

How Can I Terminate My Rule 24 Data Sharing Authorization?

The steps for cancelling your data sharing authorization depend on how you originally created your authorization. There are two ways you could have created your authorization:

1. **Online:** If you had previously authorized data sharing using the online process (see sample screen shot below) follow the steps listed in Section A.

The screenshot shows the 'Share My Data' interface. At the top left is the PG&E logo and the title 'Share My Data'. On the top right, it says 'Logged in as customer-1 | Contact Us' and 'Powered By Green Button Connect My Data'. Below the title, it says 'DRP Company request data access and actions as follows:'. The user information is 'Name: Customer 1' and 'Email: email@pge.com'. A note says 'Quickly authorize access to your data and allow necessary changes to your services as described in the details below.' There are four columns of information: 'Basic Information' (name and address), 'Billing Information' (billing records, meter reads), 'Account Information' (account numbers, service dates), and 'Usage Information' (Electric and/or Gas usage data). Below these are 'Program Enrollment', 'Meter Reprogram', and 'PDP Disenroll'. A 'Shared Accounts and Service IDs' section has a search filter and a list of accounts, with one account selected: 'Smith, Pat - 01-18-18-123456 - Account # : 0123456789 - Account UUID: 0987654321'. At the bottom, there are 'Access duration' (Indefinite), 'Note' (You can revoke this authorization any time.), 'Terms and Conditions' (by submitting I agree to the Terms and Conditions), a 'Cancel' link, and a 'SUBMIT' button.

2. **CISR-DRP Form:** If you had previously signed a CISR-DRP form (see sample screen shot below) follow the step listed in Section B



CUSTOMER INFORMATION SERVICE REQUEST FOR DEMAND RESPONSE PROVIDER (CISR-DRP)

**IMPORTANT INFORMATION FOR CUSTOMERS – BE SURE TO READ FIRST
THIS IS A LEGALLY BINDING CONTRACT – READ IT CAREFULLY**

Pacific Gas and Electric Company’s (PG&E’s) Electric Rule 27 and its corresponding privacy policies, which can be found at www.pge.com/about/company/privacy/customer, generally do not allow for the disclosure of customers’ personal information, such as your name, address, phone number, or electric account and billing information, to third parties unless you expressly authorize us to do so. This form allows you to exercise your right to disclose your personal energy-related information to up to two collaborating Non-Utility Demand Response Providers (DRPs), pursuant to PG&E’s Electric Rule 24 (Rule 24), so that you may obtain Demand Response services. Rule 24 can be accessed at www.pge.com/tariffs/tm2/pdf/ELEC_RULES_24.pdf. This form may be used for authorization to release Bundled, Community Choice Aggregation (CCA), and Direct Access (DA) customer’s personal energy-related information. In some cases two different DRPs may collaborate to help a customer obtain Rule 24 Demand Response services. Accordingly, this form allows for disclosure of your information to both a Primary DRP and an optional Secondary DRP. Once you authorize access by the DRP(s) to your personal energy-related information, you are responsible for ensuring that the DRP(s) safeguards this information from further disclosure without your consent. Authorization for PG&E to release your information under Rule 24 is a separate agreement from the one you may have or may make with the DRP(s) for their services.

This form also grants the DRP(s) the ability to request that PG&E make limited changes to the PG&E electric meter(s) serving your Service Agreement(s), as specified in Section C below.

I, (Customer),

Customer Name According To PG&E Records			
Contact Name (if different from above)	First	Last	
E-Mail		Phone	

(You are required to provide at least your e-mail or phone number.)

do hereby (check only one) AUTHORIZE (sign Section D) REVOKE (sign Section H) the following DRP(s):

Name of Primary DRP		PG&E Rule 24 ID	
E-Mail		Phone	

If you are unsure which authorization method you used, contact our team at Rule24program@pge.com for help.

Section A: How to Terminate an Online Authorization

PG&E customers have two options for cancelling an online authorization.

Option 1: Cancel online through PG&E’s “Your Account”

1. Visit <https://www.pge.com>
2. Log into “Your Account” dashboard
3. Scroll to the bottom of the page and select the “Share My Data” link on the lower right side
4. Share My Data page will load with all active authorizations listed under “Current Authorizations”

5. To cancel an active authorization, select the blue pencil icon
6. Select the Cancel Authorization button
7. When the Cancel Authorization confirmation page loads, select “Yes”
8. A confirmation page along with an email will be sent to you confirming your revocation

Option 2: Cancel from your Demand Response Provider’s (DRP) website

1. Visit your third party DRP’s website
2. Log into your account from the DRP’s webpage
3. Select Cancel Authorization
4. Share My Data page will load with all active authorizations listed under “Current Authorizations”
5. To cancel an active authorization, select the blue pencil icon
6. Select the Cancel Authorization button
7. When the Cancel Authorization confirmation page loads, select “Yes”
8. A confirmation page along with an email will be sent to you confirming your revocation

Section B: How to Terminate a CISR-DRP Form

Contact the Rule 24 team at Rule24Program@pge.com for instructions on cancelling an authorization created by a CISR-DRP form.