

# 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'. The main heading is 'DRP Company request data access and actions as follows:'. Below this, user information is displayed: 'Name: Customer 1' and 'Email: email@pge.com'. A note states: '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, history, meter reads), 'Account Information' (account numbers, agreement numbers), and 'Usage Information' (Electric and/or Gas usage data). Below these are 'Program Enrollment', 'Meter Reprogram', and 'PDP Disenroll' sections. A 'Shared Accounts and Service IDs' section contains a search bar 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.), and 'Terms and Conditions' (by submitting I agree to the Terms and Conditions). 'Cancel' and 'SUBMIT' buttons are at the bottom.

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 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),

Form with fields for Customer Name, Contact Name (First/Last), and E-Mail/Phone.

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

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

Form with fields for Name of Primary DRP, E-Mail, PG&E Rule 24 ID, and 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](mailto:Rule24Program@pge.com) for instructions on cancelling an authorization created by a CISR-DRP form.