

Keeping Customer Information Secure

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Security Protocols



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Third Party Customer Information Management

PG&E has controls and processes in place for the management of customer information by third parties:

1

Information Classification

2

Information Security Requirements

3

Monitor & Continuous Assessment





Established Internal Controls

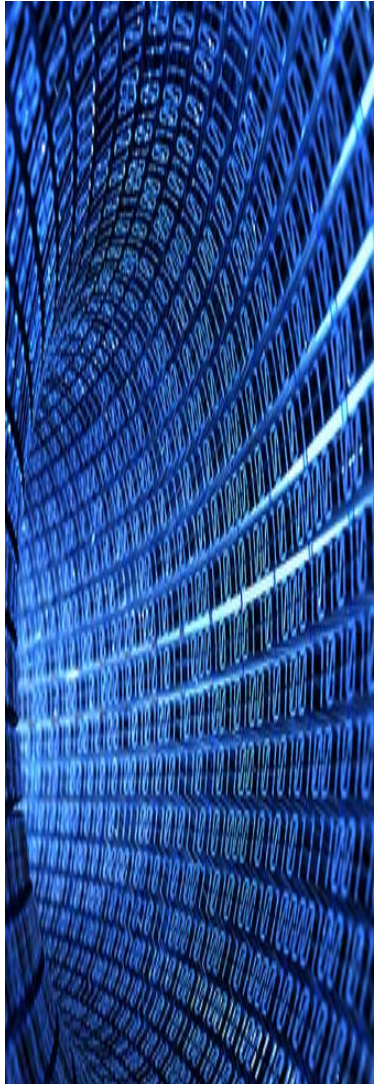
PG&E has documented processes and procedures to manage vendors with customer information

- Information Classification & Protection Standard
- Third Party Services Management Standard
- Third Party Services Management Procedure
- Vendor Assessment Process





Information Classification



Public	Available to both inside and outside of PG&E
Internal	For use within PG&E
Confidential	Proprietary or third-party information intended for use within PG&E
Restricted	Proprietary or third-party information intended for use within PG&E
Privileged	PG&E proprietary or third-party information protected by attorney-client privilege.



Third Party Requirements



Vendors must meet specific requirements to protect customer information

What's required

Execute Contractual Agreements	<ul style="list-style-type: none">• Signed agreements like NDA's and SLA's
Meet Security & Regulatory Requirements	<ul style="list-style-type: none">• Meet PG&E Third Party Assessment requirements• Meet all regulatory requirements as PG&E
Meet PG&E Requirements	<ul style="list-style-type: none">• Meet or exceed all PG&E Information Security policies and standard
Ongoing Monitoring	<ul style="list-style-type: none">• Cooperate with ongoing assessments



Third Party Reviews

Review Components

- Detailed questionnaire
- Review of security program and controls
- Control Mitigation
- Residual Risk Acceptance





Continuous Monitoring

Continuous monitoring is dependent on:

- The services provided by the vendor
- The type of information
- How the data is accessed

