

**Attachment: Accompanying Statement Explaining Company's Procedures**

**Coon Rapids Municipal Utilities has ensured compliance with CPNI rules throughout 2018 by doing the following:**

- All employees were trained and certified on CPNI.
- A form was completed for all new customers to establish a password and back-up question.
- Employees authenticate every customer.
- Notification letters are sent within 48 hours if an account change has occurred.
- Update the CPNI file if targeted marketing pieces were used. However, Coon Rapids Municipal Utilities does not target market. Only mass marketing practices are used.

*In 2018, there were no actions taken against data brokers, and Coon Rapids Municipal Utilities received no customer complaints concerning unauthorized release of CPNI.*