

Public Service Commission of Utah Privacy Notice

This Privacy Notice describes how the Public Service Commission of Utah (PSC) handles personal information that you provide to us, what is disclosed, with whom we share your information, and how you can request access to this information under the Government Data Privacy Act (“GDPA”), [Utah Code Title 63A, Chapter 19](#). In addition, more restrictive state and federal laws may apply.

Who owns this website?

Mail: Public Service Commission of Utah
P.O. Box 144558
Salt Lake City, UT 84114-4558

Email: psc@utah.gov

Phone: (801) 530-6716

What Personal Data do you collect?

The PSC may collect personal data that you voluntarily provide when interacting with the PSC by submitting comments, filing complaints, or participating in regulatory proceedings. This data may include:

- Names (such as full names, business or organizational representatives’ names).
- Contact information (home or mailing addresses, phone numbers, and email addresses).
- Identifying information (such as docket numbers or other regulatory identifiers).
- Demographic information (if relevant to proceedings or filings).
- Utility account or billing information (when submitted as part of a consumer complaint or inquiry).
- Public comments or testimony you provide in PSC proceedings, which may become part of the public record.

The PSC does not generally collect sensitive data unless specifically required by law or regulation. We may collect this information through forms, email communications, and online services. We may collect your name, email address, phone number or other personally identifiable information to satisfy the intended purpose of your submission.

How do you use my Personal Data?

The PSC uses your personal information for purposes such as:

- Reviewing the consumer inquiries or complaints regarding regulated utilities.
- Managing participation in PSC proceedings, hearings, and filings.

- Maintaining official records and dockets of PSC activities.
- Complying with Utah law, including the [Government Records Access and Management Act \(“GRAMA”\)](#).

Data submitted to the PSC may become part of the public record if filed in an open docket, unless otherwise classified as confidential per [Utah Admin. Code R746-1-601](#), or other state/federal laws.

Who do you share my personal data with?

The PSC may share personal data with:

- Other state or federal regulatory agencies, when necessary to resolve complaints or fulfill legal obligations.
 - Utility providers or regulated entities, when relevant to consumer complaints or proceedings.
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What record series does the PSC keep personal data?

Records are maintained according to approved retention schedules established by the [Utah Division of Archives and Records Service](#). Examples include:

- Utility consumer complaints and inquiries
- Regulatory filings and dockets
- Official PSC orders and decisions

The record series for this data may be contained in the following records: 00642, 24312, 16952, 24984

As PSC record series are created, amended, or updated, this notice will be revised

What happens if I do not want to provide my personal data to the PSC?

If you choose not to provide the information requested, the PSC may be unable to process your complaint, inquiry, or participation in a PSC proceeding.

Sharing and Security:

We do not sell or lease your personal information to third parties. Your information is only shared with authorized personnel or third-party service providers who require it to perform specific tasks related to functionality or services. We may use cookies that are necessary for site functionality to provide you with the best experience. We implement reasonable security measures to protect your information from unauthorized access or disclosure.

External Links:

This website may contain links to other websites. The PSC is not responsible for the privacy practices or content of external sites. We encourage you to review their privacy policies if you use them.

What are my rights to my Personal Data?

You have the right to request access to, correction of, or amendment of your personal data. Please send your written request to:

Mail: Public Service Commission of Utah
P.O. Box 144558
Salt Lake City, UT 84114-4558

Email: psc@utah.gov

If you would like to file a complaint with the Data Privacy Ombudsperson, please [click this link](#).

Changes to the Terms of this Notice

The PSC may update this Privacy Notice as needed or when required by law. Updates will be posted on the website.

Effective Date: March 20, 2026