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Information Collection and Usage

FairPoint Energy is committed to protecting your personal information as you use our website. FairPoint Energy does not collect personally identifiable information from anyone unless such information is provided to us voluntarily and knowingly except as otherwise provided in this Policy. We only collect personal information for specific purposes, including providing you with retail energy services. We will not sell or make available your personal information to unaffiliated companies for commercial purposes unrelated to the business of FairPoint Energy. However, we may use this information to inform you of goods or services that may interest you. FairPoint Energy will not disclose any information about you to unaffiliated companies or organizations without your consent except as disclosed to you in this Policy, unless: (a) we are required to do so by law; (b) we believe it necessary to respond to an inquiry or provide you with a requested service; (c) it is necessary to make good on our Terms of Service Agreement we have entered into with you; or (d) to protect the rights, property or personal safety of any other person, including another FairPoint Energy Customer or any member of the public.

FairPoint Energy and its affiliates recognize that by utilizing our website you are placing trust in us. We thank you. Let us assure you that we will take precautions to protect your information. In order to operate the website and deliver retail energy service we may share your personal information with a service partner under strict conditions. We will not otherwise disclose your personal information to other companies without your explicit consent.

You are not required to register or provide information to us in order to view a large majority of our site. However, to obtain services from FairPoint Energy or to access portions of our website, including, but not limited to, services provided by FairPoint Energy, you may be asked to provide personal information. We use your information to personalize your web experience or to provide you with requested services. FairPoint Energy will only use your information strictly in accordance with this Policy.

How We Protect Your Information

We maintain reasonable physical, electronic and procedural safeguards to restrict access to your personally identifiable information to employees and personnel who need to know such information in order to operate, develop or improve our services. Any such personal information is transferred to our servers. Electronic safeguards include technology such as firewalls and Secure Sockets Layers (SSL) to protect and encrypt certain sensitive transmissions of information. However, you should keep in mind

that this website is run on software, hardware, and networks, any component of which may, from time to time, require maintenance, experience problems or breaches of security. You are solely responsible for maintaining the confidentiality of any username and/or password and are responsible for any unauthorized use.

Children's Privacy

Our website contains educational energy-related information that may be of interest to children. FairPoint Energy does not seek to gather personal information online from or about children under the age of 18. FairPoint Energy encourages all children and young teens to ask their parents for authorization before providing any information about themselves or their household to anyone over the Internet.

Data Collection

FairPoint Energy may use "cookie" technology on our website. "Cookies" are small text files a website can use to recognize repeat users, facilitate the user's access to and use of the site and to track behavior of the web pages you visit, among other uses. Our website may automatically collect Cookies and other information, including, but not limited to, your domain name, and FairPoint Energy may compile aggregate data for statistical purposes to improve our content of our website or to better administer the web pages available on the FairPoint Energy website.

When and if FairPoint Energy requests an email address from you, you will be given the opportunity to indicate whether or not you wish to receive future email solicitations from us. Regardless, from time to time we may send you emails for other reasons, including, but not limited to servicing your energy account with us.

Privacy Questions

This website is owned and operated by FairPoint Energy. This Privacy Policy is to provide you with assurance and explain FairPoint Energy's policy to ensure your personal information is protected and properly used. If you have questions about this Policy, please contact us at 1-866-842-1084, 8:30 am to 6:30 pm, Eastern Standard Time.

FairPoint Energy, LLC
535 Connecticut Avenue, 6th Floor
Norwalk, CT 06854

If you would like to know what information FairPoint Energy retains or if you wish to have FairPoint Energy change your information because it is out of date or inaccurate, please contact us at 1-866-842-1084, 8:30 am to 6:30 pm, Eastern Standard Time and we will modify your record accordingly.

Changes to Our Privacy Policy

FairPoint Energy reserves the right to change this Privacy Policy and its e-mail practices at any time. If we decide to make material changes to our policy regarding privacy and/or e-mail practices, we will notify you here, on our mobile Web site home page and on our Web site home page prior to the changes taking effect, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. When an update is made, the date at the top of this page changes to reflect the date new content was posted. You may want to visit this Web site and mobile Web site periodically to review the current Privacy Policy. Use of our Web site and mobile Web site after the posting of a revised privacy policy constitutes your agreement with the revised policy. This Privacy Policy is not intended to and does not create any contractual or legal rights in or on behalf of any party. Use of this website and mobile Web site after the posting of a revised Privacy Statement constitutes your acceptance of our privacy practices.

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