

# Privacy Policy

Sierra Southwest Cooperative Services, Inc. (Sierra) offers energy products and services designed to help our customers operate successful, profitable businesses. In conjunction with these products and services, Sierra has developed this web page to provide a central source of information and to provide its customers with useful, responsive, and personalized service. We are continually adapting to changes in the market and in our operations to bring you this information faster and more efficiently.

Sierra publishes this Privacy Policy to affirm our commitment to maintaining the privacy of our customers in this electronic environment and to inform you of Sierra's Practices and Procedures concerning the collection and use of any information that is provided to Sierra.

## Privacy Statement.

Sierra respects the privacy of personal or company information. Except as is necessary to conduct business with a customer, Sierra never intentionally shares this information outside of the company and maintains security standards and procedures designed to protect personal information. However, because perfect security does not exist on the Internet, Sierra cannot ensure or warrant the security of information transmitted to Sierra via its website or via email.

## Collection of Information.

*Credit Applications.* Sierra collects information on potential customers through a credit application. All of the information provided in the credit application is used for credit evaluation purposes only and otherwise remains strictly confidential. This information is not posted to the Internet, but remains on Sierra's secure server.

*Quote Request.* Sierra collects information from potential customer via our website when a customer submits an automated quote request. This information includes company name and location, contact person information, the desired term of the contract, and information related to natural gas usage. This information is not posted to the Internet, but remains on Sierra's secure server.

*Contracts.* Sierra maintains copies of customer contracts on its secure server and this information is not posted to the Internet.

*Web Related Information.* Except for authorization login information, Sierra does not involuntarily collect information from cookies or other system information.

## Accuracy of Information.

Sierra endeavors to make information we obtain and post to be as accurate and timely as possible, however, Sierra does not warrant that such information will be accurate or timely at all times. If you see inaccuracies, please let us know so that we can correct it.

## Changes to this Privacy Policy.

Sierra may from time to time, and without notice, amend, change or modify this Privacy Policy to reflect changes in our services and our policies relating to customer information by posting a

revised policy to the website. Any revised policy shall be effective immediately upon posting. Please check this policy frequently to review our latest changes and our current policy.

Questions or Comments.

If you have any questions or comments about this Privacy Policy contact us at [info@ssw.coop](mailto:info@ssw.coop).

Effective Date.

The effective date of this Policy is June 22, 2005.