

## **Customer Information Outside Vendor Access Policy**

### **Section I: Disclosure of Customer Information**

**Purpose:** The purpose of this procedure is to ensure the confidentiality of all customer records while providing unsurpassed customer service. This policy is intended to enable outside vendor access to confidential or proprietary information made available via FirstEnergy's internet applications. This will allow outside human service agencies or their designees to access customer information to provide assistance to our customers. Outside vendors must agree that they do not and will not have any conflicts of interest regarding the performance of the services hereunder.

**Generally:** All confidential or proprietary information made available by FirstEnergy's internet applications shall be used for the purpose of providing human service programs to FirstEnergy customers.

A Human Services Agency or their subcontractor may not disclose any confidential or proprietary information to any third party or other function within their organization for any purpose not clearly contemplated by this Policy without FirstEnergy's prior written authorization and/or consent.

Outside vendors must agree that they have secured a written authorization from each customer for which information is sought to be released from FirstEnergy. Outside vendors are responsible to maintain records of such written authorization.

**Customer Information:** The human service agencies or their subcontractor shall keep all customer-specific information supplied by FirstEnergy confidential unless the agency has the customer's written authorization to release such information to any other agency.

### **Section II: Identification Number/Password**

A computer identification number and a unique password will be assigned to an individual to allow access to FirstEnergy's internet applications. The password given shall not be shared or disclosed. If this occurs, access will be revoked immediately.

**Compliance:** Each individual with access to any or all parts of FirstEnergy's internet applications or to hard copy documents of customer-specific information is required to review this policy, sign the attached form indicating that he/she has read, understands and agrees with the terms and conditions of the policy, and return the completed form to:

FirstEnergy Human Services  
Attn: **Cheryl Fick** / Scott Berglund  
P. O. Box 16001  
Reading, PA 19612-6001  
Phone: 610-921-6764 (Cheryl)

**Violations to Policy:** Failure to abide by these rules will lead to suspension of access to the internet site of any individuals who violate FirstEnergy's Outside Vendor Access Policy.

## **FirstEnergy Customer Information Outside Vendor Access Policy**

**Access Form**

*I have read, understand, and agree to the terms and conditions stated in Sections I and II of the FirstEnergy Customer Information Outside Vendor Access Policy.*

**Print the following information:**

**Organization**

**(Please Print Legibly)**

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Supervisor: \_\_\_\_\_

Representative: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Signatures**

Supervisor: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Representative: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Return completed form to:**

**FirstEnergy Human Services**  
Attn: **Cheryl Fick** / Scott Berglund  
**P. O. Box 16001**  
**Reading, PA 19612-6001**  
**Fax: 330-315-8404 or 330-315-4346**  
Phone: 610-921-6764 (Cheryl)