



Privacy Policy

This privacy policy ("Privacy Policy") governs the manner in which Atlantic Energy Group, LLC and its affiliates ("Atlantic", "we", "us") collects, uses, maintains and discloses information collected from users (each, a "User") of the website ("Site"). This Privacy Policy applies to the Site and all products and services offered by Atlantic. For purposes of this Privacy Policy, "we," "us," and "our" refers to Atlantic Energy Group, LLC and its affiliates.

Collection of Personal Information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Examples of personal identification information include name, address, email address, phone number, and utility account number ("Personal Information"). Users may, however, visit our Site anonymously. We only collect Personal Information from Users that voluntarily submit such information to us through the Site, via email or through other communication with us. Users can always refuse to supply Personal Information, except that it may prevent them from engaging in certain Site related activities. If, at any time, a User wants to review, revise or delete the Personal Information that we have collected or express any concerns regarding the Personal Information that we have collected, then such User should contact us.

Collection of Non-Personal Information

We may collect non-Personal Information about Users whenever they interact with our Site. Non-Personal Information may include the browser name, the type of computer and technical information about User's means of connection to our Site, such as the operating system and the internet service providers utilized, and other similar information.

Orders

We request information from Users on our enrollment or order form. To enroll with us or order from us, Users must provide Personal Information, such as name, address, and credit card number (if applicable) and utility account information. This Personal Information is used for enrollment purposes and to fill orders. If we have trouble processing an order or enrollment, we will use this Personal Information to contact the applicable User.

Web browser cookies

Our Site may use "cookies" and similar technologies (such as pixels, tags, and local storage technologies) to enhance User experience. A web browser places cookies on a User's hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If cookies are refused, note that some parts of the Site may not function properly for such Users. Some of our business partners may use cookies and similar technologies on our site (for example, advertisers). However, we have no access to or control over these cookies.

How we use collected information and why we need it

Atlantic may collect and use Personal Information for the following purposes:

- To process orders and enrollments.
- To improve customer service.
- For customer service requests and to support customer needs more efficiently.
- To personalize User experience.
- In the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site.
- To improve our products and services.
- To send periodic emails and other messages



Security: How We Protect Personal Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of Personal Information, username, password, transaction information and other data stored on our Site. Any e-commerce conducted through our Site is managed by third-party service providers that comply with Payment Card Industry Data Security Standard (PCI DSS) vulnerability standards in order to create as secure of an environment as possible for Users.

We retain, use, and store Personal Information for as long as reasonably necessary to provide products and services, comply with legal and regulatory obligations, resolve disputes, enforce our agreements, and fulfill the purposes described in this Privacy Policy. When Personal Information is no longer required for these purposes, we may delete, deidentify, anonymize, or otherwise dispose of such information in accordance with applicable law and our internal policies.

This Site is not directed to children under the age of 13, and we do not knowingly collect Personal Information from children under 13. If we learn that we have collected such information, we will take reasonable steps to delete it.

Sharing Personal Information

We do not sell, trade, or rent Users' Personal Information to any third parties. We may share generic aggregated demographic information not linked to any Personal Information regarding visitors and Users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may disclose Personal Information to vendors, service providers, consultants, analytics providers, and other third parties that perform services on our behalf, including customer analytics, marketing, advertising, customer acquisition, campaign measurement, fraud prevention, data hosting, technology, and similar business purposes, provided such parties are contractually obligated to use the information only to provide services to Atlantic and to maintain appropriate safeguards. We may aggregate, anonymize, or deidentify information so that it cannot reasonably be used to identify an individual. We may use and disclose such information for any lawful business purpose. For enrollment purposes, we validate your Personal Information with the enrollee's utility. We may also disclose Personal Information: (i) to comply with applicable law, court order, subpoena, or governmental request; (ii) to protect the rights, property, or safety of Atlantic, our customers, or others; (iii) in connection with an actual or proposed merger, acquisition, financing, reorganization, sale of assets, bankruptcy, or similar corporate transaction; or (iv) as otherwise permitted or required by law.

Third-Party Websites

Users may find advertising or other content on our Site and/or app that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties ("Third-Party Sites"). We do not control the content or links that appear on Third-Party Sites and are not responsible for the practices employed by Third-Party Sites. By linking to Third-Party Sites, we do not (a) create or have an affiliation with or sponsor such Third-Party Sites or (b) create any endorsement, guarantee, warranty, or recommendation of such Third-Party Sites. In addition, Third-Party Sites or their respective services, including their content and links, may be constantly changing. Third-Party Sites and their respective services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including Third-Party Sites, is subject to that Third-Party Site's own terms and privacy policies. Users should review any such terms and privacy policies as our Privacy Policy does not govern any Third-Party Sites.

Changes to this Privacy Policy

We have the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the Personal Information that we collect. Users acknowledge and agree that it is their responsibility to review this Privacy Policy periodically and become aware of modifications.



Users' Acceptance of this Privacy Policy

By using this Site, Users signify their respective acceptance of this Privacy Policy. If a User does not agree to this Privacy Policy, then such User should not use this Site. A User's continued use of the Site following the posting of changes to this Privacy Policy will be deemed an acceptance of those changes.

Authorization to receive emails

By providing an email address, each User agrees to allow us and our affiliates to send messages that may contain advertisements for products and services. We may also use the email address provided by a User to send such User information and updates pertaining to an enrollment or order. It may also be used to respond to User inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. Should any User choose to no longer receive marketing emails from us, such User may unsubscribe through the unsubscribe function that can be found at the bottom of each marketing email or by contacting us. Please allow 10 business days for the email to be removed.

Last Updated: July 15, 2026