

## USE OF AUTODIALED AND PRERECORDED CALLS FOR CUSTOMER COMMUNICATION

### I. OBJECTIVE

- A. To provide PCRPPD customers with timely and accurate account information.
- B. To keep PCRPPD customers informed of conditions which may affect the reliability or quality of their electric service
- C. To carry out PCRPPD's basic responsibility to inform the public of unsafe or hazardous conditions that may be a threat to public safety.
- D. To comply with the Telephone Consumer Protection Act of 1991 (TCPA), 47 U.S.C. § 227, and corresponding Federal Communications Commission (FCC) rules, 47 C.F.R. § 64.1200

### II. POLICY CONTENT

The Telephone Consumer Protection Act (TCPA) regulates telemarketing calls, auto-dialed calls, prerecorded calls, text messages, and unsolicited faxes. It also is the authority to create the National Do-Not-Call List. The Federal Communications Commission ("FCC") is empowered to issue rules and regulations implementing the TCPA. PCRPPD is committed to informing its customers and the general public to any condition which may affect the safety, reliability, and expense of their electrical service, or for any other reason relevant to their electrical service. Due to the necessity that this information be accurate and timely the District will utilize the most convenient, efficient, and economically feasible technology available and which conforms to the TCPA act.

### III. PROVISIONS

- A. Guidelines for Using Autodialed or Prerecorded calls.
  - 1. Polk County RPPD (PCRPPD) will not initiate any telephone calls (other than calls made for emergency purposes or made with the prior express consent of the

- called party) using an automatic telephone dialing system or using autodialed or prerecorded voice.
2. When using an autodialed or prerecorded voice telephone messages PCRPPD shall at the beginning of the message “state clearly” the name of the entity responsible for initiating the call and during or after the message, “state clearly” the telephone number of the entity.
  3. In cases where the artificial or prerecorded voice telephone message includes or introduces an advertisement or constitutes telemarketing and is delivered to a residential telephone line, calls must provide an automated, interactive voice- and/or key press-activated opt-out mechanism for the called person to make a do-not-call request. When the called person elects to opt out using such mechanism, the mechanism, must automatically record the called person’s number to the caller’s do-not-call list and immediately terminate the call.
  4. Consent to receive autodialed or prerecorded calls must be provided in writing and must clearly and conspicuously authorize the caller to deliver autodialed calls or texts, inform individuals that they are not required to agree to receive autodialed calls as a condition of service or to make a purchase, and identify the number(s) to which calls and texts can be placed. It will be the responsibility of the customer to notify the District when a phone number has changed or is reassigned.
  5. Consent forms must be signed by an authorized person to which the landline phone or cellular phone is assigned.

B. Courtesy calls concerning consumer electrical accounts.

1. Polk County RPPD will perform courtesy calls to customers regarding account information only when authorized by the person to which the land line or cellular account is assigned.
2. Courtesy calls may be made for various reasons, including when an account becomes past due, an account balance has reached a minimum level or for other reasons needing the customer’s attention.
3. Courtesy calls will be made by an automated dialing device to a cellular or landline phone number provided by the customer.
4. Written consent will be given by the customer and will include the name of the customer for which the phone number(s) are listed, a list of phone number(s) that can be

used for courtesy calls and the signature of the person whose name is on the phone number account.

5. If a customer does not provide written consent, automated or recorded courtesy calls or texts will not be made
6. Customers may rescind their consent for courtesy calls by contacting the PCRPPD office during normal business hours, email, or smarthub.

C. Informational calls involving electrical service.

1. During major outage events or in case of a hazardous situations the District may use the PCRPPD website, Facebook, Twitter, local radio stations and or newspapers to inform customers of general information concerning the status of outages and restoration efforts.
2. However; informational calls involving planned outages, service reliability, deficient service conditions, interruption to electrical service or for information concerning a dangerous or severe condition of interest to the general public, and involving too numerous services to reasonably be dialed by hand, will only be made to customers who have given prior consent to receive such calls.
3. Informational calls or texts will be made by an automated dialing device to a cellular or landline phone number provided by the customer.
4. Informational calls or texts to communicate outage information or to ascertain the outage status on a customer and that are made automatically by an Outage Management System will only be made to customers who have given prior consent to receive such communications.
5. Written consent for informational calls will be given by the customer and will include the name of the customer for which the phone number(s) are listed, a list of phone number(s) that can be used for informational calls and the signature of the person whose name is on the phone number account.
6. If a customer does not provide written consent, autodialed calls, texts or recorded informational calls will not be made.
7. Customers may rescind their consent to receive informational calls or texts by contacting the PCRPPD office during normal business hours.

IV. RESPONSIBILITY

1. The General Manager will oversee the overall application of this policy.

APPROVED BY THE BOARD OF DIRECTORS

EFFECTIVE DATE: 3/1/2016

DATE ADOPTED: 2/8/2016

ATTEST: 