



AI Acceptable Use Policy

Overview

This Artificial Intelligence (AI) Acceptable Use Policy (AUP) outlines Utility Services' (USV) requirements regarding all forms of generative AI used for business, operations, and services. This policy is applicable to all USV employees regardless of title, as well as any person or entity performing services on behalf of USV.

Generative AI is a new and unique technology, and societal norms for its use are nascent and evolving. This policy is an attempt to codify common sense guidelines for using generative AI tools safely and ethically. USV is committed to the ethical use of AI, including but not limited to complying with applicable laws in the United States and other countries in which USV provides services.

This policy addresses the most common use cases, i.e. commercially available web-hosted chatbots like ChatGPT, Google Gemini, and Anthropic Claude. Employees are expected to use their best judgment and an abundance of caution when applying these guidelines and when experimenting with new tools. When in doubt, ask your manager for guidance.



Privacy and Intellectual Property

- **No Sensitive Information:** Do not put any sensitive or personal identifying information about employees, clients, facilities or partner organizations into publicly web-hosted tools like ChatGPT. **Redact or obfuscate information before copying and pasting** it into a chat window, as some platforms are known to track keystrokes even before a prompt is submitted.
- **No USV Intellectual Property:** Do not upload USV intellectual property, including but not limited to document templates, processes, or proprietary methods.
- **Trustworthy Tools:** Employees shall use AI tools from verified trustworthy sources (e.g. ChatGPT, Anthropic Claude and Google Gemini) and **avoid using web-based AI models hosted in countries with different data privacy standards due to increased privacy and national security concerns (e.g. DeepSeek).**
- **When in doubt, consult your manager.**

Oversight and Accountability

- **AI is not a substitute for Analysts' oversight and expertise.** Always verify both **factual accuracy** and **use-case appropriateness**.
- **You are responsible for everything you submit.** AI outputs often appear correct at first glance but have factual errors or **may not meet task requirements** due to a lack of necessary context or effective prompting.
- **AI use is a privilege to be used responsibly.** Employees who are unwilling or unable to use AI in a responsible manner **may lose access to AI tools.** USV Management retains discretion to allow and disallow AI use on a case-by-case basis.

Communication Regarding AI Use

- **Transparency Within USV:** Employees are permitted to experiment with AI tools to improve productivity. Increasingly, USV expects employees to use AI in the same way it expects them to use tools search engines and spell check. Transparency regarding AI use will help everyone learn to use these tools more effectively and ethically.
- **Discretion with Clients:** Our clients trust USV due to our industry expertise and attention to detail. When and how employees communicate internal AI use should enhance rather than undermine that trust.

Conclusion

Employees are expected to apply these principles appropriately **and in good faith**, in addition to complying with all applicable laws, regulations and contractual agreements. In situations where employees are unsure or have differing views regarding ethical implications, **USV encourages open dialogue to develop shared norms without fear of repercussions**. However, employees who **knowingly ignore or intentionally misapply** these guidelines may be subject to disciplinary action, proportional to the nature of the infraction, at the discretion of USV management.