

**Submitting Requests.** Requests to exercise the right to deletion, right to a copy, and / or the right to know may be submitted at <https://socalgas.com/privacy> or by contacting us at 1-800-427-2200 (toll free). We will respond to verifiable requests received from California consumers or their authorized agents as required by law by matching the information provided against the information we have about you or requesting that you log into your account. If we are unable to adequately verify a request, we will notify the requestor. Authorized agents will be required to provide proof of their authorization, and we may also require that the relevant consumer directly verify their identity and the authority of the authorized agent.

#### Annual CCPA 2020 Metrics

Type of Requests	Customer Requests	Non Customer Requests	Total	Fulfilled Requests	Failed Validation	Canceled	Median Number of Days to Process
Right to Know Report Requests	43	7	50	42	3	5	14
Deletion of Data Requests	32	2	34	29	0	5	30
Opt-Out Requests	0	0	0	0	0	0	0
TOTAL	75	9	84	71	3	10	N/A

Please note, in accordance with required provisions of the CCPA, Opt-out requests are not offered since The Southern California Gas Company does not sell consumer's information.