



# Your Rights and Choices under the California Consumer Privacy Act

California consumers who are California residents and PG&E residential customers have specific rights under the California Consumer Privacy Act of 2018. As used herein, “PG&E” refers to Pacific Gas and Electric Company and/or PG&E Corporation, its parent company.

## The rights include:

- The right to request that PG&E disclose what personal information we collect, use, disclose and sell about you;
- The right to opt-out of PG&E’s sale to third parties of any personal information about you (PG&E does not sell and will not sell personal information about you for any monetary value);
- The right to require PG&E to delete personal information about you if the information is not legally required to be retained or otherwise subject to an exception from deletion.
- The right to be informed as to the categories of personal information collected about you, and the purposes for which the information will be used. This right applies to job applicants, employees, directors, officers and contractors, as well as consumers.

You may exercise your rights under the California Consumer Privacy Act as described in more detail below. Requests may be submitted through PG&E’s California Consumer Privacy Act consumer request webpage at [https://pgeipaprod.service-now.com/privacy\\_consumer](https://pgeipaprod.service-now.com/privacy_consumer) or by toll free telephone number **1-800-743-5000**. You can also exercise your rights by visiting a PG&E local office. A list of PG&E local offices near you can be found [here](#).

## Access to Personal Information Upon a Verified Request

You have the right to request that PG&E **disclose certain information** to you about our collection and use of your personal information over the past 12 months.

Once we receive and confirm your verifiable consumer request (see **Exercising Your Access, Data Portability, and Deletion Rights**), we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

## Deletion Request Rights

In addition, you have the right to request that PG&E **delete any of your personal information** that we collected from you, subject to certain exceptions, including when required to be retained by law or for our essential business or public utility purposes, such as providing services or products to you. These exceptions include record retention schedules and other requirements mandated by the California Public Utilities Commission that effectively prohibit deletion of certain personal information.

Once we receive and verify your consumer request, we will delete your personal information from our records, unless an exception applies.

## Exercising Your Access, Data Portability, and Deletion Rights

To exercise the access, data portability, and deletion rights described above, please submit a request using one of the following methods:

- Visiting [https://pgeipaprod.service-now.com/privacy\\_consumer](https://pgeipaprod.service-now.com/privacy_consumer)
- Calling us at **1-800-743-5000**
- Visiting any PG&E office. You can locate a PG&E office near you **here**.

PG&E cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request and whenever feasible, we will match the provided identifying information to the personal information provided when you started your PG&E utility service. If you wish to authorize a third party to make a request on your behalf, you must contact the PG&E Privacy Team directly and must provide a valid California power of attorney. Such power of attorney must meet the requirements of Probate Code sections 4000 to 4465.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period.

You may also make a verifiable consumer request on behalf of your minor child.

## Response Timing and Format

We will respond to a verified consumer request for personal information within 45 days of receipt. If we require more time (up to 45 additional days), we will notify you of the reason and extension period in writing. We will deliver our written response by mail or email address submitted by you and through a secure link, at your preference. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response will also explain the reasons we cannot comply with a request, if applicable.

For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## Personal Information Sales Opt-Out and Opt-In Rights (“Do Not Sell”)

If you are 16 years of age or older, you have the right to direct us to not sell your personal information at any time (the “right to opt-out”). We do not sell the personal information of consumers we actually know are less than 16 years of age, unless we receive affirmative authorization (the “right to opt-in”) from either the consumer who is at least 13 but not yet 16 years of age, or the parent or guardian of a consumer less than 13 years of age.

Consumers who opt-in to personal information sales may opt-out of future sales at any time. Except possibly for “cookies” obtained by third parties when you visit PG&E’s website or online services, PG&E has not sold consumers’ personal information in the preceding 12 months for any monetary value and does not intend to sell in the future for any monetary value. However, we could be involved in programs that could be considered a “sale” under the California Consumer Privacy Act, such as in connection with cookies that our business partners may have collected on our website or online services in the preceding 12 months. If you have visited PG&E’s website or a website operated on behalf of PG&E in the last twelve months, electronic “cookies” and other metadata about you may have been obtained by PG&E business partners for their commercial use, unless you have disabled or opted-out of the use of your “cookies” when you visited the websites.

## Non-Discrimination

We will not discriminate against you for exercising any of your California Consumer Privacy Act rights. Unless permitted by law, PG&E will not as a result of you exercising your privacy rights under the California Consumer Privacy Act:

- Deny goods or services to you.
- Charge you different prices or rates for goods or services, including through the use of discounts or other benefits, or imposing penalties.
- Provide a different level or quality of goods or services to you, if you exercise your rights.
- Suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.