

## ATTACHMENT # 4

### Appeals Process

#### **Review of Complaint Regarding the Release of Customer Personal Information in violation of Tacoma Public Utilities' Customer Privacy Policy:**

Utility Customers have the right to appeal the release of their *Customer Personal Information* (as defined in the Utility Privacy Policy) unless that release is required by law.

A Customer shall utilize the following steps to exercise the appeals process:

1. The Utility must receive a Customer's written appeal by personal delivery or mail, and shall be addressed to the Utility.
2. The appeal must contain a short, plain statement of the alleged violation of the Utility Privacy Policy, the relief requested by the Customer, and the customer's contact information for purposes of communications for the appeals process.
3. Upon receipt of an appeal, the Customer will be contacted by the Utilities' Customer Services Division, and an informal conference will be held. The Customer must be available to attend the informal conference by telephone, or in person at the discretion of the Customer Services Division, no later than two (2) business days after the receipt of the appeal by Tacoma Public Utilities.
4. If the issue is resolved to the satisfaction of the Customer, the appeals process is concluded.
5. If the situation remains unresolved, a Request for Hearing must be submitted within ten (10) business days following the informal conference. Thereafter an Appeals Hearing will be scheduled and held. The customer must be available to attend the Appeals Hearing within two (2) business days of the informal conference. The date and time of the Hearing shall be set after coordination with the Hearing Examiner's Office, and the Customer will be provided written notice of the date, time and place of the Hearing.
6. The Customer Services Manager will designate an individual to represent the Utility in the Hearing.
7. The Customer will be considered to have received the written determination of the Hearing Examiner three (3) business days after the date of postage, or on the same date if sent via e-mail or hand delivered.