

Customer Confidentiality Policy

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

Silicon Valley Clean Energy (SVCE), its employees, agents, contractors, and affiliates shall maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, email addresses, account numbers, and electricity and gas consumption, except where reasonably necessary to conduct SVCE's business or to provide services to customers pursuant to the "Rules Regarding Privacy and Security Protections for Energy Usage Data" issued by the California Public Utilities Commission (CPUC). Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to (a) comply with law, regulation, or court order; (b) enable SVCE to provide service to its customers; (c) collect unpaid bills; (d) obtain and provide credit reporting information; (e) resolve customer disputes or inquiries; (f) communicate about demand response, energy efficiency, energy management, and conservation programs, or (g) in situation of imminent threat to life or property. SVCE shall not, under any circumstance, disclose customer information for third-party telemarketing, e-mail, or direct mail solicitation. Aggregated data that cannot be traced to specific customers may be released at SVCE's discretion.

Customer data, including individual customer names, addresses, and electric energy usage data, is collected via PG&E's metering systems. SVCE may share customer data with contractors and vendors for purposes of providing services and operating programs. Contractors and vendors are required to agree to only use customer data for program operational purposes and protect it under the same standards as SVCE. SVCE maintains customer-specific electricity and gas usage and billing information for only as long as is reasonably necessary, typically not more than five years unless otherwise required by law or regulation. Separately, SVCE customers may elect to authorize the secure sharing of their electricity and gas usage and billing data with third parties via SVCE services such as Data Hive.

The effective date of this policy is October 12, 2022. Notice of this policy will be provided annually to customers via an on-bill message guiding customers to the most updated version on Silicon Valley Clean Energy's website at www.SVCleanEnergy.org. Any changes to this policy between notification periods will be communicated through



Silicon Valley Clean Energy's website. Previous versions of this policy can be requested via email at info@SVCleanEnergy.org or by mailed request to Silicon Valley Clean Energy, Attention: Customer Care Team, 333 W. El Camino Real, Suite 330, Sunnyvale, CA 94087.

Customers having any questions or concerns regarding the collection, storage, use, or distribution of customer information, or who wish to view, inquire about, or dispute any customer information held by SVCE or limit the collection, use, or disclosure of such information, may contact the Customer Care Team via email at info@SVCleanEnergy.org, by phone at (844) 474-7823 or by mail at 333 W. El Camino Real, Suite 330, Sunnyvale, CA 94087.