

CAPE LIGHT COMPACT JPE PRIVACY POLICY

INTRODUCTION

Thank you for visiting the Compact's website and reviewing this Privacy Policy. The Compact is committed to the privacy of its website users. This policy addresses the collection, use and security of information that may be obtained by the Compact through use of this website.

The Compact is a governmental entity and municipal aggregator under G.L. c. 164, §136 that provides energy services to consumers on Cape Cod and Martha's Vineyard and a joint powers entity organized pursuant to G.L. c. 40, §4A½.

The Compact provides comprehensive energy efficiency services to Cape Cod and Martha's Vineyard as a Program Administrator of the Massachusetts Joint Statewide Three-Year Electric and Gas Energy Efficiency and Decarbonization Plans, most recently approved on February 28, 2025, in D.P.U. 24-140 through D.P.U. 24-149. The Compact is a sponsor of Mass Save®. Mass Save® is a collaborative of Massachusetts' electric and natural gas utilities and energy efficiency service providers including Berkshire Gas, Cape Light Compact JPE, Eversource, Liberty, National Grid, and Unitil.

INFORMATION COLLECTED AND HOW IT IS USED

The Compact gathers and stores the following information from website users:

1. The Internet Protocol (IP) address and domain name used. The IP address is a number assigned to a user's internet service provider or to user's computer. The Compact uses the IP to direct website content to you. This address can be translated to determine the domain name of a user's internet service provider.
2. The web browser used.
3. The operating system used.
4. The date and time the website was used.
5. The webpages or services accessed at the website.
6. The website visited prior to coming to the Compact's website.

The above information does not identify users personally; it is collected and analyzed by the Compact to improve website content and services.

COOKIES AND OTHER TRACKING TECHNOLOGIES

The Compact may use cookies and similar tracking technologies (like web beacons and pixels) to collect, access or store information.

VOLUNTARY INFORMATION

The Compact's website does not collect personal information unless the user voluntarily provides information by sending an email, completing an online form or inquiry, filling out a program form or application, or through using the text messaging feature on the website.

The voluntary personal information collected using online forms depends on the inquiry, form, service or program application you are submitting with the Compact. Any inquiry, form, service or program application available on the website can also be completed in person, via mail, via phone or via fax if you choose not to submit your information over the internet. This information may be stored in a database or shared with Compact employees, its contractors and its service providers. The Compact uses the information collected to respond to customer inquiries or provide requested services. The Compact may also use information collected to improve services and program offerings.

The Compact does not:

1. Sell personal information.
2. Collect or share personal information for commercial purposes, other than offering its own programs, services, offers and resources on its own or through Mass Save®.
3. Provide personal information to private organizations except its contractors and service providers (whose contracts with the Compact provide for protection of personal information).
4. Share any personal information with other agencies or persons if prohibited by law.

TEXT/SMS WEBCHAT FEATURE

When using the text/SMS webchat feature as a companion to a call center inquiry, the Compact will generally collect the following information:

- Account number
- Name
- Address
- Mobile number
- Size of home
- Age of home
- Heating fuel
- Water heater fuel
- Prime areas of interest
- Statements from the customer regarding income qualification
- Household member information as it relates to income qualification

As noted above, the Compact does not share mobile phone information with third-parties for marketing/promotional purposes.

EMAIL/SMS SUBSCRIPTION LISTS

The Compact's website offers users the ability to subscribe to email and SMS distribution. Users are free to unsubscribe should they not want to receive future communications from the Compact. A valid email address/phone number must be provided when subscribing or unsubscribing from email/SMS lists. All other personal information is optional. Users can opt-out of receiving SMS messages at any time by replying "STOP" to any SMS message.

WHAT HAPPENS AFTER YOU PROVIDE PERSONAL INFORMATION

Storing Information

As a governmental entity, the Compact is required by law to retain records for a certain amount of time depending on what kind of information the user provides. In many cases, the Compact is required by law to store information for several months or even years after user interfaces with the Compact.

Data Security

The Compact has implemented data security measures to protect the loss, misuse, or alteration of the information under the Compact's control. The Compact also maintains ongoing efforts to identify and block unauthorized use of its servers. However, no website or data storage system is completely secure. To the extent permitted by law, the Compact is not responsible for any losses caused by a data breach or other incident related to use of the Compact's website.

Children's Information

The Compact's services are not intended for children under the age of 13. The Compact does not knowingly collect personal information from children under 13. If the Compact becomes aware that it has inadvertently collected such information, it will take steps to delete it.

Disclosures Required by Law

As a government entity, any information the Compact's system is subject to the Massachusetts Public Records Law. This means the information a user provides may be available to the public upon request unless there is an applicable exemption under Massachusetts law. The Compact may receive a subpoena, or other legal order, that legally requires it to provide information identified in the subpoena, including personal information shared with the Compact. In addition, the Compact is regulated by the Massachusetts Department of Public Utilities ("DPU") and may disclose information to DPU as required by law.

DISCLAIMERS

Availability

Online services are subject to forces outside of the Compact's control (like the internet), so it is possible that some services may not be available at certain times. The Compact is not liable for issues in availability.

Accuracy of Information

The Compact's services and program offerings are updated frequently on its website, but there are times when information updates may be delayed or inaccurate. The Compact has no liability for any delays in updating this information.

Security

Your online security is a top priority, but there is always a possibility of a breach. The Compact is always working to keep every transaction secure, but the Compact is not liable if a breach does happen (though it will take immediate steps to remedy the situation).

External Links

While utilizing an online service, you may see external links to a website not owned by the Compact. The Compact is not responsible for the content of any third-party websites and the Compact is not responsible for what happens once a user leaves the Compact's website by using links provided for the user's convenience.

ADDITIONAL INFORMATION REGARDING THIS POLICY

If you have any questions or concerns about this Privacy Policy, please contact the Compact at:

- **Email:** info@capelightcompact.org
- **Phone:** (800) 797-6699 – Energy Efficiency
- **Mail:** Cape Light Compact JPE, 261 Whites Path, Unit 4, South Yarmouth, MA 02664