
California Privacy Notice



Last updated: November 1, 2026

The privacy of individuals connected with Metergy Solutions LLC and all its subsidiaries¹ (together, “**Metergy**” or “**we**”) is of great importance to us, and is something we take very seriously. This California Privacy Notice (“Privacy Notice” or “this Notice”) describes how we collect, handle, use, disclose and protect (collectively, “Processing”) Personal Information of **California residents** under our control, including on the Metergy website and the visitors/customer portal/client portal (collectively, the “Metergy Platform”). It is a supplement to our Privacy Policy available at www.metergysolutions.com/privacy-policy-us and you should read our [Privacy Policy](#) in its entirety.

Please read through this Notice in its entirety and understand its terms. We may update this Notice from time to time, so please check it occasionally. If we make a material update to this Notice, we will provide notice of the change by posting a temporary bulletin on our website, sending an email, and/or notating the change on our invoices. If applicable law requires us to obtain your consent to a materially new use of your Personal Information after a change to this Notice, we will obtain your consent or refrain from using your Personal Information we collected prior to the effective date of the change for that new purpose. Changes to this Notice are effective immediately upon posting to our website.

PERSONAL INFORMATION WE COLLECT

We collect information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, to any individual or a household (“Personal Information”). We also collect non-Personal Information that cannot be linked or associated with any individual person or household. When non-Personal Information is combined with other information so that it does identify an individual person, we treat that combination as Personal Information.

We may collect, use, store, disclose and transfer different kinds of Personal Information about you, which we have grouped together as follows:

- **Identifiers:** name, alias, postal address, unique personal identifier, online identifier, IP address, email address, telephone number, account name, or similar;
- **Financial:** bank account information and information related to other forms of payment, including credit card, debit card, and/or checking account information, and credit reports (however, Metergy retains only the last 4 digits of payment information from credit card, debit card, and/or checking account transactions);
- **Internet and Other Electronic Network Activity** such as internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform of the devices you use to access the Metergy Platform, browsing and search history, clicks, information about how you interact with our emails and digital advertisements, and other data collected by cookies (as defined in our [Privacy Policy](#));
- **Commercial Information:** products and services used relating to meters and service agreements for billing, occupancy dates, whether your premises is rented or owned, consumption and meter reading data, and collection information;
- **Audio and Visual Information:** content of telephone calls, text messages, emails, and other communications with us;
- **Sensitive Personal Information:** definitions of sensitive personal information vary by state, but typically include (but are not limited to): governmental identification numbers (Social Security, driver’s license, passport), and health or medical information.

¹ If one of our subsidiaries has adopted their own privacy policy that is consistent with the provisions of this Privacy Notice, it may supersede this Privacy Notice.

How Long Will Metergy Use My Personal Information?

We will only retain your Personal Information for as long as reasonably necessary to fulfill the purposes for which we collected it, as well as for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your Personal Information for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for Personal Information, we consider the amount, nature and sensitivity of the Personal Information, the potential risk of harm from unauthorized use or disclosure of your Personal Information, the purposes for which we process your Personal Information and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Children's Privacy. The Metergy Platform is intended for adult use only and is not directed towards children, minors, or anyone under the age of 18. If you are under the age of 18, you are not authorized to provide us with any Personal Information. You also are not authorized to provide us with Personal Information of any person under the age of 18.

HOW WE USE YOUR PERSONAL INFORMATION

We will collect, use and disclose your Personal Information for the following purposes:

Transactional Purposes:

- Process, fulfill, and deliver requests for services;
- Billing and collecting overdue amounts, including providing credit reports to credit reporting agencies;
- Reviewing the products and services that we provide;
- Reviewing the products and services that we obtain from third parties;
- Providing you with newsletters and energy or conservation tips; or
- Providing customer support.

Other Business Purposes:

- To market our and third parties' goods or services, including cross-context behavioral and targeted advertising (collectively "targeted advertising");
- Resolve disputes and troubleshoot problems and support;
- Enforce our terms and [Privacy Policy](#);
- Customize, measure, and improve our services and content;
- To protect our interests, including establishing, exercising, and defending legal rights and claims;
- As necessary to comply with legal requirements, to prevent fraud, to cooperate with law enforcement and regulatory authorities, and to stop other prohibited, illegal, or harmful activities; and
- For purposes disclosed at the time you provide/we request your Personal Information or as otherwise set forth in our [Privacy Policy](#).

We may collect, use, and disclose each category of Personal Information for each purpose described above.

We do not collect, use, or disclose your Personal Information to train large language models which are a type of artificial intelligence. We also do not collect, use, or disclose your Personal Information to engage in profiling or automated decision-making that has legal or similarly significant effects on you.

We collect, use, and disclose Sensitive Personal Information only in limited circumstances when necessary to comply with laws and regulations applicable to our services such as regulations prohibiting disconnection of service to consumers with certain medical conditions or regulations governing financial assistance to consumers.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We may disclose your Personal Information to third parties in the ways described below.

Landlord or Property Managers

We disclose information relating to billing, payments and collection services to a property's landlord or property manager.

Service Providers

We may use third-party service providers to perform certain business services and may disclose Personal Information to such service providers as needed for them to perform these business services. Business services provided include, but are not limited to, hosting services, communications services, the Metergy Platform development services, payment processing services, compliance services, analytics services, advertising/marketing services, and customer support services. The following categories of Personal Information that have been disclosed to service providers and internal third parties for a business purpose include:

- Contact Information;
- Financial Information;
- Internet and Other Electronic Network Activity;
- Commercial Data; and
- Audio and Visual Information.

Personal Information provided to our service providers may be stored and processed outside of the United States. You acknowledge and agree that, as a result, your Personal Information may be processed, used, stored, or accessed in other jurisdictions and may be subject to the laws of those jurisdictions. For example, information may be disclosed in response to valid demands or requests from government authorities, courts, or law enforcement in other countries.

Credit Reporting Agencies

We may report payment history about accounts to credit reporting agencies to manage collections and business risks. This includes but is not limited to both on-time and delinquent payments and overdue accounts.

Business Transactions

We may do business with third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your Personal Information in the same

way as set out in our [Privacy Policy](#).

Legal Process

Subject to applicable law, we may disclose information about you: (i) if we are required to do so by law, regulation or legal process, such as a subpoena; (ii) in response to requests by government entities, such as law enforcement authorities; (iii) when we believe disclosure is necessary or appropriate to prevent physical, financial or other harm, injury or loss; or (iv) in connection with an investigation of suspected or actual unlawful activity.

Personal Information Sold or Shared

In the past twelve months we may have disclosed (and we may continue to disclose) personal information to advertising, social media, and analytics companies in situations that qualify as a “sale” or “sharing” (for targeted advertising purposes) under California law. You may opt-out of such disclosures as described below.

PRIVACY RIGHTS FOR CALIFORNIA RESIDENTS

To opt-out of third-party data collections from our Platform that qualify as sales or relate to targeted advertising, you must (1) use the cookie management tool on the website here: www.metergysolutions.com/cookie-management or (2) use your browser or a browser extension to send us a [Global Privacy Control](#) (GPC) signal.

Please read our [Privacy Policy](#) to learn more about additional privacy rights available to you and how to submit corresponding privacy requests.

QUESTIONS OR CONCERNS

Metergy's compliance with this Privacy Notice and with applicable privacy laws is overseen by our Privacy Officer. If you have any questions or concerns regarding this Privacy Notice or our privacy practices, please contact our Privacy Officer at the following address:

Privacy Officer
Metergy Solutions LLC
30-30 47th Avenue, Suite 540
Long Island City, NY 11101
Email: privacy@metergysolutions.com