

Murphy Electric Power Board Internet Privacy, Security and Refund Policy

Murphy Electric Power Board (MEPB) is sensitive to concerns about privacy and is committed to the highest level of integrity in all our dealings with our customers. In utilizing MEPB's web and phone based services (Paperless Billing, On-line payments and IVR Phone Payments), you may be asked to provide personal information to participate. Such information may include your MEPB account number, customer created login ID and password, name, address, ZIP code, bank account and/or credit card information and email address. This information is secured and any transmission of your data is encrypted using Secure Socket Layer (SSL) technology. MEPB and our online billing and payment providers will not release, trade or sell any information obtained from our customers. We maintain physical, electronic and procedural safeguards that comply with applicable regulatory standards to guard your non-public personal information.

- a. Over-payments and credits are typically applied to the next bill.
- b. Refund checks are processed for customer accounts when a credit balance remains after their account is closed out and they have no other accounts with MEPB.

Should you have any questions regarding this issue, please click on the link shown below for information on how to contact our office:

<http://www.murphypower.com/>