

Privacy Policy

Protecting your private information is a priority for Fayette Electric Cooperative (herein referred to as "FEC."). It is also an important part of how we do business. This Privacy Policy outlines our data protection and privacy policies, including how we collect, use, share, and protect personal information that we collect from and about you when you use our products and services, communicate with us, or visit our website or social media.

By providing personally identifiable information and using our services, you expressly consent to these privacy practices.

Website Use and Cookies

At FEC, we do not collect personal information about you through our www.fayette.coop website unless you voluntarily provide it. Examples of personal information which you may choose to provide us with while using our site include:

- email addresses;
- mailing or service address;
- name;
- phone number;
- account number (if you are a current member);
- financial and banking information;
- Social Security Number; and
- information about your computer and browser.

When you visit our website, FEC and/or a trusted third-party host may use cookies and other technologies to track details about your visit. This can include the browser you are using, your IP address, the date and time you access the website, and which pages you visit. This information is used to analyze trends, administer our website, and improve your browsing experience. This information is only analyzed in the aggregate and is not tied to your personal information.

FEC's website features registered and non-registered trademarks and content that are protected by copyright. Such trademarks and content may not be used without prior written permission from FEC. From time to time, FEC may provide links to third-party websites that may be of interest to its members. However, we are not responsible for the accuracy or content of the information.

SMS, Automated/Robo Voice Call, and Email Notifications Terms and Conditions

Electronic communications, including telephone calls, text messages, prerecorded or artificial voice messages, and emails related to utility service, billing, and outage notifications are governed by the Membership Application/Service Agreement. By applying for or maintaining service, members acknowledge and agree to those terms.

Fees

Standard carrier messaging and data rates may apply. Specific consent and fee acknowledgments related to electronic communications are set forth in the Membership Application / Service Agreement.

How We Use the Personal Information We Collect

FEC uses your personal and account information to establish, manage, and service accounts; billing and payments; communicate with members; improve services; protect against fraud; and comply with legal requirements.

The information we collect about you may include personal information such as contact information (e.g., name, mailing address, email address, and phone number).

Additional personal and identifying information may be collected as necessary during the service application and account management process, as governed by the Membership Application / Service Agreement.

Information Sharing

Your privacy is important to us. FEC does not sell your personal or account information for financial gain. Nor does FEC share such information with third parties sending you advertisements for products or services unaffiliated with FEC. FEC may, however, share your personal and/or account information as required by law or for legitimate business purposes, including:

- For use by trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential;
- When required by federal or state law, subpoena, search warrant, or court order;
- In response to requests about typical approximate monthly billing or usage, or from another utility provider from whom a consumer is applying for services;
- For referral for past due accounts for payment collection;
- To investigate, prevent, or act on suspected or known illegal activities or interference with our operations, or to protect our or others' rights, property, or safety; and
- As authorized by you, including your spouse; your tenant who currently resides at the location; your next of kin, if deceased and no personal representative has been appointed for your estate; the personal representative of your estate; your court-appointed guardian; your agent according to a power of attorney; persons who have apparent authority to act on your behalf; law enforcement agencies; taxing authorities; emergency personnel; critical caregivers; and agencies or charities from which you have requested assistance.

Trusted third parties with whom we share personal and account information for purposes related to your service through FEC include National Information Solutions Cooperative, which hosts SmartHub for managing your energy account, as well as other entities providing web-based energy analysis and consumer engagement software. These trusted third parties may have separate applicable privacy policies.

Finally, from time to time, FEC may share aggregated information (i.e., non-personally identifiable information) with third parties as may be permitted or required by law, including but not limited to governmental entities and regulators.

Information Security

FEC is committed to protecting your personal and account information. We use administrative, technical, and physical safeguards to protect the information we retain about you. We also comply with applicable data privacy and destruction requirements required by law.

However, no security system is fail-safe, and FEC cannot guarantee the information you provide will never be obtained by unauthorized persons. Moreover, no transmission of information through email or the internet is entirely secure, and therefore, FEC cannot guarantee the security of information you provide to us electronically.

Obtaining and Updating Information

If you wish to request your personal or account information or request that certain information be updated or deleted, please contact us as indicated below. We will make every effort to respond to your requests promptly.

How to Reach Us

We can be reached in the following ways:

- Postal Address: Fayette Electric Cooperative, P.O. Box 490, La Grange, TX 78945
- Physical Address: Fayette Electric Cooperative, 2111 North Von Minden Road, La Grange, TX 78945
- Email: electric@fayette.coop
- Telephone: (979) 968-3181

Changes to Privacy Policy

FEC may periodically change this Privacy Policy. If it does so, those changes will be reflected on our website. This Privacy Policy is not intended to and does not create any contractual or legal rights in or on behalf of any party.

This policy was adopted by the Board of Directors on December 14, 2005, amended on January 9, 2008, amended on February 14, 2024, amended on May 6, 2026, and is effective as of its adoption.