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### Privacy Policy

The Company uses a variety of physical and electronic security measures to protect our computers and the information stored on them. We treat individual-customer information as confidential, with limited exceptions as described below. The Company diligently attempts to preserve the confidentiality and security of all its business data. We must advise you, however, that no system of safeguards is absolutely secure against unauthorized penetration or misuse, and that we cannot guarantee the security of any information you transmit via this Web site.

The Company does not sell lists of its customers, their mail or electronic addresses, or any information that would identify a specific customer. We do not share such information except as may be required by regulatory or law-

enforcement agencies, or as necessary to obtain assistance or direct referrals for customers eligible for special programs such as low-income assistance or energy-efficiency improvements.

The Company does not monitor use of our Web site in a way that identifies specific individuals, unless they have voluntarily supplied identifying information. We do track people's movements through the site in a general, statistical way because it helps us spot malfunctions, correct confusing navigation, identify topics that may need to be expanded or condensed and generally improve our service.

Information that you voluntarily supply through online forms, surveys and contests may be used by the Company for evaluating feedback, to assist marketing and promotional activities, to improve content, and to customize the layout and features of our site. Such information may include electronic and postal addresses, as well as personal, financial or demographic data.

We want e-mail from the Company to be welcomed. If you no longer need or wish to view e-mail alerts from the Company, you may have your name removed from our address list by visiting the e-mail alerts page of the Company's Web site and updating your notification options by selecting no to discontinue any automatic alerts you no longer want to receive.

E-mail messages in transit to the Company are not confidential and are not secure. The Company will not be liable for any use, disclosure or modification of such messages. The Company reserves the right to use information contained in any such messages without compensation.

The Company may place "cookies" (bits of information that are stored on your computer's hard drive) on your computer during your visit. This helps us "recognize" your computer on future visits. The Company does not use cookies to track your personal Web usage, to collect information about your computer or to log passwords.

Any Company cookie placed on your system will contain the identifying code "iberdrolausa.com" in its filename so that you may identify and inspect it. (The Windows operating system typically stores cookies in a hard-drive folder labeled "Windows/Cookies"; Macintosh systems store cookies in the "System Folder." Your Web browser program – Internet Explorer, Netscape Navigator, Opera, Lynx, etc. – may also allow to you adjust the way cookies are used as you visit sites.)

Certain pages on our site may contain "Web beacons" (also known as Internet tags, pixel tags and clear GIFs). These Web beacons allow third parties to obtain information such as the IP address of the computer that downloaded the page on which the beacon appears, the URL of the page on which the beacon appears, the time the page containing the beacon was viewed, the type of browser used to view the page and the information in cookies set by the third party.

### **Protecting Children on the Internet**

The Company respects parents' concerns about data collection from children, and complies with Federal Trade Commission rules effective April 21, 2000, issued under the Children's Online Privacy Protection Act of 1998. The law and the FTC rules cover Web sites that directly address or knowingly collect information from children under 13; they require disclosures, parental consent for responding to some types of information requests, and a means to discontinue use of the information supplied by the child. The rules exempt certain limited-information activities such as asking a question by e-mail, entering contests, or requesting a newsletter.

The Company does not attempt to sell any products or services to children. We do not attempt to extract household information from children. If we ask for information beyond simple items like name and address, we will post a notice for parents or guardians, and ask for their permission before we collect the information or make any further use of it. Depending on the nature of the information request, permission may be given by printing and mailing a form, by e-mail or other means that can give reasonable assurance that a parent or guardian is supervising the child's activity.

### **Contacting Iberdrola Energy Holdings, LLC.**

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