

## Access to Restricted Information

### 612.1 PURPOSE AND SCOPE

Redding Police Department employees shall only access restricted information for the purpose of conducting official investigations. When accessing information from the governmental agencies listed, employees shall follow the procedures indicated below.

### 612.2 PROCEDURE

#### 612.2.1 UNITED STATES POSTAL SERVICE (USPS)

- (a) The United States Postal Service can assist local law enforcement in criminal investigations by making available certain information from records kept on Postal Service customers.
- (b) Information can only be provided by the USPS upon written certification of official need or in compliance with a subpoena. The following information which may be available includes:
  - 1. The street address of a post office box;
  - 2. Change of address information (forwarding) for both permanent and temporary changes of address; and/or
  - 3. Address verification.
- (c) Officers requesting information from the USPS will use the Address Information Request form. Officers will need to deliver the form to the Administrative Unit of the USPS at the main post office on Churn Creek Road during business hours to obtain the specific information requested.

#### 612.2.2 REDDING ELECTRIC UTILITY CUSTOMER SERVICE

- (a) Pursuant to Government Code Section 6254.16 of the California Public Records Act, utility customer information can be obtained upon court order or the request of a law enforcement agency engaged in an ongoing investigation.
- (b) Redding Electric Utility customer information is available in one of three ways:
  - 1. In writing from the Electric Utility Department.
    - i. The attached form, "City of Redding Utilities Request for Release of Customer Information" has been provided by Customer Service for these written requests.
    - ii. The information will be provided within eight hours.
  - 2. Via the VERTEX computer system, access will be available only to employees who have received the appropriate training.
  - 3. In emergency situations, where imminent danger is apparent and computer access is not available, a Redding Police Department supervisor may fax the

# Redding Police Department

## RPD Policy Manual

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request to Customer Service and contact a Customer Service supervisor to receive an immediate response.

#### 612.2.3 CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

- (a) Pursuant to AB 2278, the Employment Development Department may disclose to law enforcement information on persons who have applied for or received Unemployment or Disability Insurance. This information includes: name, address, telephone number, date of birth, social security number, physical description and names and addresses of present and past employers of any victim, suspect, missing person, potential witness or person for whom a felony arrest warrant has been issued.
- (b) Requests for information must relate to an investigation of a crime where there is a reasonable suspicion that the crime is a felony and that the information would lead to relevant evidence in the case.
- (c) Information from the EDD will only be released to designated law enforcement agency representatives. The representatives for this Department are the Captain and Sergeant(s) of the Investigations Division.
- (d) Officers requesting information shall provide the Department representatives with the crime report number, the individual's name and social security number, if available.
- (e) The EDD Redding Branch office manager will assist officers with their request for information by coordinating efforts with the EDD Investigations Bureau.