

Request 71: Provide details on disaster recovery policy and procedures for all data, billing, customer service and operations data.

We backup all our servers to a DR server in our metering shop. Each night those files are copied to a Data Center in Lexington owned by Netgain Technologies. Our SEDC server containing all our CIS data, Billing data and General Accounting data is replicated to SEDC in Atlanta several times per day. Should we have a disaster that would require retrieving our data from either facility, it would be placed on a server [SEDC] or drive(s) [Netgain] for us to pick up.