

CONSUMER HEALTH DATA PRIVACY POLICY

Effective: May 29, 2025

This Consumer Health Data Privacy Policy (“**Health Policy**”) governs the collection, processing, use, and sharing of Consumer Health Data (as defined below) by Puget Sound Energy, Inc. (“**PSE**,” “**we**,” “**our**,” or “**us**”) and the rights of Consumers (as defined below) with respect to their Consumer Health Data.

For additional information relating to our general privacy practices in connection with our website, and additional rights you may have, please visit our Privacy Policy <https://www.pse.com/en/pages/privacy>. In the event of a conflict between our Privacy Policy and this Health Policy, the Health Policy will control.

Relevant Definitions

“**Consumer**” (or “you”) means both (i) a natural person who is a resident of the State of Washington, and (ii) a natural person whose Consumer Health Data is collected in the State of Washington, as long as such person is acting in an individual or household context. Consumer does not include an individual acting in an employment context.

“**Consumer Health Data**” means Personal Information (as defined below) that identifies the consumer's past, present, or future physical or mental health status, including, but not limited to, individual health conditions, treatment, diseases, or diagnosis; social, psychological, behavioral, and medical interventions; health-related surgeries or procedures; use or purchase of prescribed medication; diagnoses or diagnostic testing, treatment, or medication; or data derived from such categories of data. While this is the definition provided under Washington law, PSE does not collect much of this data. PSE only collects the information listed under ***Collection, Purpose, and Use of Consumer Health Data*** section below.

“**Personal Information**” means information that identifies or is reasonably capable of being associated or linked, directly or indirectly, with a particular consumer, including but not limited to data associated with a persistent unique identifier such as an IP address or device identifier, but does not include publicly available information.

Collection, Purpose, and Use of Consumer Health Data

PSE offers a Life Support and Medical Emergencies Program (“**LSME Program**”) designed to mitigate the impact of power shutoffs on PSE customers and to let field personnel know there is critical medical equipment in the residence. PSE also offers an additional Portable Battery Grant Service (“**PBGS**”) for those in the LSME Program (collectively, “**Programs**”), who require the use of a life support device that is dependent on electricity (“**Life Support Device**”). The PBGS provides portable batteries and related equipment (“**Equipment**”) free of charge to PSE customers who qualify because they require use of a Life Support Device and either: (1) receives PSE electric service at a location designated to be a high fire/threat area; or (2) qualifies as a low-income customer.

If you request participation in our Programs, we may collect the following Consumer Health Data from you:

- **Qualification for Programs.** When you request participation in the Programs, we collect from you your contact information (name of account holder, patient name, PSE account number, service address, telephone, and email address), information regarding your medical provider (their name and contact information), and medical information (the type of Life Support Device used) in order to verify that you require a Life Support Device. You may also consent, when you request participation in the LMSE Program, to allow PSE to notify local emergency partners and others that assist in emergencies. If you further request to participate in the PBGS, we also collect from you information regarding your Life Support Device (including the type of Life Support Device used, its energy inputs (volts, amps, and watts), the number of hours per day the Life Support Device is used, and whether you have any current backup power options). The reason (purpose) for collection of this Consumer Health Data is to determine whether you qualify and to fulfill the benefits of the Programs.
- **Installation of PBGS Equipment.** If you qualify for the PBGS, we collect additional Consumer Health Data when we install the Equipment, as defined above, including photographs and the serial number information related to the Equipment. We use this information to further fulfill the program benefits and troubleshoot any issues customers may have with the Equipment.

We collect, use, and share Consumer Health Data to the extent necessary for participation in the Programs at a Consumer's request. If PSE wishes to collect or share individual Consumer Health Data for any other purpose, PSE will obtain the Consumer's consent.

We may also deidentify or anonymize Consumer Health Data so that it cannot be reasonably reidentified by us or by others and we may use this deidentified data in a manner allowed under the law. If we deidentify or anonymize any data, we will maintain that data in a deidentified or anonymized form and will not attempt to reidentify the data except only to verify that our deidentification and anonymization methods work appropriately. If we share any deidentified or anonymized data with third parties, it will be under an obligation for those parties to maintain the data in a similar manner and not attempt to reidentify or deanonymize the data.

Retention of Consumer Health Data

We use the following criteria to determine whether it remains reasonably necessary to retain your Consumer Health Data for one or more disclosed operational purpose, or a processor's operational purpose(s): (i) whether there is a retention period required by statute or regulations; (ii) the existence of actual or threatened litigation for which we are required to preserve the information; (iii) the statutes of limitations for potential legal claims; and (iv) generally accepted best practices in our industry, including those related to the safety and security of our properties and assets. When we determine that it is no longer reasonably necessary to retain your Consumer Health Data for one or more disclosed operational purposes based on the above criteria, we will delete your Consumer Health Data.

Disclosure or Sharing of Consumer Health Data

We disclose or share Consumer Health Data with the following categories of third parties:

- **Buyer or other recipient in the event of a corporate reorganization.** In the event that we enter into, or intend to enter into, a transaction that alters the structure of our business, such as a reorganization, merger, acquisition, sale, joint venture, assignment, consolidation, transfer, change of control, or other disposition of all or any portion of our business, assets or stock, we would share Consumer Health Data with third parties, including the buyer or target (and their agents and advisors) for the purpose of facilitating and completing the transaction. We will also share Consumer Health Data with third parties if we undergo bankruptcy or liquidation, in the course of such proceedings.
- **Recipients in connection with Legal Purposes.** We may share Consumer Health Data where we are legally required to do so, such as in response to court orders, subpoenas, governmental/regulatory bodies, law enforcement or legal process, including for national security purposes. We may share Consumer Health Data with our legal advisors or auditors to establish, protect, or exercise our legal rights or as required to enforce our terms of service or other contracts or to defend against legal claims or demands. We also share this information with third parties as necessary to: prevent, protect against, or respond to any security incidents, identity theft, fraud, harassment, malicious or deceptive activities, or any activity that is illegal under Washington state law or federal law; preserve the integrity or security of systems; investigate, report, or prosecute those responsible for any such action that is illegal under Washington state law or federal law; to comply with the requirements of any applicable law; or to comply with our legal obligations.

Consent

Apart from the reasons identified above, we may request a Consumer's permission to collect or share their Consumer Health Data for a specific purpose. For example, we may request your permission to share that you have life support equipment with first responders to provide them with additional resources to provide you with aid. We will notify the person and request consent before we collect or share the Consumer Health Data or before the Consumer Health Data that the individual has already provided is shared for such purpose.

Sale of Consumer Health Data

We do not and will not sell customers' Consumer Health Data.

Rights of Consumers

Consumers have the following rights:

- (a) Right to Know/Access. A Consumer has the right to confirm whether we are collecting, sharing, or selling Consumer Health Data concerning the individual and to

access such data, including a list of all third parties and affiliates with whom we have shared or sold the Consumer Health Data and an active email address or other online mechanism that the consumer may use to contact these third parties.

(b) Right to Withdraw Consent. A Consumer has the right to withdraw consent from our collection and sharing of Consumer Health Data.

(c) Right to Deletion. A Consumer has the right to have Consumer Health Data concerning the individual deleted. If we receive a request to delete any Consumer Health Data, we shall: (A) delete the Consumer Health Data from our records, including from all parts of our network, including archived or backup systems; and (B) notify all affiliates, processors, contractors, and other third parties with whom we shared Consumer Health Data of the deletion request.

Please note, however, that withdrawing consent for the collection, use, and sharing of Consumer Health Data or exercising the right to deletion may affect your ability to participate in PSE programs that use Consumer Health Data.

Exercising Your Rights

A Consumer may exercise their rights by calling PSE toll-free at 1-800-962-9498 or via email at customer.care@pse.com. You must provide us with sufficient information (e.g., name, account number, telephone number, and address) that allows us to reasonably verify you are the individual about whom we collected the Consumer Health Data and describe your request with sufficient detail to allow us to properly evaluate and respond to it. If we are not able to verify your requests with the information provided, we may ask you for additional pieces of information.

If you do not agree with our decision regarding your request to exercise a right, you may appeal our refusal to take action on a request within a reasonable period of time after your receipt of the decision by emailing us at customer.care@pse.com with the subject line of the email as “Rights Request Decision Appeal” and attaching our original written decision to your email. Within 45 days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decisions. If the appeal is denied, you may contact the attorney general to submit a complaint:

- Washington Attorney General Online Complaint Form:
<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>

Changes to this Health Policy

If we make material changes to this Health Policy, we will post a notice of the change on our website www.pse.com, and, if required by applicable law, notify you directly by email to the email address we have on file for you or by the method we use to transmit your bills.

Contact Us

If you have any questions or comments about your Consumer Health Data or our practices with respect to your information, please contact us at:

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