



## CUSTOMER SERVICE

Monday-Friday 7:30 a.m. - 6:30 p.m.  
Boise/Treasure Valley: **208-377-6840**  
All Other Areas: **800-548-3679**



 [www.intgas.com](http://www.intgas.com)

# YOUR PRIVACY IS IMPORTANT TO US



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**Intermountain Gas Company (IGC)** values your privacy and the trust you place in us. This pamphlet explains the non-public personal information we collect, the security measures we implement and how we share information within and outside our company.

As you read this pamphlet, be advised that “we” or “us” or “IGC” means Intermountain Gas Co., a subsidiary of MDU Resources Group, Inc.

### **INFORMATION WE MAY COLLECT**

IGC collects information about customers to provide utility service, to provide other services for safety reasons, to detect and prevent unauthorized use of utility services, to prevent fraud and to meet legal and regulatory requirements. Depending on the nature of the services we provide to you, we obtain information, including nonpublic personal information, from a variety of sources, including:

- ▶ Applications and other forms, which include information such as your name, address and Social Security number.
- ▶ Your business relationships and transactions with us, our subsidiaries and third parties, including information such as energy service and usage, account balance and payment history.
- ▶ Consumer reporting agencies, including information such as verification of your identity, credit, creditworthiness and payment history.

### **HOW WE SECURE YOUR INFORMATION**

IGC restricts access to nonpublic personal information to employees who need it for services, accounts, safety or addressing issues with customer facilities or equipment. We maintain safeguards that comply with industry standards and federal regulations, including the Fair and Accurate Credit Transactions Act, to protect this information from unauthorized disclosure.

### **SHARING INFORMATION INSIDE THE COMPANY**

We may disclose information, including nonpublic personal information (as described under the heading “Information We May Collect”), to other MDU Resources Group divisions or subsidiaries and a limited number of contract-bound, third-party, program management contractors and evaluators who are held to strict confidentiality provisions. This helps us provide customer service, maintain customer accounts, supply crucial information for safety reasons, address unsatisfactory conditions with customers’ accounts, facilities or equipment, deliver and assess the performance of our conservation and energy assistance programs and offer services to our customers.

### **INFORMATION SHARING OUTSIDE THE COMPANY**

We will only share your non-public personal information outside the company under the following conditions:

- ▶ When the customer has authorized us to do so in writing.
- ▶ When we are responding to a subpoena or other legal process.
- ▶ When we are reporting to a credit bureau for credit reporting purposes.
- ▶ When there is an unsafe condition and we are communicating with a person who has a viable interest in the condition.
- ▶ When shared with contract-bound third parties as described in the prior section.
- ▶ When data is aggregated or anonymized in a manner that does not directly identify a customer.

### **EXISTING AND FORMER CUSTOMERS**

Our privacy policies and practices apply to our existing customers and to former customers.