



# **PRIVACY NOTICE**

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

Southern California Gas Company (SoCalGas®) is committed to protecting your Energy Usage information and ensuring appropriate protection exists when collecting, storing, using and reporting that information.

SoCalGas defines Energy Usage as: detailed natural gas usage information obtained through our advanced metering infrastructures which have the capability of collecting daily or hourly usage information, associated with any information that can easily identify a person, place or business. An example would be detailed natural gas usage information combined with your name and utility account number.

To protect and ensure customer privacy, the California Public Utilities Commission (CPUC) issued “Rules Regarding Privacy and Security Protections for Energy Usage Data”. These rules, which are described in SoCalGas’ Tariff Rule No. 42, prohibit SoCalGas and other California utilities from releasing Energy Usage information without the customer’s written consent except under certain circumstances.

## **Why SoCalGas Collects Energy Usage Information**

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

**Calculate bills:** To know how much gas you use to accurately bill you. This information is measured and collected from your gas meter.

**System Planning:** To plan for future development of infrastructure used to deliver energy. We also use this information to plan for how much gas we need to buy.

**Energy Efficiency:** To help us plan and measure the effectiveness of the state outlined energy-efficiency programs.

As required by law, government, and regulators.

## **RETENTION: SoCalGas Retains Your Energy Usage Information Only as Long as Necessary**

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SoCalGas will keep your Energy Usage information only for as long as necessary to serve you and handle matters like billing disputes, inquiries, and system planning. Retention periods vary based on the specific circumstances and business needs and will most typically be for ten years.

## **When SoCalGas Shares Energy Usage Information**

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**Sharing with third Parties:** We may share energy usage information with various other companies to serve you. These companies include service 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 SoCalGas programs. Your express consent is needed to participate in some programs. (e.g., Energy Efficiency Rebate Program). The consequences of not providing 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 imminent threat to life or property,
3. as ordered by the CPUC.

## How to View Your Energy Usage Information Online

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Residential and commercial/industrial customers with installed advanced meters may view their Energy Usage data via My Account at [socalgas.com/myaccount](https://socalgas.com/myaccount). Noncore customers may view their Energy Usage data via SoCalGas' Envoy® at [socalgasenvoy.com](https://socalgasenvoy.com).

## How to View Privacy Notice Online

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We will update this notice as necessary and will inform customers of the update by posting the revised notice on our website. We will also notify you annually to visit the most updated version of this notice.

If you would like to receive a current or prior version of this notice, have any questions or concerns about this notice, or would like to find out how you can limit, view or dispute your disclosed information, you may contact us at:

**Email:** [webmaster@socalgas.com](mailto:webmaster@socalgas.com)

**Mail:** SoCalGas  
Attn: Customer Privacy Program Manager  
P.O. Box 1626  
Monterey Park, CA 91754

**Customer Service:**  
Residential: 800-427-2200  
Business: 800-427-2000

Please visit [socalgas.com/privacy-center](https://socalgas.com/privacy-center) for additional privacy information.

