



Essential Utilities, Inc. Website Privacy Practices

This privacy notice discloses the privacy practices for the Essential Utilities, Inc. (“Essential”) website: www.essential.co. This privacy notice applies solely to information collected by this website. It is intended to notify you of the following:

1. What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect misuse of your information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to and collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to:

- Respond to you regarding the reason you contacted us.
- Monitor use of our website.

We will not share your information with any third party outside of our organization, other than as necessary to: 1) fulfill requests; 2) provide our stated services; and 3) respond to requests from law enforcement or regulatory agencies.

Use of Cookies

From time to time, Essential and our authorized third-party partners may send a “cookie” to your computer. (Third-party partners help us provide some of the features or functionality on our website by using data about your use of our site.) A cookie is a small piece of data that is sent to your Internet browser from a web server and stored on your computer. A cookie, by itself, cannot read data from your hard disk or read cookie files created by other websites. A cookie, by itself, does not damage your system. We may use cookies to identify and keep track of, among other things, those areas of the website and third-party websites that you have visited in the past in order to enhance your next visit to the website. Our authorized partners may also use cookies to ascertain how many times that you have seen an advertisement or other specific content. We and our partners may use this information to better personalize the content, banners and promotions that you see on the website. You can choose whether or not to accept cookies by changing the settings of your Internet browser. If you choose not to accept cookies, your experience on the website may be diminished and some features may not be available or may not work as intended.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information from you, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only personnel who need the information to perform a specific job are granted access to personally identifiable information. The computers/servers in which we store sensitive information are kept in a secure environment.

If you have additional questions or comments of any kind, if you see anything on the website that you think is inappropriate, please contact us by phone at 610-520-6355 or by sending your comments or requests to:

Essential Utilities, Inc.
762 W. Lancaster Avenue
Bryn Mawr, Pennsylvania 19010
Attn: Online Services – Website Issues

EFFECTIVE AS OF: March 16, 2020

LAST UPDATED: March 16, 2020