 gas customers. A Tier III utility serves fewer than 50,000 gas customers.

~~(c)~~ No Tier III utility is required to:

~~(I)~~ include in its tariffs a description of standard and non-standard customer data that the utility is able to provide to the customer or to any third party recipient (see rule 4027(c));

~~(II)~~ provide customer notice each year regarding customer data (see rule 4028);

~~(III)~~ make Customer Consent Forms for the Disclosure of Customer Data available to customers or third parties (see rule 4029); or

~~(IV)~~ disclose aggregated data (see rule 4033).

Rather, these requirements applicable to Tier I and Tier II utilities, as a whole, are permissive to Tier III utilities. If a Tier III utility includes a description of standard and non-standard customer data that the utility is able to provide to the customer or to any third party recipient in its tariffs, then it shall be treated as if it were a Tier II utility for purposes of these Customer Data Access and Privacy Rules for so long as such tariff provisions remain in effect.

**4026. Customer Data**

- (a) A utility shall maintain standard customer data sufficient to allow a customer to understand their energy usage at a level of detail commensurate with the meter or network technology used to serve the customer's premise.

**4027 Privacy, Access, and Disclosure.**

- (a) A utility shall protect customer data in the utility's possession or control to maintain the privacy of ~~the customers~~, while ~~the customer data is in the utility's possession~~providing reasonable access to that data. A utility is only authorized to use customer data to provide regulated utility service in the ordinary course of business.
- (b) A utility shall not disclose customer data unless such disclosure conforms to these rules, except as required by law or to comply with Commission rule. Illustratively, this includes responses to requests of the Commission, warrants, subpoenas, court orders, or as authorized by § 16-15.5-102, C.R.S. Unless the information is included as customer data, a utility shall not disclose personal information, except as provided by rule 1105.
- (c) A utility shall include in its tariffs a description of ~~standard and non-standard~~ customer data that the utility is able to provide to the customer or to any third party recipient to whom the customer has authorized disclosure of the customer's data within the utility's technological and data capabilities. At a minimum, the ~~utility's~~ tariff shall provide the following:
- (I) a description of standard customer data and non-standard customer data and the frequency of customer data updates that will be available (annual, monthly, daily, etc.);
  - (II) the method and frequency of customer data transmittal and access available (electronic, paper, etc.) as well as the security protections or requirements for such transmittal;
  - (III) a timeframe for processing ~~the requests~~;
  - (IV) any rate associated with processing a request for non-standard customer data; and
  - (V) any charges associated with obtaining non-standard customer data.
- (d) No later than January 1, 2016, a Tier 1 utility must make access to a customer's standard customer data conform to the Energy Services Provider Interface standard format. A Tier 1 utility shall provide access to the customer's standard customer data in electronic machine-readable form, without additional charge, to the customer or to any third party recipient to whom the customer has authorized disclosure of the customer's customer data. Such access shall conform to nationally recognized open standards and best practices and be. ~~The utility shall provided access~~ in a manner that ensures adequate protections for the utility's system security and the continued privacy of the customer data during transmission.
- (e) Nothing in these rules shall limit a customer's right to provide his or her customer data to anyone.

- (f) A utility and each of its directors, officers and employees that discloses customer data pursuant to a customer's authorization in accordance with these data privacy rules shall not be liable or responsible for any claims for loss or damages resulting from the utility's disclosure of customer data.

**40274028. Customer Notice.**

- (a) A utility shall provide each year to its customers a written notice ~~each year to its customers~~ complying with this rule. The utility shall conspicuously post on its website notice of its privacy and security policies governing access to and disclosure of customer data and aggregated data to third-parties. This notice shall: ~~advise customers that their customer data will not be disclosed to third parties, except: as necessary to provide regulated utility services to the customers; as provided in paragraph 3026(b); or pursuant to the authorization given by the customer in accordance with these rules.~~
- ~~(b)~~ The notice shall advise customers that their customer data may reveal personal information, summarize the different elements of customer data and advise customers that their customer data may provide insight into their activities within the premises receiving service;
- ~~(c)~~ The customer notice shall:
- (II) include a description of standard customer data;
  - (III) explain the frequency with which the utility collects and stores customer data and when the frequency that the customer can obtain customer the data;
  - ~~(III)~~ IV inform customers that the privacy and security of their customer data will be protected by the utility while in its possession;
  - (IV) explain that customers can access their standard customer data, as identified by the utility's tariff, without additional charge;
  - (VI) advise customers explain that a utility may not disclose their customer data will not be disclosed to third parties, except: , with the exception of the data disclosures provided in paragraph 4026(b).
    - (A) as necessary to provide regulated utility service to the customer,
    - (B) as otherwise permitted or required by law or Commission rule, or
    - (C) pursuant to the authorization given by the customer in accordance with these rules.
  - (VII) describe the utility's policies regarding how a customers can authorize access and disclosure ~~of~~ their customer data to third-parties ~~not falling within the exceptions outlined in paragraph 4026(b).~~ With regard to such third party data disclosure, the notice shall:

- (A) inform customers that declining a request for disclosure of customer data to a third party will not affect the provision of utility service that the customer receives from the utility; and
  - (B) explain that any customer consent for access to, disclosure of, or use of a customer's customer data by a third party may be terminated or limited by the customer of record at any time and inform the customers of the process for doing so.
- (VIII) explain that aggregated data does not contain customer identifying information and inform customers that customer data may be used to create aggregated data that will not contain customer identifying information;
- ~~(IX) explain that~~ inform customers that customer data may be used to create aggregated data ~~and that~~ the utility may provide aggregated data to third-parties, subject to its obligation under paragraph ~~40314032~~(ba);
- ~~(VIII)~~ be viewable on-line and printed in 12 point or larger font;
- ~~(XI)~~ be sent either separately or included as an insert in a regular monthly bill, or, for those customers who have consented to receive e-bills, such notice may be sent electronically with or separately from an e-bill, conspicuously marked and stating clearly that important information on the utility's privacy practices is contained therein;
- (XII) be available in English and Spanish. The customer notice may also be translated to a language other than English or Spanish by a third party or the utility. Forms translated to other languages in accordance with this rule must be accepted by utilities, and may be relied upon, after the English version of the form, the translated version of the form, and an affidavit attesting to the accurate and complete translation from the English version of the form, have been provided to the Commission and the utility possessing the data. Such affidavit must be executed by an interpreter on the active roster of interpreters maintained by the Office of Language Access of the Colorado Judicial Branch. If the utility incurs a cost for translation made at the request of a third party, it shall charge the requestor for such cost and may include a reasonable administrative fee in addition to the translation cost; and, be printed in English and any specific language or languages other than English where the utility's service territory contains a population of at least ten percent who speak a specific language other than English and where the proficiency of English is listed as "Not well" or "Not at all" as determined by reference to the latest U.S. Census information; and
- (XIII) provide a customer service phone number and web address where customers can direct additional questions or obtain additional information regarding their customer data, the disclosure of customer data or aggregated data, or the utility's privacy policies and procedures with respect to customer data or aggregated data.



**40284029. Customer Consent Form for the Disclosure of their Customer Data to Third party Recipients by a Utility.**

- (a) A utility shall make available to any third party a consent form for the disclosure of customer data that is maintained by the Commission and available from the Commission's website. The form shall be provided electronically from the utility. The consent form shall be provided ~~and made available in paper and electronic form to~~ in a non-electronic format by a utility upon request from a any customer or third party ~~upon request.~~
- (b) In addition to the Commission supplied form a utility may create and make available a consent form that: ~~To comply with the requirements in paragraph (a) of this rule, a utility may create a consent to disclose form that conforms to the requirements in paragraph (c) or use a Commission supplied form as described in paragraph (d).~~
- ~~(c) The utility's consent form must:~~
- (I) includes s the same information contained in the annual notice provided under subparagraphs ~~30274028~~ 4028 ~~(ea)~~ (V), (VI), (VII)(A), (VII)(B), and (XII);
- (II) provides s spaces for the following information regarding the third party recipient of the customer data:
- (A) the name, including trade name if applicable, physical address, mailing address, e-mail address, and telephone number;
- (B) the name, mailing address, e-mail address, and telephone number of the third party recipient's data custodian; and
- (C) the name, mailing address, e-mail address, and telephone number of the third party recipient's Colorado agent for service of process.
- (III) advises customers that their customer data may provide insight into their activities within the premises receiving service; State the uses of the data for which the customer is allowing disclosure;
- (IV) states s the date(s) for which data is being disclosed;
- ~~(V) describe the data disclosed;~~
- ~~(VI) state that the consent is valid until terminated;~~
- ~~(VII) states~~ s that the customer must notify the utility service provider in writing (electronically or non-electronically) to terminate the consent including appropriate utility contact information;
- ~~(VIII) state any additional terms except an inducement for the customer's disclosure;~~

- (~~IXVI~~) provides notice to the customer that the utility shall not be responsible for monitoring or taking any steps to ensure that the third party to whom the data is disclosed is maintaining the confidentiality of the data or using the data as intended by the customer; and
- ~~(X) — be printed in English and any specific language or languages other than English where the utility's service territory contains a population of at least 10 percent who speak a specific language other than English and where the proficiency of English is listed as "Not well" or "Not at all" as determined by reference to the latest U.S. Census information.~~
- ~~(d) — Utilities may use a consent form supplied by the Commission to comply with the requirements of paragraph (a). The Commission-supplied consent form will be available on the Commission's website.~~
- (~~ec~~) A Tier I utility ~~may shall~~ make available an electronic customer consent process for disclosure of customer data to a third party (e.g. a utility controlled web portal) that authenticates the customer identity. The contents of the electronic consent process must generally follow the format of the model consent to disclose customer data form, be clear, and include the elements to be provided pursuant to paragraph (~~ea~~) of this rule. ~~No utility is required to provide an electronic consent process in a language other than English. Such process may not include an inducement for disclosure by the customer.~~
- (~~fd~~) A utility may make available an in-person consent process for disclosure of customer data to a third party that authenticates the customer identity. A customer of a utility shall complete a Customer Consent Form at an office of the utility and the customer shall provide adequate identification, including but not limited to, a valid picture identification and customer account information.
- (~~ge~~) A consent form may be submitted to the utility through ~~paper-electronic~~ or non-electronic methods.
- ~~(f) — The scope of consent given shall be defined by the terms of the consent form, except that changes of contact names for an organization, trade name, or utility over time do not invalidate consent as to the respective organization, trade name, or utility. Because the contact named for an organization, trade name, or utility is a representative of the respective organization, trade name, or utility, consent terminates as to such contact when the relation with the organization, trade name, or utility terminates. Modifications to the consent form over time do not invalidate previous consent. Consent need not be provided on new forms so long as the data provided remains within the scope of consent.~~

(g) Customer Consent Forms shall be available in English and Spanish. Customer consent forms may be translated to into languages other than English or Spanish by a third party or the utility. Forms translated to other languages in accordance with this rule must be accepted by utilities, and may be relied upon, after the English version of the form, the translated version of the form, and an affidavit attesting to the accurate and complete translation from the English version of the form, have been provided to the Commission and the utility possessing the data. Such affidavit must be executed by an interpreter on the active roster of interpreters maintained by the Office of Language Access of the Colorado Judicial Branch. If a utility incurs a cost for a translation at the request of a third party, it shall charge the requestor for such cost and may include a reasonable administrative fee in addition to the translation cost.

**40294030. Contracted Agent Access to Customer Data from afor the Provision of Regulated Utility Service.**

- (a) A utility may disclose customer data to a contracted agent provided that the contract includes the following minimum requirements:
- (I) implements and maintains data security procedures and practices to protect the customer data from unauthorized access, destruction, use, modification, or disclosure that are equal to or greater than the data privacy and security policies and procedures used by the utility internally to protect customer data;
  - (II) uses customer data solely for the purpose of the contract and prohibits the use of customer data for a secondary commercial purpose not related to the purpose of the contract without first obtaining the customer's consent as provided for in these rules;
  - (III) returns to the utility or destroys any customer data that is no longer necessary for the purpose for which it was transferred; and
  - (IV) executes a non-disclosure agreement with the utility.
- (b) The utility shall maintain records of the disclosure of customer data to contracted agents for a minimum of three years. Such records shall include all contracts with the contracted agent and executed non-disclosure agreements.

**4031 Local Government Access to Customer Data from a Utility.**

- (a) A utility may disclose customer data to a local government either with an audit required to be provided pursuant to a final Commission decision or for an audit conducted by a governmental entity of fees paid to them by the utility, provided that:
- (I) disclosure is not otherwise prohibited by a final Commission decision (e.g. Commission-approved franchise between the utility and the local government);
  - (II) disclosure is made to a designated auditor or auditor's office, who is either an employee or agent of the local government;

- (III) the auditor collects and uses the customer data solely for the purpose of reviewing or conducting the audit and is prohibited from disclosing or using the customer data for a purpose not related to the audit;
  - (IV) the local government implements and maintains data security procedures and practices to protect the customer data from unauthorized access, destruction, use, or modification;
  - (V) the local government destroys or returns to the utility of any customer data no longer necessary for the purpose for which it was transferred unless state law or the municipality's state-mandated retention schedule requires otherwise;
  - (VI) the local government agrees not to permit access to the data by anyone that has not agreed to abide by the terms pursuant to which the data was provided by the utility. This includes, but is not limited to, all interns, subcontractors, staff, other workforce members, and consultants;
  - (VII) the local government agrees that any recipient of the data pursuant to this rule does not obtain any right, title or interest in any of the data provided by the utility; and,
  - (VIII) governing law or a non-disclosure agreement executed with the utility requires that the local government, at a minimum, comply with the requirements of this rule.
- (b) The utility shall maintain records of all of the disclosures of customer data to local government requestors. Such records must specify the identity of the requestor, the electronic or mail address to which requested information is to be delivered, the authority or authorization for the request, from the local government, a description of the customer data disclosed, and any necessary contracts with the local government and executed non-disclosure agreements. The utility shall maintain records of customer data disclosures for a minimum of three years.

**40304032. Third Party Access to Customer Data from a Utility.**

- (a) Except as outlined in this rule, Rule 4027(b), Rule 4030, or Rule 4031, paragraph 3026(b), a utility shall not disclose customer data to any third party unless the customer or a third-party acting on behalf of a customer submits a paper or electronic signed consent to disclose customer data form that has been executed by the customer of record.
- (b) Incomplete or non-compliant consent to disclose customer data forms are not valid and shall be rejected by the utility.
- (c) The utility shall maintain records of all of the disclosures of customer data to third party requestors. Such records shall include a copy of the customer's signed consent to disclose customer data form, all identifying documentation produced by the third party requestor, the customer's agreed upon terms of use, the date(s) and frequency of disclosure, and a description of the customer data disclosed.
- (d) The utility shall maintain records of customer data disclosures for a minimum of three years and shall make the records of the disclosure of a customer's customer data available for review by the customer within five business days of receipt-receiving a paper or electronic request from the customer, or at such greater time as is mutually agreed between the utility and the customer.

**40314033. Requests for Aggregated Data Reports from a Utility.**

- (a) A utility shall not disclose aggregated data unless the recipient is authorized to receive all customer data within the aggregated data, that disclosure otherwise conforms to this rule, Rule 4034, or Rule 4035. In aggregating customer data to create an aggregated data report, a utility must ensure that individual customer data cannot be determined from the aggregated data and that the data does not include any personal information or a unique identifier. such disclosure conforms to these rules.
- (b) ~~In aggregating customer data to create an aggregated data report, a utility must take steps to ensure the report is sufficiently anonymous in its aggregated form so that any individual customer data or reasonable approximation thereof cannot be determined from the aggregated amount. At a minimum, a particular aggregation must contain: at least fifteen customers or premises; and within any customer class, no single customer's customer data or premise associated with a single customer's customer data may comprise 15 percent or more of the total customer data aggregated per customer class to generate the aggregated data report (the "15/15 Rule"). Notwithstanding, the 15/15 Rule, the utility shall not be required to disclose aggregated data if such disclosure would compromise the individual customer's privacy or the security of the utility's system.~~
- (c) If a single customer's customer data or premise associated with a single customer's customer data is 15 percent or more of the total aggregated customer data per customer class used to generate the aggregated data report requested, the utility will notify the requestor that the aggregated data, as requested, cannot be disclosed and identify the reason(s) the request was denied. The requestor shall be given an opportunity to revise its aggregated data request in order to address the identified concerns. An aggregated data request may be revised by expanding the number of customers or premise accounts in the request, expanding the geographic area included in the request, combining different customer classes or rate categories, or other applicable means of aggregating.
- (d) A utility shall include in its tariffs a description of standard and non-standard aggregated data reports available from the utility to any requestor. At a minimum, the utility's tariff shall provide the following:
- (I) a description of standard and non-standard aggregated data reports available from the utility including all available selection parameters (customer data or other data);
  - (II) the frequency of data collection (annual, monthly, daily, etc.);
  - (III) the method of transmittal available (electronic, paper, etc.) and the security protections or requirements for such transmittal;
  - (IV) the charge for providing a standard aggregated data report or the hourly charge for compiling a non-standard aggregated data report;
  - (V) the timeframe for processing the request; and

- (VI) a request form for submitting a data request for aggregated data reports to the utility identifying any information necessary from the requestor in order for the utility to process the request.
- (e) If a utility is unable to fulfill an aggregated data report request because it does not have and/or does not elect to or cannot obtain all of the data the requestor wishes to include in the aggregated data report, then the utility may contract with a contracted agent to include the additional data, along with the customer data in the utility's possession, to generate an aggregated data report.
- (f) A utility and each of its directors, officers and employees that discloses aggregated data as provided in these data privacy rules shall not be liable or responsible for any claims for loss or damages resulting from the utility's disclosure of aggregated data.
- (g) A utility shall not provide aggregated customer data in response to multiple overlapping requests from or on behalf of the same requestor that have the potential to identify customer data.

**4034. Property Owner Request for Whole Building Energy Use Data from a Utility.**

- (a) If requested by a property owner, a Tier I utility shall provide whole building energy use data to the property owner so long as:
  - (I) the aggregated whole building energy use data contains at least 4 customers or tenants including the property owner's own account; and within any customer class, no single customer's customer data comprises more than 50 percent of the energy use data used to generate the whole building energy use data report;
  - (II) the property owner agrees to not disclose the whole building energy use data except for the purposes of building benchmarking, identifying energy efficiency projects, and energy management; and,
  - (III) the property owner signs a non-disclosure agreement with the utility requiring the property owner, at a minimum to:
    - (A) take appropriate administrative, technical, and physical safeguards to protect the data from any unauthorized use or disclosure to protect the data from unauthorized access, destruction, use, modification, or disclosure;
    - (B) use the whole building energy use data only for the purposes of building benchmarking, identifying energy efficiency projects, energy management, and complying with laws or ordinances;
    - (C) agree to not attempt to determine an individual utility customer's energy use from the whole building energy use data and not to use the information to contact the subject of the information;
    - (D) agree to not use of the data for a secondary commercial purpose not related to the authorized purpose without first obtaining the customer's consent as provided for in these rules;

- (E) destroy any data that is no longer necessary for the purpose for which it was transferred;
  - (F) agree not to permit access to the data by anyone that has not agreed to abide by the terms pursuant to which the data was provided by the utility. This includes, but is not limited to, all interns, subcontractors, staff, other workforce members, and consultants; and,
  - (G) agree that any recipient of the data pursuant to this rule does not obtain any right, title or interest in any of the data provided by the utility.
- (b) Upon request by a building owner, a Tier II utility shall provide whole building energy use data upon the same conditions to the extent, and based upon, information available in the ordinary course of business.

#### **4035. Community Energy Reports**

- (a) A Tier I utility shall generate a community energy report for each local government other than a Colorado county included in its service territory with 50,000 or more residents. A Tier I utility shall generate a community energy report for each Colorado county included in its service territory with 100,000 or more residents. Any local government with fewer than 50,000 residents and Colorado county with fewer than 100,000 residents or a minority of whom are served by a Tier I utility shall be treated as if it had 50,000 or more residents served by the Tier I Utility until such time as the request is withdrawn or cancelled by submitting such a request to the utility. All population thresholds shall be based on the most recent population estimate from the Colorado State Demography Office and where the utility serves the majority of the population.
- (b) On or before June 1 of every year, a Tier I utility shall make publicly available for download all community energy reports generated for the prior year. Reports shall be available in an electronic machine-readable form that conforms to nationally recognized open standards and best practices.
- (c) The community energy report shall include the following information and aggregated data for the utility and its customers and specific to the local government for the prior calendar year, so long as the data meet the aggregation standards in paragraph (d) of this rule:
- (I) the annual dekatherms consumed by customers, provided by residential, commercial, and industrial classes;
  - (II) the average number of customers in the residential, commercial, and industrial class; and,
  - (~~V~~III) the total annual energy saved (in dekatherms) from energy efficiency measures installed in the so long as the data meets the aggregation standards described in paragraph (d) of this rule.

- (d) For all non-residential customer classes reported as described in paragraph (c), the aggregated data must contain at least 15 customers and no single customer's customer data comprises more than 15 percent of the total customer data aggregated in that customer class. For residential customer classes reported as described in paragraph (c), the aggregated data must meet the 15/15 rule aggregation standard in Rule 43033:
- (e) In the event of a dispute regarding delineation of jurisdictional boundaries, a local government may submit, or have another local government submit, a GIS data to define its jurisdictional boundaries prior to the issuance of the community energy report.
- (f) Upon request by a local government, a Tier II utility shall generate a community energy report to the extent, and based upon, information available in the ordinary course of business.
- (g) A Tier III utility does not have to provide a community energy report.
- (hg) Availability of the community energy report does not preclude a local government from requesting non-standard aggregated data reports.

**40324036. – 4099. [Reserved].**

\* \* \* \* \*

[indicates omission of unaffected rules]

**4976. Regulated Gas Utility Rule Violations, Civil Enforcement, and Civil Penalties.**

An admission to or Commission adjudication for liability for an intentional violation of the following may result in the assessment of a civil penalty of up to \$2,000.00 per offense. Fines shall accumulate up to, but shall not exceed, the applicable statutory limits set in § 40-7-113.5, C.R.S.

Citation	Description	Maximum Penalty Per Violation
	Articles 1-7 of Title 40, C.R.S.	\$2000
	Commission Order	\$2000
Rule 4005	Records and Record Retention	\$2000
Rule <del>40264027</del> (a)	Collection and Use of Customer Data	\$1000
Rule <del>40264027</del> (b), <del>(d)</del>	Disclosure of Customer Data	\$2000



Rule <del>4026</del> 4027(c)	Tariff	\$1000
Rule 402 <del>78</del> (a)	Customer Notice	\$1000
Rule <del>4028</del> 4029(a),(eb)	Consent Form	\$1000
Rule <del>4029</del> 4030(a)	Disclosure of Customer Data	\$2000
Rule <del>4029</del> 4030(b)	Records	\$1000
<u>Rule 4031(a)</u>	<u>Disclosure of Customer Data</u>	<u>\$2000</u>
<u>Rule 4031(b)</u>	<u>Records</u>	<u>\$1000</u>
Rule 4032(a)	Disclosure of Customer Data	\$2000
Rules <del>4029</del> 4030 <del>2</del> (bc) and <del>4030</del> 4032(d)	<del>Consent and</del> Records	\$1000
Rule <del>4031</del> 4033(a)	Disclosure of Aggregated Data	\$2000
Rule <del>4031</del> 4033(de)	Tariff	\$1000
Rule 4100(a)	Obtaining a Certificate of Public Convenience and Necessity for a Franchise	\$2000
Rule 4101(a)	Obtaining a Certificate of Public Convenience and Necessity or Letter of Registration to operate in a service territory	\$2000
Rule 4102(a)	Obtaining a Certificate of Public Convenience and Necessity for facilities	\$2000
Rule 4103(a), (c), (d)	Amending a Certificate of Public Necessity for changes in service territory or facilities	\$2000
Rule 4108(a), (c)	Keeping a Current Tariff on File with the Commission	\$2000
Rule 4109	Filing a New or Changed Tariff with the Commission	\$2000
Rule 4110(b),(c)	Filing an Advice Letter to Implement a Tariff Change	\$2000

Rule 4200	Construction, Installation, Maintenance and Operation of Facilities in Compliance with Accepted Engineering and Industry Standards	\$2000
Rule 4208	Anticompetitive Conduct and Unacceptable Practices	\$2000
Rule 4210	Line Extensions	\$2000
Rule 4303	Meter Testing	\$2000
Rule 4306	Record Retention of Tests and Meters	\$2000
Rule 4309	Provision of Written Documentation of Readings and Identification of When Meters Will be Read	\$2000
Rule 4401	Billing Information, Procedures, and Requirements	\$2000
Rule 4754(a)-(e)	Annual DSM Report and Application for Bonus and Bonus Calculation	\$2000
Rule 4803(c)	Master Meter Exemption Requirements	\$2000
Rule 4004(b)-(f)	Disputes and Informal Complaints	\$1000
Rule 4202	Maintaining Heating Value, Purity and Pressure Standards	\$1000
Rule 4203(a)-(f)	Trouble Report Response, Interruptions and Curtailments of Service	\$1000
Rule 4405	Provision of Service, Rate, and Usage Information to Customers	\$1000
Rule 4406	Provision of Gas Cost Component Information to Customers	\$1000
Rule 4603(a),(d)	Gas Cost Adjustments	\$1000
Rule 4605(a),(b),(e),(f)	Gas Purchase Plans	\$1000
Rule 4607(a)	Gas Purchase Reports and Prudence Reviews	\$1000

Rule 4403(a)-(q)	Applications for Service, Customer Deposits, and Third Party Guarantees	\$500
Rule 4006	Annual Reporting Requirements	\$100
Rule 4304	Scheduled Meter Testing	\$100
Rule 4305	Meter Testing Upon Request	\$100
Rule 4402(a),(c),(d)	Meter and Billing Error Adjustments	\$100
Rule 4404(a)-(f)	Availability of Installation Payments to Customers	\$100
Rule 4407	Discontinuance of Service	\$100
Rule 4408(a)-(g); (i)	Notice of Discontinuation of Service	\$100
Rule 4409	Restoration of Service	\$100
Rule 4411(c)(IV),(d)(I), d(II),(e)	Low-Income Energy Assistance Act	\$100

**4977. – 4999. [Reserved].**

**GLOSSARY OF ACRONYMS.**

CAAM –	Cost Allocation and Assignment Manual
CCR –	Colorado Code of Regulations
C.F.R. –	Code of Federal Regulations
CPCN -	Certificate of Public Convenience and Necessity
CRCP –	Colorado Rules of Civil Procedure
C.R.S. -	Colorado Revised Statutes
EAO –	Energy Assistance Organization
e-mail -	Electronic mail
FDC -	Fully Distributed Cost
FERC –	Federal Energy Regulatory Commission
GAAP -	Generally Accepted Accounting Principles
GCA –	Gas Cost Adjustment
GPP –	Gas Purchase Plan
GPR –	Gas Purchase Report
ITP –	Intrastate Transmission Pipeline
LDC –	Local Distribution Company
LNG –	Liquefied Natural Gas
MMO –	Master Meter Operator
NGA –	Natural Gas Act
OPS –	Office of Pipeline Safety (Federal DOT)
OCC -	Office of Consumer Counsel
PHMSA -	Pipeline and Hazardous Materials Safety Administration
P & P -	Practice and Procedure
SMYS –	Specified Minimum Yield Strength
UNCC –	Utility Notification Center of Colorado
U.S.C.-	United States Code
U.S. DOT –	United States Department of Transportation
USOA –	Uniform System of Accounts

**Glossary of Gas Measurement Units:**

Btu –	British Thermal Unit
MMBtu –	1,000,000 Btu (approximately one Mcf, depending on heat content of gas)
Dth –	Dekatherm or One MMBtu
Therm –	100,000 Btu (approximately one Ccf, depending on heat content of gas)
Scf -	Standard cubic feet
Ccf –	100 cubic feet (typically actual cf at meter, rather than Scf)
Mcf –	1,000 standard cubic feet
MMcf –	1,000,000 standard cubic feet
Bcf –	1,000,000,000 standard cubic feet
MMcfd –	One MMcf per day