

## **The Southern California Edison Privacy Notice Was Updated on December 19, 2019.**

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 that we receive through our interactions with you, including through your computer or mobile device or as an SCE customer through our Advanced Metering Infrastructure, which includes our Edison SmartConnect™ and Real Time Energy Meter systems. Information regarding how we collect, use, share and store your information from our Edison SmartConnect™ and Real Time Energy Meter systems may be found in our [Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information](#) notice.

### **Your Rights to Your Information**

You have the right to request that the Company disclose certain information to you about our collection and sharing of your personal information, over the past 12 months, by [submitting](#) an online request or by calling us at (800) 655-4555. If you are the owner or authorized third party listed on multiple customer accounts, you must submit a separate verifiable personal information requests for each account. You may submit up to two requests during a rolling 12-month period.

Read the [Website Privacy Notice](#) for more information regarding the categories of personal information we may collect and share.

### **Personal Information**

We define Personal Information as any information used alone or combined with other information that can uniquely identify, contact, or locate an individual, groups of individuals, or a business entity.

This information includes first name or initial and last name, home or business address and telephone number, government issued identification numbers, bank account numbers, email addresses, user names, passwords, security question answers, fingerprints, retina or iris images, customer or service account numbers, or other information that is specific to you as our customer. Detailed Energy Usage Information (of less than 60-minute intervals) obtained through SCE's Advanced Metering Infrastructure, when associated with any information that can reasonably identify an individual, family, household residence, or other non-residential customer is also considered Personal Information.

### **Protection of Personal Information**

We have measures in place designed to help prevent your information from accidental loss and from unauthorized access, use, and disclosure. 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.

### **Our Commitment to Your Privacy**

To help keep your Personal Information secure, we regularly communicate and train our privacy and security expectations to SCE employees and enforce these safeguards within SCE.

## Prior and Other Privacy Notices

Prior versions to our Privacy Notice may be found [here](#).

Please take a moment and review the [Website Privacy Notice](#) and the [Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information](#) to understand what information SCE may obtain when using our website or through our Edison SmartConnect™ and Real Time Energy Meter systems. For your convenience, a [Consolidated English Only Privacy Notice](#) is available.

## Jurisdictional Issues

This website is controlled and operated by us 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

If you have questions or concerns regarding this Privacy Notice, please contact us at:

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: [IGInformationGovernance@sce.com](mailto:IGInformationGovernance@sce.com)

Superseded

## **The Southern California Edison Website Privacy Notice Was Updated on December 19, 2019.**

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 that we receive through our interactions with you, including through your computer or mobile device or as an SCE customer through our Advanced Metering Infrastructure, which includes our Edison SmartConnect™ and Real Time Energy Meter systems.

Southern California Edison (SCE) wants you to know how we collect, use, share, and store your information that we receive through our interactions with you via our website. 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**".

### **Your Rights to Your Information**

You have the right to request that the Company disclose certain information to you about our collection and sharing of your personal information, over the past 12 months, by [submitting](#) an online request or by calling us at (800) 655-4555. If you are the owner or authorized third party listed on multiple customer accounts, you must submit a separate verifiable personal information requests for each account. You may submit up to two requests during a rolling 12-month period.

### **Information We Collect**

We will not automatically collect Personal Information through your access or use of our website unless you voluntarily provide it to us. However, 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, authenticate, and fulfill your service request.

Personal Information includes, but is not limited to, categories of information if it identifies, relates to, describes, is capable of being associated with, or could be reasonably linked, directly or indirectly, with a consumer or household.

Depending on your relationship with our Company some or all the following categories of information collected during the prior 12-months may apply to you.

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	Category Name	Category Description
A	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
B	Personal Information Categories Listed in the California Customer Records Statute (Cal. Civ. Code § 1798.80(e))	Information that identifies, relates to, describes, or is capable of being 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.  This information will not include publicly available information that is lawfully made available to the general public from federal, state, or local governments.  Some personal information included in this category may overlap with other categories.
D	Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consumer histories or tendencies
E	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
F	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
G	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
H	Sensory Data	Audio, electronic, visual, thermal, olfactory, or similar information
I	Professional or Employment-Related Information	Current or past job history or performance evaluations
K	Inferences Drawn from Other Personal Information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes

**Non-Personal Information**

Personal Information **does not** include publicly available information that is 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.

**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

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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.

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).

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

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.

### Social Login Authentication Option

To assist with logging in to SCE digital services, such as SCE.com My Account, we may provide the option for identifying yourself by using a social media login, such as Google, Amazon Alexa, or other permitted social media platforms, through utilizing a standard authentication framework. When using a permitted social media platform to authenticate yourself, you will be directed back to your SCE.com account to validate your User Identification. The social media platform used will provide us information about your identity, but it will not be stored. After successfully authorization, our SCE.com account will be linked to social media account you authorized. You may discontinue the use of the social media login at any time; however, if the social media login is your sole means of accessing SCE digital services, you will need to create a separate SCE.com User ID and password to continue to use our digital services.

## 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 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.

The Non-Personal and Personal Information that 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 that you interact with to make sure you understand how they use your information.

## 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](http://AboutCookies.org) for instructions, by browser type, regarding how to control your cookies' settings within your browser.

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.

Our Services contains links and icons to other websites, including social media sites, and we do not control their collection or sharing of information about you. Refer to the above Linked Websites and Online Web Services section for more information.

## 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;

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- 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.

### 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 you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- The third parties we contract with to provide utility-related services such as needing access to such Personal Information, but only (a) to the extent necessary to render utility-related services; and (b) provided they have agreed in writing to adhere to certain confidentiality and security obligations consistent with the terms of this Privacy Notice.
- Good faith disclosure is 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 Website 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.



## Disclosures of Personal Information for a Business Purpose

Depending on your relationship with our Company, some or all the following categories of Personal Information may have been disclosed for a business purpose:

	Category Name	Category Description
A	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
B	Personal Information Categories Listed in the California Customer Records Statute (Cal. Civ. Code § 1798.80(e))	<p>Information that identifies, relates to, describes, or is capable of being 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 that is lawfully made available to the general public from federal, state, or local governments.</p> <p>Some personal information included in this category may overlap with other categories.</p>
D	Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consumer histories or tendencies
F	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
G	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
H	Sensory Data	Audio, electronic, visual, thermal, olfactory, or similar information
I	Professional or Employment-Related Information	Current or past job history or performance evaluations
K	Inferences Drawn from Other Personal Information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

## Children

We do not solicit any information from 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

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.

## Your Rights and Choices

The California Consumer Privacy Act ("CCPA") provides consumers with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

## Access to Specific Information and Data Portability Rights

You have the right to request that the Company 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, we will disclose to you:

- The categories of Personal Information we collected about you;
- The source from which the information was collected;
- Our business or commercial purpose for collecting or selling that Personal Information;
- The categories of service providers with whom we share that Personal Information; and
- The specific pieces of personal information the business collected about you.

## Deletion Request Rights

You have the right to request that the Company delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable personal information 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:

1. Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et. seq.*).

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6. Comply with a legal obligation, including the sharing of personal information ordered by the California Public Utilities Commission, such as 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.
7. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us, which follows this Notice.
8. Comply with a legal obligation.
9. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

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

To exercise the access, data portability, and deletion rights described above, please submit a verifiable personal information request to us by either calling us at (800) 655-4555 or [submitting](#) an online request. If you are the owner or authorized third party listed on multiple customer accounts, you must submit a separate verifiable personal information requests for each account.

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

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We 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 personal information request to verify the requestor's identity or authority to make the request.

### Response Timing and Format

We will attempt to respond to a verifiable personal information request within forty-five (45) days of its receipt. If we require more time, up to an additional 45 days, we will inform you of the reason and extension period in writing. Unless otherwise indicated, we will respond via a secure email link to the email address on file.

Any disclosures we provide will only cover the 12-month period preceding the verifiable personal information request receipt. The response we provide 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 without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or clearly 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 Sale Prohibition

We are prohibited by Public Utilities Code Section 8380(b)(2) from selling customer data or personally identifiable information and sharing the data except in limited exceptions as described in the manner listed above.

## Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights, including:

- Denying you services.
- Charging you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Providing you a different level or quality of services.
- Suggesting that you may receive a different price or rate for services or a different level or quality of services.

## 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.

## Jurisdictional Issues

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 find out 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

If you have questions or comments about this Notice, please contact us at:

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

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Email: [IGInformationGovernance@sce.com](mailto:IGInformationGovernance@sce.com)

Superseded

## ***The Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Was Updated on December 19, 2019.***

This Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information, hereafter referred to as the "Notice", applies to you if you receive electric utility service from Southern California Edison (SCE). SCE understands the importance of protecting your Energy Usage Information, assuring it is appropriately collected, secured during transfer, and properly stored. Please take a moment to familiarize yourself with our Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information Notice.

Energy Usage Information is detailed electrical consumption data (of less than 60-minute 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 other non-residential customer. Examples of this information include detailed electrical consumption data combined with your name and utility account number. We regard Energy Usage Information as a type of Personal Information. For more detail on other types of Personal Information, please click [here](#).

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

### **Why SCE Collects Energy Usage Information**

Consistent with [Rule 3, Application for Service](#), SCE collects, stores, uses, and under limited circumstances, discloses Energy Usage Information to provide essential services to its customers. An SCE activity is an essential service if it is in connection with:

- Providing or restoring your electrical power;
- Generating your electric bill;
- Fulfilling system, grid, or operational needs;
- Providing you the ability to see your energy usage on a next-day basis, for customers with an Edison SmartConnect™ meter, by logging into My Account on SCE.com;
- Providing other services as required by state or federal law, or by an order of the California Public Utilities Commission (CPUC); or
- Planning, implementing, or evaluating SCE's Demand Response, Energy Management, or Energy Efficiency programs.

### **Use of Your Personal Information**

Subject to applicable laws, SCE uses your Personal Information and Energy Usage Information to forecast future customer or operational needs, as well as being able to notify you of products and services of interest. When contacting our Customer Contact Center, SCE records your conversation with an Energy Advisor and SCE uses speech analytics to improve customer satisfaction.

### **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:

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- **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.
- **Legal Requests, Imminent Threat, or CPUC Order:** We may disclose your Energy Usage Information under the following circumstances:
  1. Required by law, such as to comply with a warrant, subpoena, or similar legal process;
  2. Good faith disclosure is necessary to protect our rights, your safety, or the safety of others, to investigate fraud;
  3. 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
  4. 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 Manage and Control Your Personal Information

We offer certain choices about how we communicate with you and what Personal 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 to learn more about ways to limit, or opt-out, of the collection and sharing of your 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, 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 website, you can

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opt out of future mailings by updating the Contact Information section within the Profile areas of [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, and safety messages

To ensure the confidentiality of your information, we encourage you to never share user name and password, information from your customer bill, including your 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 Your 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 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 or as authorized by the CPUC to accomplish one of the primary purposes described above or for a purpose you specifically authorize.

### **Access to SCE's Past and Current Privacy Notice**

We may periodically update this Notice. You can access this Notice, including all updates and prior versions, by clicking [here](#). You may also access this Notice by calling SCE at (800) 655-4555 for residential customers or (800) 990-7788 for business customers. You will annually receive communication from us, on your utility bill, regarding how to obtain a copy of this Notice.

### **Contact Us**

If you have questions about this Notice, or to find out how you can limit, view, or dispute your disclosed information, you may contact us at:

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



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Email: [IGInformationGovernance@sce.com](mailto:IGInformationGovernance@sce.com)

Superseded