

Southern California Edison Consolidated Privacy Notice

Website Privacy Notice

Our Commitment to Your Privacy

It is important to Southern California Edison (SCE) to protect your Personal Information. SCE wants you to know how we collect, use, share, and store your Personal Information. Personal Information comes from our business interactions with you, including communication through your computer or mobile device, or as an SCE customer through our Advanced Metering Infrastructure. We also want you to be aware of how we comply with the California Consumer Privacy Act (CCPA).

To help keep your Personal Information secure, we regularly communicate and educate SCE employees regarding your privacy rights. SCE also implements information security and cyber security safeguards to protect Personal Information in our care.

For more information regarding how SCE is committed to protecting Personal Information, consult the links below.

[California Consumer Privacy Act](#)

See this notice to understand how the SCE complies with the California Consumer Privacy Act (CCPA) and consumer data rights. This notice applies to California residents. Last updated on December 30, 2020.

[Website Privacy Notice](#)

See this notice to understand how the SCE uses your information through interactions from a computer or mobile device. Last updated on December 30, 2020.

[Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information](#)

See this notice to better comprehend protections for energy usage information. This notice applies to customers of SCE. Last updated on May 10, 2021.

Consolidated Notice

For your convenience, a [Consolidated English Only Privacy Notice](#) is available.

Prior Privacy Notices

Our privacy notices are updated periodically to comply with new laws and regulations. Prior versions to our Privacy Notice may be found [here](#).

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Website Privacy Notice

Jurisdictional Authority

This website is controlled and operated by SCE from the State of California in the United States, and operation of this website is not intended to subject us to the laws or jurisdiction of any other state, country, or territory. Your use of our website will indicate your acknowledgment of the terms in this Notice and applicable California Public Utilities Commission approved tariffs.

Contact Us

For questions regarding our notices, please contact us using one of the following methods:

Southern California Edison
Attention: Chief Ethics & Compliance Officer
Post Office Box 800
Rosemead, CA 91770

Residential Customers: (800) 655-4555
Business Customers: (800) 990-7788

Email: Privacy@sce.com

Note that information regarding these contacts or correspondence with SCE may be retained in a file specific to you.

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Website Privacy Notice

The Website Privacy Notice Was Updated on December 30, 2020

It is important to Southern California Edison (SCE) to protect your information and we want you to know how we collect, use, share and store your information we receive through our interactions with you, including through your computer or mobile device.

These include interactions from your computer or mobile device through: (a) www.sce.com and the other websites operated by us from which you are accessing this Privacy Notice (the "**Websites**"); (b) our social media pages we control through which you access this Privacy Notice (collectively, our "**Social Media Pages**"); (c) HTML-formatted email messages we send to you that link to this Privacy Notice (the "**Emails**"); (d) discussions with you, our customers, either in person or over the phone or through written correspondence (the "**Customer Interactions**"). Collectively, the Websites, Social Media Pages, the Emails, and the Customer Interactions are the "**Services**".

Our [California Consumer Privacy Act \(CCPA\) policy](#) and [Notice of Collection and Use of Energy Usage Information](#) further describe our policies and practices related to your privacy.

California Consumer Rights to Personal Information

California residents have rights to their Personal Information. Please access the [California Consumer Privacy Act \(CCPA\) policy](#) to review and exercise those rights.

Information We Collect

To ensure we can provide you with products and services, we collect Personal and Non-Personal Information.

Personal Information is defined as any information that identifies, relates to, describes, can reasonably be associated with, or could reasonably be linked, directly or indirectly, with a resident or household.

Our Services collects personal information to:

- Serve your needs;
- Enrollment in CARE or other customer assistance programs;
- Apply for energy efficiency programs, rebates, and incentives;
- Provide you personalized experiences;
- Use our mobile apps;
- Send you utility related communications via mail, email, or text;
- Send you recommendations on products and services of interest to you;
- Manage, analyze, and measure our content and advertising;
- Understand who visits our site; and
- Improve SCE products and Services, including new product and Service development.

You must provide us with Personal Information when you create a SCE.com User ID to use SCE's digital services, such as SCE.com My Account, send us an email, or complete a self-service transaction with us via our website, which we will use your Personal Information to identify,

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authenticate, and fulfill your service request. When applying for our CARE or FERA programs, you may be required to disclosure enrollment in other governmental programs.

Non-Personal Information

Non-Personal Information includes publicly available information lawfully made available from federal, state, or local records, and deidentified or aggregated consumer information. Aggregated information includes browser type, device type, operating system, page views, referring URLs, destination URLs, dates and times of site visits, and other information collected primarily for statistical purposes but does not identify a specific individual or a group of individuals.

Use of Cookies and Related Technologies

We use “cookies” and related technology, such as web beacons, JavaScript, pixel tags, locally shared objects, and clear GIFs to collect Non-Personal Information to provide a more convenient experience for you. While you are using our Websites, we will record your website interactions and over time collect your browsing habits to identify improvement opportunities. However, we do not track your online activities from any third-party website or digital services.

- **Cookies** are used to quickly identify your computer or mobile device to ‘remember’ you. You may disable cookies or set your Internet browser to alert you when cookies are being sent to your computer’s browser or mobile device; however, disabling cookies will affect your ability to use certain features on our website.
- **Web beacons, JavaScript, pixel tags, locally shared objects, and clear GIFs** are electronic images allowing us to count users who have visited certain pages on our Services. Like cookies, these do not collect Personal Information.

We use cookies and related technologies for two purposes:

1. **Interest-Based Communications** - Our website pages contain pixels allowing us to display interest-based communications on third-party websites and mobile applications, including social media sites such as Facebook or Twitter.

We use cookies and web beacons, and other technologies that allow us to learn about what interest-based communications you see and interact with. This allows us to provide you with more useful and relevant communications. We do not associate your interactions with unaffiliated sites with your identity in providing you with interest-based communications.

Interest-based communications from other advertisers or third parties may also use cookies to measure the effectiveness of their ads and to personalize ad content. We do not have access to or control over cookies or other features advertisers and third-party sites may use, and the information practices of these advertisers and third-party websites are not covered by our Website Privacy Notice. Please contact them directly for more information about their privacy practices.

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To discover more about these communications and ways to opt-out with participating companies who have enabled interest-based communications, consult with the [Digital Advertising Alliance](#).

2. **Measuring Interactions** - Emails, digital ads displayed on third-party websites, social media messages, and other electronic communications we send to you contain pixel tags enabling us to track your usage of an electronic communication, including whether you opened the communication or followed a link in such communication (if any).

California “Do Not Track” Disclosures

Most browsers are programmed to accept cookies or other similar technologies to collect Non-Personal Information. You may set your browser to notify you when you receive a cookie, providing you the opportunity to accept or decline it. Declining a cookie, or similar technology, will affect your ability to use certain features on our Services. You may stop accepting cookies from a website, or by changing your browser’s settings, which are usually found in the ‘options’ or ‘preferences’ menu. You may also visit [AboutCookies.org](#) for instructions, by browser type, regarding how to control your cookies’ settings within your browser.

While you are using our Services, we will record your interactions and over time collect your browsing habits to identify improvement opportunities. However, we do not track your online activities from any third-party website or digital services.

Using Your Browser’s Do Not Track Settings

To improve your experience with our Services, and regardless of your browser’s “Do Not Track” setting, we will collect aggregated information on:

- The number of users who use our Services;
- The number of users who access our Services via a mobile device;
- How users navigate through our Services;
- What hardware and software settings are on the device accessing our Services;
- Which Internet Service Providers are being used to access our Services; and
- What Internet browsers are being used to access our Services.

Email Communications

Email communication gives us another convenient method to communicate with our customers, including responding to your inquiries. ***By sending us an email, we will consider your email as consent for us to reply to you via email.*** We will use email to periodically inform our customers about new rates, products, and services. You will receive emails from us (or our authorized third-party fulfilling agent) if you have signed up to receive email notifications of certain news or events, or if you have requested certain information; however, in some cases, you have the option to stop receiving emails from us.

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If we send you a promotional email regarding our products and services, you will be provided the option to opt-out of receiving these notifications by clicking on the link at the bottom of the email in order to unsubscribe from future mailings or by contacting us in the manner described in the Contact Us section.

If you are a customer who has registered to use SCE.com My Account to access your account on our website, you can opt out of future mailings by updating the preferences section within [My Account](#). We will process your request within the legally required timeframe and stop sending you promotional emails unless you opt back in to receive such communication.

Operational emails for non-promotional, utility-related purposes, such as billing, outage, conservation, or safety may continue to be sent to SCE utility customers, regardless of the email choice options.

We do not control the information you provide to us via email. Email messages in transit are not confidential and are not secure. We are not liable for any use, disclosure, or modification of such messages. Please do not submit any Personal Information or other information you deem confidential or sensitive via email.

Targeted Communications on Social Media Sites

We use social media sites like Facebook and Twitter to communicate with you about our programs and services. You can follow us on these social media sites to receive regular updates. These social media sites also allow us to target ads to you using Personal Information ***they maintain about you***, even if you do not specifically follow us on their site. We may target ads to you using information such as cookies, pixels, zip codes, and interests. We may also target communications to you using Personal Information we maintain, such as your email address or phone number.

You will only see our targeted ads if you *agreed* to receive this type of communication ***through your social media provider***. You may ***disable some or all the advertising*** targeted to you on a social media site by adjusting your privacy settings on ***their site***.

- [Facebook](#)
- [Instagram](#)
- [LinkedIn](#)
- [Twitter](#)

If you are a utility customer, in accordance with our [Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Notice](#), we will not share your Energy Usage Information with social media sites.

Use of Social Media and Other Public Forums

Information you post to a public forum, such as a blog, forum, chat room, or wiki, is available to all users accessing these sites. Any information you share is available to any user and may be

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read, collected, or used by other people for any purpose, including sending you unsolicited information.

We are not responsible for any information you provide to other individuals or post on these websites. To protect your information from potential misuse, we recommend never sharing your Personal Information with anyone who you do not trust.

Linked Websites and Online Web Services

Our Services contain links to other websites, including social media sites, and icons to launch online web services. These websites may place a cookie on your computer or mobile device, enabling that site to recognize users who may have visited our site. Your use of any third-party site or web service may result in the collection or sharing of information about you, depending on the third party's site or web service. We do not control those third-party sites or web services, or their privacy practices, which may differ from our practices. We do not endorse or make any representations about third party sites or web services. SCE has not verified the privacy and security policies and practices applicable to third party websites or hosted materials or determine what actions such parties will take regarding the user's privacy.

The Non-Personal and Personal Information you provide or that is collected from you by such third parties is not covered by this Notice. We encourage you to review the privacy notices and settings on third party sites and services you interact with to make sure you understand how they use your information. SCE is not responsible for any third-party content, policies, or actions.

Other Ways SCE May Collect Your Information

If you are an SCE customer, there may be other instances when SCE collects information about you. Please read the [Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information](#).

Use and Disclosure of Personal Information

We may use or disclose Personal Information we collect for one or more of the following business purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to ask about our products or services, we will use that personal information to respond to your inquiry.
- To create, maintain, customize, and secure your account with us.
- To process your requests, purchases, transactions, and payments and prevent transactional fraud.
- To provide support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To share with third parties we contract with to provide utility-related services but only (a) to the extent necessary to render utility-related services; and (b) provided they have

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agreed in writing to adhere to certain confidentiality and security obligations consistent with the terms of this Privacy Notice.

- To make good faith disclosures when necessary to protect our rights, your safety or the safety of others, investigate fraud, or respond to the request of a governmental agency.
- As ordered by the California Public Utilities Commission, or other state or federal governmental agencies with jurisdiction over us, when legally entitled to such information.
- As required by law, such as to comply with a warrant, subpoena, or similar legal process.
- To provide, support, personalize, and develop our Website, products, and services.
- For testing, research, analysis, and product development, including to develop and improve our Website, products, and Services.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all Company assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by the Company about our Services users is among the assets transferred.

The Company will not collect additional categories of Personal Information or use the Personal Information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

How You Can Manage and Control Your Personal Information

We offer certain choices about how we communicate with you and what Personal Information we obtain. You may limit, or opt-out of, the information you provide to us.

- If you have signed up to receive Investor Relations or career-related emails from us, you may opt out at any time by clicking on the link at the bottom of the email in order to unsubscribe from future mailings. Additionally, for Investor Relations communications only, you may also update your communication preferences within the [Investor Relations](#) page.
- To learn more about ways to limit, or opt-out of, the collection and sharing of your information use one of the contact methods listed in the below Contact Us section.

Children

We do not solicit or market to children under the age of 13. If you are a parent or legal guardian who discovers your child provided us with information without your consent, please contact us using one of the methods listed in the below Contact Us section. If we discover we collected any Personal Information from a child under the age of 13, we will immediately remove that information.

Retention of Personal Information

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We retain your Personal Information for as long as reasonably necessary to fulfill the transactions you have requested, or for legitimate business purposes, such as complying with our legal obligations, under applicable law, including United States' federal, state, and local laws. As retention periods vary for different types of Personal Information, based on business purpose, actual retention periods vary. For example, Personal Information provided in an application for community funding and donation programs has a different retention period than establishing electric utility service.

Security Safeguards

We share your concerns regarding the safeguarding of your Personal Information. SCE complies with applicable privacy and security laws and generally accepted information security standards to ensure a level of security, integrity, and privacy, appropriate to the risk of the Personal Information in our possession.

Although we take commercially reasonable efforts to prevent unauthorized third parties from acquiring Personal Information submitted via our Services an unlawful interception or acquisition by a third party may still be possible.

We are not responsible for any password provided to a user is obtained by a third party or for any unlawful activities in connection with our Services. If a user believes any password, used to access our Services, is obtained without permission by third parties, immediately attempt to reset the password and contact us immediately.

Jurisdictional Authority

Our Services are controlled and operated by us from the State of California, in the United States, and operation of our Services is not intended to subject us to the laws or jurisdiction of any other state, country or territory. Your use of our Services will indicate your acceptance and consent to the terms in this Notice and applicable California Public Utilities Commission (CPUC) approved tariffs.

Acceptance of Terms in This Notice

We may change the terms in this Notice. Any changes made to the Notice will be posted on our website as soon as reasonably possible and the superseded Notices will be archived. We recommend you periodically review this Notice to discover if any changes have been made to this Notice since your last visit to our website. Any changes made to the Notice will be effective as of the date at the beginning of this Notice. **Your use of our website will indicate your acceptance and consent to the terms in the Notice then in effect.**

Contact Us

For questions regarding this Notice, please contact us using one of the following methods:

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Southern California Edison
Attention: Chief Ethics & Compliance Officer
Post Office Box 800
Rosemead, CA 91770

Residential Customers: (800) 655-4555
Business Customers: (800) 990-7788

Email: Privacy@sce.com

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California Consumer Privacy Act Policy

The California Consumer Privacy Act Policy was Updated on December 30, 2020.

Purpose and General Principles

The purpose of this California Consumer Privacy Act (CCPA) policy is to provide timely notice, at or before the point of collection, to California residents, also known as “Consumers,” regarding the categories of personal information collected online or and how we use their personal information. This policy provides instructions how Consumers can exercise their right to deletion and a right to receive a copy of their information. Our [Website Privacy Notice](#) and [Notice of Collection and Use of Energy Usage Information](#) notice further describe our policies and practices related to your privacy.

Personal information is defined by the CCPA as any information that identifies, relates to, describes, can reasonably be associated with, or could reasonably be linked, directly or indirectly, with a resident or household.

Non-Personal Information

Personal Information **does not** include publicly available information lawfully made available from federal, state, or local records, and deidentified or aggregated consumer information. Aggregated information includes Internet Protocol addresses, browser type, device type, operating system, page views, referring URLs, destination URLs, dates and times of site visits, and other information collected primarily for statistical purposes.

Personal Information We Collect or Disclose

We collect information from you and about you to:

- provide utility related services,
- provide you personalized experiences,
- send you recommendations on products and services of interest to you,
- manage, analyze, and measure our content and advertising,
- understand who visits our website, and
- improve SCE products and Services, including new product and Service development through your access or use of our website.

You must provide us with Personal Information when you create a SCE.com User ID to use SCE’s digital services, such as SCE.com My Account, send us an email, or complete a self-service transaction with us via our website. We will use your Personal Information to identify, authenticate, and fulfill your service request.

Categories of Personal Information We Collect and Share About Consumers

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Below are the categories of personal information about consumers we collect and/or disclosure to third parties or service providers for a business purpose.

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Category Name	Category Description	Do We Disclose for Business Purposes?
Contact and Identification Identifiers	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers	Yes
Consumer Records	<p>Information that identifies, relates to, describes, or can be associated with, a particular individual, including but not limited to: a name, signature, Social Security number, physical characteristics or description, address, account number, telephone number, passport number, military identification number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information</p> <p>This information will not include publicly available information lawfully made available to the public from federal, state, or local governments</p> <p>Some personal information in this category may overlap with other categories</p>	Yes
Purchase History and Tendencies	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consumer histories or tendencies	Yes
Biometric Information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data	Yes

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Internet or Other Electronic Network Activity Information	Browsing history, search history, information regarding a consumer's interaction with an Internet Web site, application, or advertisement	Yes
Geolocation Data	Geographical (latitudinal and longitudinal) location that can be used to identify an electronic device's physical location, such as a mobile phone or smart meter	Yes
Sensory Data	Audio, electronic, visual, thermal, olfactory, or similar information	Yes
Professional or Employment-Related Information	Current or past job history or performance evaluations	Yes
Inferences Drawn from Other Personal Information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	Yes

Consumer Personal Information Rights

California residents have rights to their data. And, California law restricts certain business practices, listed below. Please refer to the "Contact Us" section with questions.

Do Not Sell Personal Information

We are prohibited by Public Utilities Code Section 8380(b)(2) from selling personal information, including consumers under 16 years of age.

Right to Know

Consumers have the right to submit two free requests, every 12-months, to request we provide them certain information about how we handled their personal during the prior 12-prior months from the date the request is received, including:

- categories of personal information collected,

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- categories of sources of personal information,
- business purposes for collecting their personal information,
- categories of personal information we disclosed to share with a third party for a business purpose; and
- categories of personal information collected.

Unless otherwise specified in the request, the copy will be delivered in an electronic format. To protect certain sensitive types of personal information, such as social security or bank account numbers, we will inform you if we have collected these data elements during the 12-month period, but not include it in the report. California residents may exercise this right by [submitting](#) an online request or by calling us at (800) 655-4555.

Right to Deletion

California residents have the right to request deletion of their personal information collected about them, subject to certain exemptions. Once we receive and verify your request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et. seq.*) pursuant to Chapter 3.6, beginning with Section 1546 of Title 12 of Part 2
- Share personal information as ordered by the California Public Utilities Commission, engaging with public or peer-reviewed scientific, historical, or statistical research in the public interest when the information's deletion may likely render impossible or seriously impair the research's achievement.

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- Enable solely internal uses reasonably aligned with consumer expectations based on your relationship with us, which follows this Notice.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information compatible with the context in which you provided it.

California residents may exercise this right by [submitting](#) an online request or by calling us at (800) 655-4555.

Usually the information we collect falls into the above exemptions and a request to delete such information will be denied. If we deny your request, we will notify you within 45-days of receipt of your request.

Submitting Requests (Know or Delete)

Your Information

If you are a California resident, you may exercise your right to a copy, right to know, or the right to deletion of your information by [submitting](#) an online request or by calling us at (800) 655-4555. If you are the owner or authorized third party on multiple customer electrical service accounts, you must submit a separate verifiable personal information requests for each account. We will confirm receipt of a request within 10-business days and respond to the request within 45-calendar days from the time the request is received.

Authorized Agents on Behalf of a Consumer

Consumers who would like an Authorized Agent to act upon their behalf, please complete the [Agent Authorized & Personal Information Request form](#), returning the original, notarized document to the address listed at the top of the form. Authorized agents are individuals who are not the primary account holder, including a spouse.

Power of Attorney

If you have a Power of Attorney and would like to submit a request on behalf of a California resident, please send your Power or Attorney Document along with this completed [form](#) to CCPA@sce.com

We may deny a request from agents who do not verify their own identity or submit proof that they have been authorized by the data subject. Such requirements, however, will not apply where you have provided the authorized agent with power of attorney under Cal. Prob. Code Sections 4000 to 4465.

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Minors and Legal Guardians of Minors

If you are a minor or a legal guardian of a minor, you may submit a request by completing one of the following forms:

- [Minor Request \(13-17 years of age\)](#)
- [Legal Guardian Request on Minor's Behalf](#)

Verification Process Used for Consumer Requests

Before fulfilling your request, we must authenticate your identity or the identity of your authorized agent. If you are current or former customer, we will match our system information with what you provided at the time of the request. If you are a non-customer (third party), we use a third-party authentication service to confirm your information.

Depending on your relationship with our company, you must indicate if you are a former or current customer, or non-customer, first and last name, address, phone number on file, best contact number (if different), your email address on file, customer account number (if former or current customer), preferred report delivery method, and interval meter data (if former or current customer). For deletion requests, enter the pieces of personal information to be deleted in the Comments box. The information provided will be used to confirm your identity in our system.

Right to Non-Discrimination for the Exercise of a Consumer's Privacy Rights

We will not discriminate against you for exercising any of your CCPA rights. This means we will not:

- Deny you services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of services.
- Suggest that you may receive a different price or rate for services or a different level or quality of services.

Retention of Personal Information

We retain your Personal Information for as long as reasonably necessary to fulfill the transactions you have requested, or for legitimate business purposes, such as complying with our legal obligations including United States' federal, state, and local laws. As retention periods vary for different types of Personal Information, based on business purpose, actual retention periods vary. For example, Personal Information provided in an application for community funding and donation programs has a different retention period than establishing electric utility service.

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Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Privacy Notice

The Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Was Updated on May 10, 2021.

The Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information applies to you if you receive electric utility service from Southern California Edison (SCE). SCE understands the importance of protecting your Energy Usage Information. SCE implements processes so that Energy Usage Information is appropriately collected, securely transferred, and properly stored. Please take a moment to familiarize yourself with our Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information.

Energy Usage Information Defined

Energy Usage Information is detailed electrical consumption data (60-minutes or less intervals) obtained through SCE's Advanced Metering Infrastructure, which includes our Edison SmartConnect™ and Real Time Energy Meter systems, when associated with any information that can reasonably identify you, your family, household residence, or a non-residential customer. Examples of Energy Usage Information include detailed electrical consumption data combined with your name and utility account number.

Personal Information Defined

Personal Information is defined as any information that identifies, relates to, describes, can reasonably be associated with, or reasonably be linked, directly or indirectly, with a resident or household, such as a registered email address or residential service address. For example, when contacting our Customer Contact Center, SCE records your conversation with an Energy Advisor and uses speech analytics to improve customer satisfaction.

We regard Energy Usage Information as a type of Personal Information. For more detail on other types of Personal Information, please click [here](#).

Primary Purposes for Why SCE Collects, Stores, Uses, and Discloses Energy Usage Information

Consistent with SCE Tariff [Rule 3, titled Application for Service](#), SCE collects, stores, uses, and under limited circumstances, discloses, Energy Usage Information to provide essential services to its customers. The primary purposes for the collection, storage, use, or disclosure of Energy Usage Information are to:

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- Generate your electrical bill, tracking your account billing, and payment history
- Allow you to view your Energy Usage Information online or request a copy of your Energy Usage Information
- Communicate with you regarding your Energy Usage Information to help you select the best rate plan, or help you, if you choose, to take better advantage of pricing programs offered by SCE
- Communicate with you regarding energy saving opportunities based on your Energy Usage Information
- Forecast future customer or operational needs
- Provide services as required by state or federal law, or by an order of the California Public Utilities Commission (CPUC)
- Plan, implement, or evaluate demand response, energy management, or energy efficiency programs under contract with SCE, under contract with the Commission, or as part of a Commission authorized program conducted by a governmental entity under the supervision of the Commission

Secondary Purpose for Why SCE Collects, Stores, Uses, and Discloses Energy Usage Information

SCE does not collect, store, use, or disclose Energy Usage Information for any other purpose that is not a primary use.

Disclosure of Energy Usage Information to Third Parties

We do not disclose your Energy Usage Information to third parties without your prior explicit written consent, except in the following cases:

- **Third Parties Under Contract with SCE** to provide the essential services described in the prior section. Our contracts with the third-party contractors require them to have policies and procedures to protect our customers' Energy Usage Information from being disclosed.
- **Third Parties Under Contract by the CPUC** with whom we must share your Energy Usage Information or when the CPUC issues an order directing us to do so.
- **Governmental Agencies and Entities.** When governmental agencies use, collect, and store Energy Usage Information to perform energy efficiency, energy evaluation, or other specified services, or have obtained a CPUC Order or Resolution directing us to disclose your Energy Usage Information.

Southern California Edison Consolidated Privacy Notice

Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Privacy Notice

- **Legal Requests, Imminent Threat, or CPUC Order.** We may disclose your Energy Usage Information under the following circumstances:
 - Required by law, such as to comply with a warrant, subpoena, or similar legal process;
 - 1. Good faith disclosure is necessary to protect SCE's rights, your safety, or the safety of others, to investigate fraud;
 - Ordered by the CPUC, or governmental agencies with a statutory duty that necessitates access to the data they request when legally entitled to such information; and
 - Eligible academic researchers, local government entities, state and federal agencies authorized to receive Energy Usage Information through the [Energy Data Request Program \(EDRP\)](#).

Under all circumstances, we will limit the type and amount of Energy Usage Information shared with third parties to that which is reasonably necessary for the third party to accomplish the purpose for which it needs access to your Energy Usage Information.

How You Can Access Your Energy Usage Information

You may access your Energy Usage Information using any of the following methods:

- **SCE.com My Account.** If you are a customer, who has registered to use [SCE.com My Account](#), you may access your Personal Information, including Energy Usage Information, immediately. This is the quickest and most convenient way to obtain your Energy Usage Information. More information regarding downloading and Sharing your Energy Usage Information can be found in the [Access Energy Usage Data](#) section of our website.
- **Submit an Information Request Form.** You may submit an online [Information Request Form](#) to us to request your Personal Information, including Energy Usage Information.
- **Contact Our Energy Advisors.** You may contact our Energy Advisors at 1-800-655-4555 and request your Personal Information, including Energy Usage Information.

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How You Can Control the Collection, Use, Storage or Disclosure of Energy Usage Information

SCE will collect, use, store, or disclose Energy Usage Information consistent with this Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information. You may authorize other companies or persons to receive your Personal Information, including your Energy Usage Information. However, prior to sharing your Personal Information or Energy Usage Information, it is important to understand how others will use and share your information. Visit our [Access Energy Usage Data](#) page for more information regarding sharing your Personal Information and Energy Usage Information.

How You Can Limit the Collection, Use, Storage or Disclosure of Energy Usage Information

We offer certain choices about how we communicate with you and what Personal Information and Energy Usage Information we obtain. In some cases, you have the right to limit, or opt-out, the information you provide to us. You may use one of the methods in the Contact Us section below to learn more about ways to limit, or opt-out, of the collection, use, storage, or disclosure of Energy Usage Information.

- As stated in [Rule 6, Establishment and Re-Establishment of Credit](#) you may be asked to provide your Social Security Number for us to determine if you are subject to a deposit. **You have the right to not provide us your Social Security Number**, but you may be charged a deposit or have the deposit waived if enrolled in Direct Payment.
- One of the ways we provide you instant access to your bill, Energy Usage Information, make payments, and receive important alerts is by registering for the [SCE.com My Account](#) service, which requires you to provide us your email address. **You have the right not to provide your email address**; however, you will not be able to take advantage of our digital services such as electronic billing and payments.
- When we send promotional emails for products and services offered by SCE you will be provided the option to opt-out by clicking on the link located at the bottom of the email in order to unsubscribe from future mailings or by contacting us in the manner described in the Contact Us section. We will process your request within the legally required timeframe and stop sending you promotional emails unless you opt back in to receive such communication. If you are a customer who has registered to use [SCE.com My Account](#) to access your account on our

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website, you can opt out of future mailings by updating the Contact Information section within the Profile areas of [SCE.com My Account](#).

- You will not be able to opt-out of operational emails, which are non-promotional, utility-related communications, such as billing, outage, conservation, alerts, and safety messages.

To protect the confidentiality of your information, we encourage you to never share a SCE.com My Account user name and password, information from your customer bill (e.g., account number, Energy Usage Information), or other Personal Information, with anyone who could use this information to access your account without your consent. If you believe your Personal Information may have been compromised, contact us immediately.

Aggregation of Energy Usage Information

Periodically, we may aggregate your Energy Usage Information with that of others in various formats so your Energy Usage Information becomes anonymous and cannot personally identify you. We use the information for various analysis, reporting and program management purposes, including to analyze rates and rate structures, comply with regulations, such a posting aggregated usage information by zip code on our website, evaluate energy usage demand needs, and determine potential growth within a geographic area. This aggregated information is not considered Personal Information or Energy Usage Information and may be shared with third parties we do business with.

Retention of Energy Usage Information

We will retain your Energy Usage Information in compliance with law and only as long as reasonably necessary, as authorized by the CPUC to accomplish one of the primary purposes described above, or for a purpose you specifically authorize.

Security of Energy Usage Information

To assure Energy Usage Information is appropriately managed, SCE complies with applicable privacy and security laws and generally accepted information security standards to maintain reasonable safeguards for the security, integrity, and privacy of your Personal Information in our possession.

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Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Privacy Notice Changes to The Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

Changes to the Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information will be made as necessary, such as to reflect regulatory changes or at the California Public Utilities Commission's directive, which are reflected on this webpage.

Access to SCE's Current and Past Current Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

New customers will receive notification after confirming a new customer account. Existing customers will receive an annual communication from us, on in their utility bill, regarding how to obtain a copy of this Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information.

We may periodically update this Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information. Prior versions of the Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information may be found [here](#).

You may also access this Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information by using one of the methods listed in the below Contact Us section.

Contact Us

For assistance with privacy questions, concerns, or complaints, regarding the Notice of Accessing, Collecting, Storing, Using, or Disclosing of Energy Usage Information, please contact us using one of the following methods:

Southern California Edison
Attention: Chief Ethics & Compliance Officer
Post Office Box 800
Rosemead, CA 91770

Residential Customers: (800) 655-4555
Business Customers: (800) 990-7788

Email: Privacy@sce.com