

Does SVCE know approximately many vendors have access to confidential SVCE customer information, and how they access the information?

Currently no third-party vendor has access to customer data. SVCE obtains customer data from PG&E and Calpine.

Do any of the vendors store confidential SVCE customer information in their systems? If so, how many vendors hold confidential SVCE customer information; is the information held on the vendor's physical servers or on the cloud; and how many applications does each vendor have that store confidential SVCE customer information (CRM, Billing, SQMD, Reporting, Accounting, Forecasting, ETRM, etc.)?

Currently no third-party vendor has access to customer data. SVCE obtains customer data from PG&E and Calpine. SVCE is not privy to PG&E and Calpine infrastructure.

Does SVCE have a catalog of vendor policies, procedures and processes documents? Does SVCE require vendors to adhere to the SVCE security framework?

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Are vendors providing monitoring logs with relevant security information to SVCE?

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Does SVCE have any on-site servers that hold confidential SVCE customer information? Does SVCE know how many SVCE software/systems hold confidential SVCE customer information?

One on-prem server, some data, 98% data on Box (cloud)

Does SVCE have any collocated servers that hold confidential SVCE customer information?

SVCE uses Box for data storage.

Does SVCE use cloud services for holding any confidential SVCE customer information?

SVCE uses Box for data storage.

Does SVCE have a CPUC compliant backup process in place for confidential SVCE customer information (on-site, collocation, or cloud based)?

SVCE uses a backup solution for the on-prem server.

Does SVCE have a directory of users and how many SVCE staff have access to confidential SVCE customer information? Does SVCE know how many total vendor employees/consultants/subcontractors have access to confidential SVCE customer information?

SVCE uses Box to distribute folder access to staff that are approved to have it.

Does SVCE control the account, role management, and log for SVCE staff and vendor staff access? If not, does each vendor independently control account and role management?

SVCE owns control of the account and role management.

Does SVCE have a security framework set of public documents that can be provided? If the framework has not been formally documented, are there a general understood risk measures being implemented by SVCE staff that can be summarized?

Governing docs and IT approved policies can be found on SVCE's [website](#).

Does SVCE currently conduct security assessments? Can SVCE currently demonstrate compliance with any CPUC, federal, or utility privacy requirements?

SVCE conducts an annual security assessment. Currently in the middle of the AMI audit.