

# BEA Internet Privacy and Refund Policy

Bolivar Energy Authority (BEA) is sensitive to concerns about privacy and is committed to the highest level of integrity in all our dealings with our customers. In utilizing BEA's web based services (Online Billing, Pre-Pay, Online Bill Pay), you may be asked to provide personal information to participate. Such information may include your , customer created login ID and password, name, address, ZIP code, BEA account number, customer bank and/or credit card information, and e-mail address. This information is secured and any transmission of your data is encrypted using Secure Socket Layer (SSL) technology. BEA 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 BEA.

Should you have any questions regarding this issue, e-mail [billpay@bea-tn.com](mailto:billpay@bea-tn.com)