

Notice of accessing, collecting, storing, using and disclosing energy usage information

Commitment to Protecting Your Privacy

Privacy is a fundamental right of everyone. We're committed to protecting your information and to doing our part to advocate for information privacy.

Privacy Principles

We consider privacy at the earliest stages of planning new products and services. Privacy by Design (PbD), a concept championed by Ontario's Information & Privacy Commissioner Anne Cavoukian, presents a set of foundational principles to act as a roadmap to integrate privacy considerations into business models, product development cycles, and new technologies.

We plan to incorporate elements of PbD into our business operations. Initially, PbD principles are being integrated into services such as our online tools which display and analyze customer energy-use data.

Why SDG&E Collects Energy Usage Data

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

- Calculating billing information
- Electric and gas system planning
- Planning, implementing and evaluating energy-efficiency and demand-response programs
- Calculating bills: To bill you we must know how much energy is being used. This information is measured and collected from your electric and gas meters.

System planning: We use energy use information to plan for future development of the pipes and wires used to deliver energy. We also use this information to plan for how much electricity we need to buy or produce.

Energy efficiency & demand response: The California Public Utilities Commission (CPUC) and California Energy Commission have outlined the preferred resources for the state's utilities to use when planning for how to meet energy needs. Energy efficiency – reducing usage in general - and demand response – reducing some electricity use during peak times – top this list. Energy use information helps us plan and measure the effectiveness of energy-efficiency and demand-response programs.

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 the specific circumstances and business needs, but will most typically be eight to ten years.

Sharing of Usage Data

Sharing with third parties: We may share electricity and natural gas use information with various other companies to serve you. These companies include consulting organizations, engineering firms, and demand-response and energy-efficiency providers who are working with us to fulfill the primary purposes described above.

Occasionally, we may ask you for permission to share usage information with other companies not related to these purposes. Please know that these companies are required to protect your information and follow policies and practices no less protective than SDG&E's policies.

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: Additionally, we may release energy-use data: 1) pursuant to a legal process (such as a warrant or subpoena), 2) to emergency responders in the case of imminent threat to life or property or 3) as ordered by the CPUC.

To View Your Usage Data Online

Access "My Account" at sdge.com/myaccount

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, please contact us using one of the following ways:

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

Please also see our [Website Privacy Policy](#) regarding the privacy of the information gathered on our website.

SDG&E'S Privacy Notice Online

An online version of SDG&E's Privacy Notice is located at sdge.com. Previous versions may be requested by contacting the Office of Customer Privacy using the contact information above. We'll update this notice as necessary and when required by the CPUC and will inform customers of the update through information provided with the bill or our website.

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