

North Carolina Regulatory Conditions and Code of Conduct



Chief Compliance Officer

Pursuant to the Order issued on September 11, 2024, by the North Carolina Utilities Commission, the person designated as chief compliance officer who is responsible for compliance with the Regulatory Conditions and Code of Conduct is:

Jennifer Rinker

AGC – Regulatory Comm and Market Innovation
915 North Eldridge Pkwy
Houston, TX 77079
Email: jennifer.rinker@enbridge.com
Phone: 713-627-5221

PSNC Operating Personnel Officers

D. Russell Harris

Vice President and General Manager, North Carolina and Ohio Gas Distribution

Directs the ongoing operations of PSNC to include operations and maintenance activities, capital investments in infrastructure, safety, and long-term planning.

Additionally, provide indirect oversight of regulatory activities, gas supply, marketing, financial and information systems management.

Release of Customer Information

Enbridge respects the privacy of your information.

As requested by the North Carolina Utilities Commission, the sections of the Codes of Conduct regarding the release of customer information are provided below:

Disclosure of Customer Information:

- (a) Upon request, and subject to the restrictions and conditions contained herein, PSNC may provide Customer Information to an Affiliate under the same terms and conditions that apply to the provision of such information to non-Affiliates.
- (b) Except as provided in Section III.A.2.(f), Customer Information shall not be disclosed to any Affiliate or non-affiliated third party without the Customer's consent, and then only to the extent specified by the Customer. Consent to disclosure of Customer Information to Affiliates may be obtained by means of written, electronic, or recorded verbal authorization upon providing the Customer with the information set forth in Attachment A or in a format that is otherwise acceptable to the Public Staff; provided, however, that PSNC retain such authorization for verification purposes for as long as the authorization remains in effect. Written, electronic, or recorded verbal authorization or consent for the disclosure of PSNC's Customer Information to PSNC's Nonpublic Utility Operations is not required.
- (c) If the Customer allows or directs PSNC to provide Customer Information to an Affiliate, then PSNC shall ask if the Customer would like the Customer Information to be provided to one or more non-Affiliates. If the Customer directs PSNC to provide Customer Information to one or more non-Affiliates, the Customer Information shall be disclosed to all entities designated by the Customer contemporaneously and in the same manner.
- (d) Section III.A.2 shall be permanently posted on PSNC's website(s).
- (e) No PSNC employee who is transferred to an Affiliate shall be permitted to copy or otherwise compile any Customer Information for use by such entity except as authorized by the Customer pursuant to Section III.A.2.(b). PSNC shall not transfer any employee to an Affiliate for the purpose of disclosing or providing Customer Information to such entity.
- (f) Notwithstanding the prohibitions established by this Section III.A.2:
 - (i) PSNC may disclose Customer Information to Service Company, an Affiliate, or a non-affiliated third party without Customer consent to the extent necessary for the Affiliate or non-affiliated third party to provide goods or services to PSNC and upon the written agreement of the other Affiliate or non-affiliated third party to protect the confidentiality of such Customer Information. To the extent the Commission approves a list of services to be provided and taken pursuant to one or more utility-to-utility service agreements, then Customer Information may be disclosed pursuant to the foregoing exception to the extent necessary for such services to be performed.
 - (ii) PSNC may disclose Customer Information if a state or federal regulatory agency or court of competent jurisdiction over the disclosure of the Customer Information requires the disclosure.
- (g) PSNC shall take appropriate steps to store Customer Information in such a manner as to limit access to those persons permitted to receive it and shall require all persons with access to such information to protect its confidentiality.
- (h) PSNC shall establish guidelines for its employees and representatives to follow with regard to complying with this Section III.A.2.

North Carolina Regulatory Conditions and Code of Conduct



- (i) No Service Company employee may use Customer Information to market or sell any product or service to PSNC's Customers, except in support of a Commission approved rate schedule or program or a marketing effort managed and supervised directly by PSNC.
- (j) Service Company employees with access to the Customer Information must be prohibited from making any improper indirect use of the data, including directing or encouraging any actions based on the Customer Information by employees of Service Company that do not have access to such information.
- (k) Should any inappropriate disclosure of PSNC Customer Information occur at any time, PSNC shall promptly file a statement with the Commission describing the circumstances of the disclosure, the Customer Information disclosed, the results of the disclosure, and the steps taken to mitigate the effects of the disclosure and prevent future occurrences.
- (l) Notwithstanding the foregoing, PSNC shall not disclose information provided by Nonaffiliated Gas Marketers and Customers to its Gas Marketing Affiliate, unless such parties specifically authorize disclosure of the information.

Code of Conduct Attachment

PSNC CUSTOMER INFORMATION DISCLOSURE AUTHORIZATION

For disclosure to affiliates:

PSNC's Affiliates offer products and services that are separate from the regulated services provided by PSNC. These services are not regulated by the North Carolina Utilities Commission. These products and services may be available from other competitive sources.

The Customer authorizes PSNC to provide any data associated with the Customer accounts(s) residing in any PSNC files, systems, or databases **[or specify specific types of data]** to the following Affiliate(s):

PSNC will provide this data on a nondiscriminatory basis to any other person or entity upon the Customer's authorization.

For disclosure to non-affiliates:

The Customer authorizes PSNC to provide any data associated with the Customer accounts(s) residing in any PSNC files, systems, or databases **[or specify specific types of data]** to the following non-Affiliate(s):