BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

In Re:	)	
	)	
Implementation of Senate Bill 147, the	)	Docket No. 19553-U
"Family Violence Shelter Confidentiality	)	
Act of 2004" (O.C.G.A. Sec. 46-5-7))		
_____	)	

COASTAL ELECTRIC MEMBERSHIP CORPORATION dba COASTAL ELECTRIC COOPERATIVE ("Coastal EMC") AND COASTAL FIBER INCORPORATED ("Coastal Fiber")
PLAN FOR CONFIDENTIALITY OF
FAMILY VIOLENCE SHELTER LOCATIONS

Coastal EMC and Coastal Fiber hereby files the following Plan for Confidentiality of Family Violence Shelter locations in compliance with O.C.G.A. Section 46-5-7 and the September 21, 2004, and May 12, 2005, Orders of the Georgia Public Service Commission (PSC) providing for the implementation of same in Docket No. 19553-U. This Plan is consistent with the format prescribed in the "Joint Comments of BellSouth Telecommunications, Inc., Georgia Telephone Association, AT&T Communications of the Southern States, LLC, and MCI, Inc.

A. IDENTIFICATION OF SHELTERS

1. CERTIFIED "FAMILY VIOLENCE SHELTERS"

Coastal EMC and Coastal Fiber will utilize the data base provided by the Georgia Department of Human Resources (DHR) for the purpose of obtaining the identity, telephone numbers, and mailing address for Family Violence Shelters (as defined in O.C.G.A. Sec. 19-13-20) certified by DHR. The data base at the DHR web site can be found at http://gadfcs.org/familyviolence/.

2. SHELTER SELF-IDENTIFICATION

(a) The assurance that certified family violence shelter physical location information confidentiality is maintained will be enhanced by shelter-self-identification at the time a

service order is placed. Shelter self-identification may be accomplished at the time a service order is placed through a series of questions at the time of placement of the order.

B. SHELTER VERIFICATION AND IMPLEMENTATION PROCEDURES

1. SHELTER VERIFICATION AND SUPPRESSION

Coastal EMC and Coastal Fiber will conduct a shelter data base verification in accordance with the procedure prescribed in A.1. on a quarterly basis. Coastal EMC and Coastal Fiber will use this information to designate all certified family violence shelter physical location information confidential and not for publication or dissemination. The confidentiality of the physical location of certified shelters will be accomplished by means of coding this information such that it is suppressed and not accessible except by that employee(s) trained and authorized to have access to said information.

This designation will include directory publishing, directory assistance, operator services and service account records. This designation shall not apply to the telephone numbers for shelters (i.e., crisis line numbers) or the mailing address (i.e., Post Office Box) when different from the physical location address. An employee will be designated and trained for the purpose of this function.

2. SHELTER PLAN IMPLEMENTATION

In the event Coastal EMC and Coastal Fiber determines that a certified family violence shelter is not in the certificated service area of Coastal EMC and Coastal Fiber, those aspects of the Plan related to service orders, installation and repair and other functions related to the physical location of a customer will not be applicable. Nevertheless, Coastal EMC and Coastal Fiber will continue to run the verification test as prescribed above. In the event it is determined that a shelter has been certified in the Company's certificated service area, this will trigger the implementation of those aspects of the Plan applicable to a company with same.

Concurrently, Coastal EMC and Coastal Fiber will also determine via the verification test if a certified family violence shelter is located in an exchange(s) for which the company provides directory listings, directory assistance and/or operator services. If it is determined that a shelter has

been certified in an exchange for which the company provides these services, it will trigger the implementation of those aspects of the Plan related to these functions.

C. DIRECTORY PUBLISHING/DIRECTORY ASSISTANCE/OPERATOR SERVICES

Coastal EMC and Coastal Fiber will use a data designation which insures the suppression of the physical location information for all certified shelters. This will include all data provided for the purpose of service orders, directory publication, directory assistance, operator services and the provision of directory listing data to other telecommunications companies.

Coastal EMC and Coastal Fiber will utilize the information derived from the DHR data base to ensure that the physical location information suppression procedure described above is accurately implemented. The suppression of the physical location information for all certified family violence shelters will be applicable for all forms of directory information, operator services, online directory services and service records.

Coastal EMC and Coastal Fiber will notify any outside directory publication or operator service company of the requirements of the Act, but it is the intent of this procedure to ensure that the suppressed data is not available to these entities.

D. EMPLOYEE ACCESS TO CONFIDENTIAL INFORMATION

Coastal EMC and Coastal Fiber will designate an employee(s) who will be responsible for the implementation of this plan. To the extent an employee(s) is designated as responsible for any aspect of this Plan, they will be trained with respect to the confidentiality of information related to the physical location of certified family violence shelters. Said designated employee(s) will also be trained with respect to awareness of related issues and sensitivity. Only those employees specifically designated and trained will be authorized to have access to information regarding the physical location of these shelters. The employee(s) so designated should be the same employee(s) so designated in B.1. and who will perform the functions prescribed in A.1.

E. BUSINESS OFFICE AND CUSTOMER CONTACT PROCEDURES

1. BUSINESS OFFICE PROCEDURES

The data suppression procedure will insure that non-designated employees do not have access to the physical location information for certified family violence shelters. In the event an employee in the business office, installation and repair, directory listing, operator services or other area of the company encounters a suppression designation, they will have been trained to immediately contact the employee in the company designated to be responsible for the implementation of the Plan.

2. CUSTOMER CONTACT PROCEDURES

Certified shelter accounts will be suppressed from all outbound sales efforts, whether via telephone, direct mail, internet or otherwise. Without limitation, all such accounts will be suppressed from any customer list available for dissemination to any third party.

F. REQUIREMENTS UPON DISCOVERY OF DISCLOSURE

Coastal EMC and Coastal Fiber hereby files its Plan for Confidentiality of Family Violence Shelters in compliance with O.C.G.A. Section 46-5-7. In the event it is determined that the physical locale of a certified family violence shelter has been revealed, Coastal EMC and Coastal Fiber will immediately notify the following:

(1) The Georgia Commission on Family Violence by telephone within 24 hours after such discovery; and

(2) Provide written notice to the Georgia Public Service Commission no later than 7 days after discovery; and

(3) Notify the shelter by telephone as soon as possible but no later than 24 hours after such discovery.

Respectfully submitted, this 31st day of January , 2023.

Christopher W. Fettes, Chief Executive Officer
Coastal EMC and Coastal Fiber