Privacy Policy

Summit Utilities, Inc., and its natural gas subsidiaries Colorado Natural Gas, Inc., Summit Natural Gas of Missouri, Inc., and Summit Natural Gas of Maine, Inc. (collectively “Summit”), have created this privacy policy to inform you of the methods we use to protect your information, and to notify you about the manner and the purposes for which Summit may collect and utilize your personal information. If you do not agree to the terms and conditions of Summit’s Privacy Policy, please refrain from using the Summit website (the “Site”), Summit’s Customer Service Portal (the “CSP”), or setting up an electronic user account with Summit. By accessing and using this Site, you agree to be bound by the terms and conditions of Summit’s Privacy Policy.

Information Collection, Use, and Sharing:

Like many other websites, we may send one or more cookies, a small text file containing a string of alphanumeric characters, to your computer that uniquely identifies your browser and allows Summit to log you in faster and enhance your navigation through the Site or CSP. A cookie may also convey information to Summit about how you use the Site or CSP. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this Site.

This Site uses Google Analytics, a Web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies,” which are text files placed on your computer, to help the Site analyze how users use the Site. The information generated by the cookie about your use of the Site will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the Site, compiling reports on Site activity for Summit, and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties when required to do so by law, or when such third parties process the information on Google’s behalf. Google will not associate your IP address with any other data held by Google. By using this Site, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

We collect information that your browser sends us whenever you visit our Site (“Log Data”). This Log Data may include information such as your computer’s IP address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, what you click on our Site, the number of clicks, mobile carrier, the time spent on those pages, and other such statistics. Log Data is necessary to help us monitor, analyze, improve, and maintain our Site. Note that we do not respond to the “do not track” signals feature provided by certain browsers.

With respect to your personal information, we only have access to and collect information that you voluntarily provide us. We do not sell or rent individual personal information with anyone. After termination of your account Summit may retain your personal information for a commercially reasonable time for backup, archival, or audit purposes. Summit may use a customer’s personal information internally for quality control purposes, to operate or maintain the Site or CSP, to protect Summit’s rights, or to service your account.

We may disclose your personal information to trusted third party service providers, governmental authorities, as required by law, subpoena, or court order, or to those you have granted us permission to disclose. Summit may also disclose your information to the extent necessary to protect the safety of any person, to address fraud, security, or technical issues, or to protect Summit’s rights or property.

Trusted third party service providers are third parties that provide necessary services, such as web hosting, automatic email notifications, or payment processing. These service providers may occasionally be given access to your information for the limited purpose of providing the service we contracted with them to provide. These service providers are contractually required to keep your information confidential, have a privacy policy, and use commercially reasonable security standards.

Protection of Information:

We use commercially reasonable security measures to protect against the loss, misuse, theft, and alteration of data, including when necessary the use of encryption procedures and placing the computers and servers on which
we store your information in a secure environment. Information submitted to us is limited to those employees tasked with managing and protecting your information, the Site, or the CSP, or those employees tasked with communicating with you.

That being said, please remember that no method of transmission over the internet, or method of electronic storage, is 100% secure. Although we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. Summit is not responsible for the actions inappropriate actions of any third parties with respect to your information.

**Emails:**

If you received an email from us, your email address is either listed with us as someone who has expressly shared this address for the purpose of receiving information in the future, or you have registered or otherwise have an existing relationship with us.

We respect your time and attention by controlling the frequency of our mailings. That being said, there are a number of different reasons why we may contact you. We may contact you to send you service related notices, including any notices required by law or those necessary in the case of an emergency. We may also contact you about any new specials, promotions, rebates, or services that we may have to offer.

Each of our emails contains an easy, automated way for you to cease receiving email from us. If you wish to do this, simply follow the instructions at the end of any email. If you have receive unwanted, unsolicited email through this system or purporting to be through this system, please forward a copy of that email with your comments to customerservice@SummitNaturalGas.com for review.

**Links:**

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our Site and to read the privacy statements of any other site that collects personally identifiable information.

**Promotions and Surveys:**

From time-to-time our Site requests information via promotions or surveys. Participation in promotions or surveys is completely voluntary; you may choose whether or not to participate and therefore you choose whether to disclose any requested information. Information requested may include contact information and demographic information. Contact information will be used to notify promotional participants and winners. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

**Policy Changes:**

We may update this Privacy Policy from time to time. Any new changes will be posted as a new Privacy Policy on this Site. We advise you to review the Privacy Policy periodically for changes.

Last Modified: November 13, 2015