



Member Privacy Policy

For PenTex Energy apps, websites, online services, and communications

Document control	Current draft
Owner	PenTex Energy
Version	1.0 – Published Current
Effective date	October 2, 2026
Review cycle	At least annually and when practices or laws materially change
Applies to	Members and other users of covered digital services and communications

PenTex Energy

11799 W. U.S. Highway 82, Muenster, TX 76252
(940) 759-2211 | <https://www.pentex.com>

Privacy at a Glance

Short version PenTex Energy uses member information to provide electric service, manage accounts and payments, communicate about outages and programs, protect systems and members, comply with law, and improve services. This summary does not replace the full policy.

What we may collect	Why we use it	Your practical choices
Identity and contact details; account and service information; billing and payment records; energy usage and meter data; outage and service-request information; device, app, website, cookie, and communications data.	Provide and support electric service; authenticate accounts; process payments; send billing, outage, safety, and program messages; prevent misuse; maintain security; meet legal duties; improve digital services.	Update account information; manage nonessential communications; use device and browser controls; submit a privacy inquiry or applicable rights request; appeal a denied qualifying request.
Some information comes directly from you, and some is generated through meters, service operations, websites, apps, payment providers, and communications.	We limit collection and use to legitimate, disclosed purposes and apply safeguards appropriate to the information and context.	Service-related communications may be necessary to operate your account or protect safety and reliability, even if you opt out of promotional messages.

Important distinction This policy covers privacy practices for digital services and communications. Tariffs, service agreements, payment-provider terms, program terms, and other notices may separately govern specific services.

1. Scope and Who We Are

PenTex Energy is a member-owned electric cooperative. This Member Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you use or interact with:

- PenTex websites, member portals, online forms, and account services;
- PenTex mobile applications and app-enabled services;
- email, text messages, automated calls, push notifications, social media interactions, surveys, and other communications;
- online payment, outage reporting, service requests, program enrollment, and related digital features; and
- other services that link to or expressly reference this policy.

This policy does not apply to workforce information, business-to-business information handled solely in a commercial context, or a third party’s independent practices when its service is governed by its own privacy notice. If a service-specific notice conflicts with this policy, the more specific notice controls for that service.

2. Information We Collect

The information we collect depends on your relationship with PenTex, the service you use, and the choices you make.

Category	Examples
Identity and contact information	Name, service and mailing address, email address, telephone number, account number, authorized-user details, and identity-verification information.
Account and service information	Membership and service applications, premises and meter identifiers, service status, rate or program enrollment, deposit and credit-related records where permitted, assistance requests, and account preferences.
Billing and payment information	Billing history, payment status, bank-draft or card transaction details, and payment confirmations. Payment credentials may be handled by payment processors rather than stored by PenTex.
Energy, meter, and outage information	Current and historical electric usage, interval data when available, meter events, voltage or service-quality information, outage reports, restoration communications, and device or premise information associated with electric service.
Digital activity and device information	IP address, browser and device type, operating system, app version, device identifiers, pages or screens viewed, clicks, session information, referring pages, crash data, and similar technical records.
Location information	Approximate location inferred from IP address and, only when enabled and needed for a feature, device location information subject to device permissions.
Communications and content	Messages, call notes or recordings where notice is provided, chat or form submissions, survey responses, support requests, social-media interactions, and notification preferences.
Security and fraud-prevention information	Login activity, authentication records, access logs, suspected fraud or misuse indicators, and information needed to investigate security events.
Inferences and preferences	Communication preferences, likely service interests, or operational insights derived from account, usage, or interaction information, where permitted.
Sensitive information	Information treated as sensitive under applicable law, such as precise geolocation, account credentials, government identifiers, or financial account information, when necessary for a disclosed service or legal purpose.

3. Sources of Information

- Directly from you, including applications, forms, account updates, calls, emails, surveys, and program enrollments.
- Automatically from meters, websites, apps, cookies, logs, and connected service systems.
- From authorized account users, property owners or managers, contractors, field personnel, or other parties involved in providing service.
- From service providers such as payment processors, communications platforms, analytics or hosting providers, and identity or fraud-prevention vendors.
- From government entities, public records, consumer reporting sources where legally permitted, and other lawful sources.

4. How We Use Information

- Establish, manage, and authenticate member accounts and electric service.
- Read meters, calculate usage, prepare bills, process payments, collect amounts due, and administer deposits or payment arrangements.
- Receive and respond to outage reports, service requests, safety concerns, and member inquiries.
- Send account, billing, outage, restoration, emergency, safety, governance, program, and other service-related communications.
- Operate member portals, websites, mobile apps, notifications, online forms, and customer-support channels.
- Administer energy-efficiency, load-management, distributed-energy, charitable, community, or other member programs.
- Maintain system reliability, analyze demand and grid performance, plan infrastructure, and improve member services.
- Protect members, personnel, systems, facilities, and data; detect fraud, misuse, cyber threats, and unauthorized access.
- Conduct audits, maintain records, resolve disputes, enforce agreements, and comply with legal, regulatory, tax, accounting, and reporting obligations.
- Understand website and app performance, troubleshoot errors, develop features, and improve accessibility and user experience.
- Send optional educational or promotional communications consistent with your choices and applicable law.
- Create aggregated or deidentified information that is not reasonably linkable to an individual and use it for lawful operational, planning, research, or reporting purposes.

5. Cookies, Analytics, and Similar Technologies

Our digital services may use cookies, pixels, software development kits, local storage, and similar technologies to keep services functioning, remember preferences, improve security, understand performance, and measure engagement. Some technologies are essential for login, payments, account functions, or security. Others may support analytics or communications measurement.

Your browser or device may let you block or delete cookies, reset advertising identifiers, limit app permissions, or restrict tracking. Disabling essential technologies may prevent some features from working. Where required, we will provide or honor applicable consent and opt-out mechanisms.

6. How We Disclose Information

We may disclose personal information as reasonably necessary for the purposes described in this policy, including to:

- Service providers and processors that support billing, payments, hosting, cybersecurity, analytics, communications, mailing, customer service, outage management, metering, field operations, or other business functions.
- Financial institutions, card networks, payment processors, and collection service providers involved in transactions or account administration.
- Electric utility partners, power suppliers, grid operators, mutual-aid participants, contractors, and public-safety organizations when necessary for service, reliability, emergencies, or safety.
- Government agencies, regulators, courts, law enforcement, auditors, insurers, legal advisers, and other parties when required or permitted by law.
- A successor or relevant counterparty in a merger, consolidation, financing, asset transfer, reorganization, or similar transaction, subject to appropriate protections.
- Other parties at your direction, with your consent, or when you intentionally use a feature that requires disclosure.

We do not disclose personal information to third parties for their own purposes except as described in this policy, a service-specific notice, or with your direction or consent.

7. Communications and Your Choices

Communication type	How choices generally work
Service and safety	Billing, outage, restoration, emergency, security, account, governance, and other operational notices may be necessary to provide service or protect members and systems. Preferences may be limited for these messages.
Email	Use the unsubscribe link in eligible promotional emails or contact PenTex. Transactional and service messages may continue.
Text messages	Follow the instructions in the message, such as replying STOP, or update account preferences by contacting PenTex Energy. Message and data rates may apply.
Push notifications	Change notification permissions in the app or device settings. Some in-app notices may still appear.
Telephone	Tell our representative your preference or use available account preference controls. Emergency and service calls may still be made as permitted by law.
Cookies and app permissions	Use the available cookie tool, browser controls, advertising settings, and device permission settings.

8. Privacy Rights and Requests

Depending on applicable law and any exemption, you may have rights to request confirmation of processing; access to personal data; correction; deletion; a portable copy; or an opt-out from certain sale, targeted advertising, or profiling activities. Some information or processing may be exempt, and we may retain or use information as permitted by law, including to provide requested service, complete transactions, preserve security, maintain records, exercise legal rights, or comply with obligations.

To make a request:

1. Submit a request through email or contact PenTex at (940) 759-2211 or the mailing address in Section 15.

2. Describe the request, identify the account or service involved, and provide enough information for us to locate relevant records.
3. Complete reasonable identity verification. An authorized agent may be required to provide proof of authority and may be subject to additional verification.
4. If a qualifying request is denied, follow the appeal instructions included in the response.

No discrimination PenTex will not unlawfully discriminate against an individual for exercising an applicable privacy right. Service eligibility, account administration, legal obligations, and information necessary to provide electric service may still affect what PenTex can delete or change.

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this policy, including to provide service, maintain business and utility records, satisfy legal and regulatory requirements, preserve security, resolve disputes, enforce agreements, and support audits. Retention varies by record type, system, and obligation. When information is no longer needed, we take reasonable steps to delete, deidentify, or securely dispose of it, subject to legal holds, backup cycles, and technical limitations.

10. Security

We use administrative, technical, and physical safeguards designed to protect personal information based on its nature and the risks involved. Measures may include access controls, authentication, encryption where appropriate, network and endpoint protections, monitoring, employee training, vendor review, incident response, and secure disposal. No system is completely secure, and we cannot guarantee absolute security.

You can help protect your account by using a unique password, enabling available multifactor authentication, protecting access codes, keeping contact information current, and promptly reporting suspected unauthorized access or fraudulent messages.

11. Children's Privacy

PenTex digital services are intended for members and other users managing electric service and are not directed to children under 13. We do not knowingly collect personal information online from a child under 13 without legally required authorization. If you believe a child has provided personal information through a covered service, contact us using Section 15.

12. Third-Party Services and Links

Our services may link to or integrate with third-party websites, app stores, payment services, social-media platforms, mapping tools, or other services. Those third parties may collect information under their own privacy notices and terms. Review their notices before providing information. A link or integration does not make PenTex responsible for a third party's independent privacy practices.

13. Deidentified and Aggregated Information

We may transform information into aggregated or deidentified form and use or disclose it for lawful purposes such as grid planning, reliability analysis, program measurement, forecasting, research, benchmarking, reporting, and service improvement. We will take reasonable measures designed to prevent information represented as deidentified from being associated with an individual, as required by applicable law.

14. Changes to This Policy

We may update this policy to reflect changes in services, technology, vendors, data practices, or law. We will post the revised policy with an updated effective date and provide additional notice when required or when changes are material. Your continued use after the effective date is subject to the updated policy, but we will seek consent when required for a materially different use of previously collected information.

15. Contact Us

For questions, privacy requests, complaints, or accessibility assistance, contact:

Channel	Contact
Mail	PenTex Energy Attn: Member Services P.O. Box 530 Muenster, TX 76252-0530
Physical address	11799 W. U.S. Highway 82 Muenster, TX 76252
Phone	(940) 759-2211
Online	https://pentex.com/contact-us

PenTex Energy SMS/Text Messaging Terms & Conditions

These SMS/Text Messaging Terms & Conditions ("Terms") govern your participation in text messaging programs offered by **PenTex Energy**. By enrolling in, subscribing to, or otherwise participating in a PenTex Energy SMS messaging program, you agree to these Terms and our Privacy Policy.

PenTex Energy Text Messaging Program

Program Description

PenTex Energy may use SMS/text messages to communicate with members regarding:

- Outage notifications and service restoration updates
- Billing reminders and payment notifications
- Account verification and security alerts
- Appointment and service notifications
- Energy efficiency and cooperative program information
- Member service communications
- Emergency or critical operational notifications
- Other account-related communications for members who have provided consent

Participation in our text messaging program is voluntary and requires a valid mobile phone number.

Message and Data Rates

Message and data rates may apply.

Depending on your mobile carrier and service plan, you may incur charges from your wireless provider for sending or receiving text messages. PenTex Energy is not responsible for any messaging or data charges imposed by your carrier.

Message Frequency

Message frequency varies based on your account activity, preferences, service events, and communication needs. You may receive recurring messages related to your account, service notifications, outage updates, billing activities, and other member communications. The number of messages you receive may vary from month to month.

Customer Support

For assistance regarding our text messaging program contact us at:

PenTex Energy Member Services

Phone: (940) 759-2211

Email: info@pentex.com

Website: <https://www.pentex.com>

Customer support hours are available through our Member Services department.

Opt-Out and Help Instructions

STOP

To stop receiving text messages from PenTex Energy, reply STOP to any message you receive.

After you send STOP, you may receive a confirmation message indicating that you have been unsubscribed. Once processed, you will no longer receive SMS messages from that specific program unless you re-enroll.

HELP

For assistance, reply HELP to any message you receive.

You may also contact PenTex Energy Member Services at (940) 759-2211 or info@pentex.com for additional support.

Privacy Policy

Your privacy is important to us. Information collected through our SMS programs is governed by the PenTex Energy Member Data Privacy Policy.

Please review our Privacy Policy here:

PenTex Energy Member Data Privacy Policy

The Privacy Policy explains:

- What information we collect
- How we use and protect member information
- Data retention practices
- Your privacy rights and choices
- How to contact us regarding privacy concerns

Mobile Carrier Disclaimer**Carriers are not liable for any delayed or undelivered messages.**

Message delivery is subject to effective transmission by your mobile carrier and may be affected by factors outside PenTex Energy's control, including network availability, service interruptions, and technical limitations.

Eligibility

You must be authorized to enroll the mobile phone number provided and be at least 18 years old or have authorization from the account holder to participate in the messaging program.

Consent to Receive Messages

By providing your mobile phone number and opting into a PenTex Energy messaging program, you expressly consent to receive automated and non-automated text messages from PenTex Energy regarding your account, services, and cooperative communications.

Consent to receive text messages is not a condition of obtaining electric service.

Changes to These Terms

PenTex Energy reserves the right to modify these Terms at any time. Updated Terms will be posted on our website with a revised effective date. Continued participation in the text messaging program following any changes constitutes acceptance of the revised Terms.

Contact Information

If you have questions about these Terms & Conditions, please contact:

PenTex Energy

11799 W US Hwy 82

Muenster, TX 76252

Phone: (940) 759-2211

Email: info@pentex.com

Website: <https://www.pentex.com>

SMS Compliance Summary

By opting into the PenTex Energy Text Messaging Program, you acknowledge that:

- Message frequency varies.
- **Message and data rates may apply.**
- **Reply HELP for help.**
- **Reply STOP to cancel.**
- **Carriers are not liable for delayed or undelivered messages.**
- Your information is handled in accordance with the PenTex Energy Member Data Privacy Policy.