

# NOTICE OF ACCESSING, COLLECTING, STORING, USING AND DISCLOSING ENERGY USAGE INFORMATION



Si desea ver este Aviso de Privacidad en español, visite: [sdge.com/privacy](https://sdge.com/privacy)

## WHY SDG&E COLLECTS ENERGY USAGE INFORMATION

We collect, store and use energy usage information for various purposes, including:

- **Calculating bills:** To know how much energy you use to bill you accurately. This information is measured and collected from your electric and gas meters.
- **System planning:** To plan for future development of infrastructure used to deliver energy. We also use this information to plan for how much electricity and gas we need to buy or produce.
- **Energy efficiency and demand response:** To help us plan and measure the effectiveness of state outlined energy-efficiency and demand-response programs.
- As required by law, government and our regulators.

## RETENTION

We keep your information only for as long as necessary to serve you and handle matters like billing disputes, inquiries and system planning. Retention periods vary based upon circumstances and business needs but will most typically be eight to ten years.

## SHARING OF ENERGY USAGE INFORMATION

### Sharing with third parties

We may share energy usage information with various other companies to serve you. These companies include service, demand-response and energy-efficiency providers who are working with us to fulfill the primary purposes described above.

Occasionally, we may ask for your consent that may be required to share energy usage information with other entities not related to these purposes.

You can limit the sharing of your energy usage information by not enrolling in certain SDG&E programs. Your express consent is needed to participate in some programs (e.g., Energy Efficiency Rebate Programs). The consequence of not providing your consent to share your energy usage information is that you may not be able to take advantage of the benefits of these programs. Our ability to share your energy usage information is also limited by applicable laws.

### Sharing at your choice

You can designate other companies to receive your information. When doing so, you should be diligent and only designate trusted third parties.

### Sharing for other purposes

We may release your energy-usage information: 1) pursuant to a legal process (such as a warrant or subpoena), 2) to emergency responders in the case of an imminent threat to life or property, or 3) as ordered by the CPUC.

## TO VIEW YOUR ENERGY USAGE INFORMATION ONLINE

To view your energy usage information, log into My Account at [MyAccount.sdge.com](https://MyAccount.sdge.com).

### Questions or concerns

If you have any questions or concerns about our privacy policy or practices, or to find out how you can limit, view or dispute your information, contact us by:

- Telephone 1-800-411-7343
- Email: [privacy@sdge.com](mailto:privacy@sdge.com)
- U.S. Mail: SDG&E, Attn: Customer Privacy, P.O. Box 129831, San Diego, CA 92112-9831

Visit [sdge.com/privacy](https://sdge.com/privacy) for additional privacy information.

## SDG&E'S PRIVACY NOTICE ONLINE

SDG&E's Privacy Notice can be found on [sdge.com/privacy](https://sdge.com/privacy). Previous versions can be requested by contacting the Office of Customer Privacy at the contact information above. We will update this notice as necessary and when the CPUC requires it. Updates will be posted on this website and in customer billing statements.