DAWSON PUBLIC POWER

CUSTOMER POLICY 209
Requests for District Information

1. **Objective**

To describe the policy and the procedure whereby customers may obtain information about the District, and to describe such information that may not be released because of its special or confidential nature.

2. **Policy**

It is the law of the State of Nebraska that all persons interested in the examination of public records are fully empowered and authorized to examine and make copies during normal business hours. Accordingly, the District will make available to its customers, at its headquarters office in Lexington, Nebraska, information they request that is not protected from public access by the law of the State of Nebraska.

a. Customers will be readily provided routine information which affects their involvement in and patronage of the District, including rate schedules, services rules and regulations, articles of incorporation, by-laws, board policies, operating and other financial reports that are regularly presented to the board, customer publications, agendas, minutes of board meetings, and their own billing history.

b. Other information will be provided except that which is protected by law or which is confidential or private concerning individuals employed by the District, such as:

   1. Wages or salaries and benefits of specific employees.

   2. Any employee's (including the General Manager's) personnel file or records, or any other person's file or record if and to the extent such would entail or run significant possibility of entailing an invasion of such employee's or other person's privacy.

c. Information which is of a confidential corporate nature will not be provided to customers or other persons, such as:

   1. The names, addresses or telephone numbers of customers, past and/or current.

   2. Any information that constitutes a trade secret, process, program, trademark, or other legally protectable confidential information or thing owned, protected in confidentiality by contract, by the District.

   3. Any information protected by law.

d. Any request for information (other than outlined in Section II (a)) shall be made in writing on an information request form, which is attached and made a part of this policy.

e. The information request form as executed will be reviewed by the General Manager who, before acting thereon, will consult with the District's general counsel. If they conclude (1) that the request is for information which is allowed by law, they may provide for the time and manner for making such information available during normal business hours. If there is any disagreement as to whether to provide the requested information, the matter will be referred to the Board of Directors for decision. In no case may non-routine information be released, except as provided by this policy.

f. The following principles will be followed when considering a request for information:

   1. Board committee and staff committee meeting minutes will not be furnished as a whole; rather, the District will research and furnish excerpts that contain or substantially relate to the information specifically requested.

   2. Information concerning Director compensation and expenses will be made available, as well as the record of their attendance at meetings, if the request cites a reasonable purpose for such information.

   3. Information made available is not required to be in a new or different form or format from the original public record.

g. Without regard to the action that is or may be taken in response thereto, the General Manager will report to each meeting of the Board of Directors with respect to any member information requests received since the last such report.

h. Copies will be made upon written request.

i. A reasonable fee may be charged for labor and materials involved with the inspection and copying of records.

3. **Responsibilities**

a. The General Manager will be responsible for the administration of this policy and shall seek the advice and counsel of the Board of Directors as necessary.

b. It will be the responsibility of the General Manager and his/her staff to implement this policy in coordination with the District's general counsel.

c. It shall be the responsibility of the Board of Directors to implement this policy when customer information requests are submitted to it for consideration and decision as herein provided for.

Public Information Request Form

TERMS AND CONDITIONS

No information shall be made available unless the requesting person completes all required sections of this information request.

Persons must submit a completed request form at least 4 business days before the date on which the person desires to inspect and/or copy records.

By completing this form, the person acknowledges that the District may charge a fee for the reasonable cost of labor and material associated with producing or copying the requested records.

Please indicate your preference:

- ☐ View files at the PPD office.
- ☐ I will copy or reproduce files (using personal equipment) at the PPD office.
- ☐ Would like copies of files to be mailed by PPD*.
- ☐ Would like files e-mailed by PPD*. E-mail address: _____

*Files will only be able to be e-mailed if file size is small enough. If too large to be e-mailed, a link to download files will be provided.

Requesting person's name, address, and telephone number(s): (Required)

_____
_____
_____
_____
_____

State specifically what documents or records are requested: (Required)

_____
_____
_____
_____
_____

For what purpose will the documents be used?: (Optional)

_____
_____
_____
_____

If this request is being made on behalf of any person or entity, please state the names, addresses, and telephone numbers of the others: (Required)

Date

Person Requesting District Information

ACTION TAKEN
(Internal Use Only)

Date

District Representative

Title