BLUE RIDGE ELECTRIC MEMBERSHIP CORPORATION NEW

Policy Statement Number: 6-18B

SUBJECT: Privacy Policy

I. OBJECTIVE

To protect member and customer personal identifiable information of Blue Ridge Electric and its subsidiaries through established policy and procedures.

II. POLICY CONTENT

The Board of Directors of Blue Ridge Electric Membership Corporation has adopted a Member Privacy Policy for the members of Blue Ridge Electric and is included in Attachment 1 to this policy.

The Board of Directors of Blue Ridge Electric which oversees Blue Ridge Energies, LLC has adopted a Customer Privacy Policy for the customers of Blue Ridge Energies, LLC and is included in Attachment 2 to this policy.

The Board of Directors of Blue Ridge Electric which oversees RidgeLink, LLC has adopted a Customer Privacy Policy for the customers of RidgeLink, LLC and is included in Attachment 3 to this policy.

Blue Ridge Electric and its subsidiaries will provide privacy policy information to members and customers upon the establishment of new accounts and on an annual basis. Blue Ridge Electric and its subsidiaries has trained its employees on the implementation of these policies and will provide refresher training as needed, but in any case at least every two years.

III. RESPONSIBILITY

- A. <u>Board of Directors</u>: The Board of Directors shall be responsible for reviewing this policy on an annual basis and the Board president will be responsible to call to the attention of the full Board any non-adherence to this policy.
- B. <u>Chief Executive Officer</u>: The Chief Executive Officer shall be responsible for the implementation and administration of this policy and development of appropriate control reports to assess results.
- C. All members of management are responsible for the application and enforcement of this policy in a consistent manner.

APPLICATION OF POLICY

Blue Ridge Electric Membership Corporation reserves the right, in its sole discretion, to interpret, deviate from, amend, modify, reduce or eliminate all or any aspect of this policy at any time.

This policy will be modified as necessary, to comply with applicable federal, state and/or local laws.

Date Adopted: September 26, 2013

Date Revised:

SUBJECT: Member Privacy Policy

Attachment 1

MEMBER PRIVACY POLICY

Blue Ridge Electric Membership Corporation (The Cooperative) must retain certain personal and financial information in order to conduct our business. We will not share your information except as needed in order to provide you with services you request, and we have adopted physical and electronic safeguards to protect your information. The Cooperative will not sell your personal information.

Collecting Information

The Cooperative collects and maintains information used to provide you with requested services. When you open a new account or apply for additional services, we may collect information orally, in writing, or electronically. This could include such items as your name, address, or Social Security number, as well as nonpublic information such as your credit history report, phone numbers, and email addresses.

Disclosing Information

Your personal information is shared to the extent necessary to provide you with requested services and/or to meet business needs as detailed in our service rules and regulations. Employees of The Cooperative have access to your information in order to complete your transactions, maintain your accounts, and provide services you request. Occasionally, we may be required by law to provide nonpublic information for governmental or judicial purposes. Even if you become an inactive member, we will continue to protect your privacy and personal information.

Contact

If at any time you have questions or concerns regarding this policy, please contact us at 1-800-451-5474 or email us at myBRE@BlueRidgeEMC.com.

SUBJECT: Member Privacy Policy

Attachment 2

CUSTOMER PRIVACY POLICY

Blue Ridge Energies, LLC (The Company) must retain certain personal and financial information in order to conduct our business. We have policies and procedures in place to ensure this information is kept secure and confidential, and we have adopted physical and electronic safeguards to protect your data. We will not share your information except as needed in order to provide you with services you request. The Company will not sell your personal information.

Collecting Information

The Company collects and maintains information used to provide you with requested services. When you open a new account or apply for additional services, we may collect information orally, in writing, or electronically. This could include such items as your name, address, or Social Security number, as well as nonpublic information such as your credit history report, phone numbers, and email addresses.

Disclosing Information

Your personal information is shared to the extent necessary to provide you with requested services and/or to meet business needs as detailed in our service rules and regulations. Employees of The Company have access to your information in order to complete your transactions, maintain your accounts, and provide services you request. Occasionally, we may be required by law to provide nonpublic information for governmental or judicial purposes. Even if you become an inactive customer, we will continue to protect your privacy and personal information.

Contact

If at any time you have questions or concerns regarding this policy, please contact us at 1-800-726-0405 or email us at myBRE@BlueRidgeEMC.com.

SUBJECT: Member Privacy Policy

Attachment 3

CUSTOMER PRIVACY POLICY

RidgeLink, LLC (The Company) must retain certain personal and financial information in order to conduct our business. We have policies and procedures in place to ensure this information is kept secure and confidential, and we have adopted physical and electronic safeguards to protect your data. We will not share your information except as needed in order to provide you with services you request. The Company will not sell your personal information.

Collecting Information

The Company collects and maintains information used to provide you with requested services. When you open a new account or apply for additional services, we may collect information orally, in writing, or electronically. This could include such items as your name, address, or Social Security number, as well as nonpublic information such as your credit history report, phone numbers, and email addresses.

Disclosing Information

Your personal information is shared to the extent necessary to provide you with requested services and/or to meet business needs as detailed in our service rules and regulations. Employees of The Company have access to your information in order to complete your transactions, maintain your accounts, and provide services you request. Occasionally, we may be required by law to provide nonpublic information for governmental or judicial purposes. Even if you become an inactive customer, we will continue to protect your privacy and personal information.

Contact

If at any time you have questions or concerns regarding this policy, please contact us at 1-800-451-5474 or email us at myBRE@BlueRidgeEMC.com.