

**From:** [Parmer, Kelley](#)  
**To:** [Sebastian, Ryan](#); [Gadgil, Vikrant](#)  
**Cc:** [Buddha, Puru](#); [Kelley, Todd](#)  
**Subject:** RE: Testimony Support - Data Protection  
**Date:** Monday, January 31, 2022 11:53:00 PM

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**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DIRECT TESTIMONY AND EXHIBITS  
OF KELLEY PARMER  
ON BEHALF OF  
FLORIDA PUBLIC UTILITIES**

Thanks so much, Ryan. I am going to send this over to see what they might want included under Vik's testimony.

Kelley

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**From:** Sebastian, Ryan <RSebastian@chpk.com>  
**Sent:** Thursday, January 27, 2022 6:20 PM  
**To:** Gadgil, Vikrant <vgadgil@chpk.com>; Parmer, Kelley <kparmer@chpk.com>  
**Cc:** Buddha, Puru <pbuddha@chpk.com>; Kelley, Todd <tkelley@chpk.com>  
**Subject:** RE: Testimony Support - Data Protection

Hi Kelley,

Here is some information which may be helpful. This would be in addition to the items you already named (SSN masking and Red Flags):

Chesapeake Utilities uses a variety of technology and processes to protect systems containing customer PII:

- Advanced **Endpoint Detection & Response Protection** (EDR) across the enterprise
- **Data Loss Prevention** (DLP)
- Policies around data handling and protection
- A **Third Party Risk Program** focused on vendor vetting, selection and risk ranking, ensuring Chesapeake's partners don't raise our risk profile
- A mature **Vulnerability Management** program, utilizing NIST approved scanners, which perform weekly scans to identify any new vulnerabilities

If you need me to provide further context around the above, just let me know.

Thanks,  
Ryan

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**From:** Gadgil, Vikrant  
**Sent:** Thursday, January 27, 2022 4:56 PM  
**To:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>  
**Cc:** Buddha, Puru <[pbuddha@chpk.com](mailto:pbuddha@chpk.com)>; Kelley, Todd <[tkelley@chpk.com](mailto:tkelley@chpk.com)>; Sebastian, Ryan <[RSebastian@chpk.com](mailto:RSebastian@chpk.com)>  
**Subject:** Re: Testimony Support - Data Protection

Kelly. Not sure if you got any input. We should add things like. DLP control, encryption, processes. I am copying Ryan to help draft a response.

Sent from my iPhone

On Jan 19, 2022, at 11:08 PM, Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)> wrote:

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DIRECT TESTIMONY AND EXHIBITS  
OF KELLEY PARMER  
ON BEHALF OF  
FLORIDA PUBLIC UTILITIES**

Good evening—

I am working through clarifying of my testimony after an initial review from Mike. I know we are looking to validate the story between BIS and Customer Care so I will be taking a deeper into the drafts of your testimony completed thus far.

I am reaching out for assistance, as I am being asked to respond to this question “Could you please elaborate on the technologies that are used to protect customer personal identifiable information?” I can answer this from a process and Red Flag perspective as well as some simple things we have done like masking the full SSN in the billing systems. With this said, I need some input here, if you have any, as I know we have likely implemented things I am not aware of.

I have a meeting with Beth and Mike tomorrow @ 2pm where I will be getting some advice on the story. I will go ahead and provide input that we can gather. If you have any, I can add it. I know following these meetings, we will sync up as well.

Thanks in advance for any insight you have. I probably could have requested with much less words 😊

Kelley

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