



A  Sempra Energy utility®

Your guide to SDG&E® services

Helping you save energy and money



Whether you're interested in establishing service, an easier way to pay your bill, saving energy or learning about the variety of assistance services available, we're here to help.

Our Customer Service Center

Our Energy Service Specialists can help you access your account balance, pay your bill, make payment arrangements or find the SDG&E® office closest to you. Be sure to have your account number handy. You can also handle many account transactions online by visiting sdge.com.

Establishing service

Please notify us at least five working days before you need to start, stop or transfer service. By taking advantage of our remote start/stop service option when you move, you may be able to have your service changed more quickly. Visit sdge.com or call us at **1-800-411-7343** for more information.

Service guarantee

Our Service Guarantee assures you we will meet your next service call appointment or we'll give you a credit on your bill.

Service charges

A Service Establishment Charge of up to \$5 per meter is applied on your first bill to establish service.

Deposit - A deposit may be required if you haven't established credit with us. After paying your bill on time for 12 consecutive months, your deposit plus interest will be applied to your bill.

Deposit alternatives - We offer three options to satisfy the deposit request:

- Call before the due date to make payment arrangements.
- Have someone co-sign for your account.
- Provide us with a good credit reference letter from your previous utility company.

Please contact us if you would like to place an additional safeguard on your account.

Service concerns

If you have concerns about our service, contact the California Public Utilities Commission at **1-800-649-7570**, or 505 Van Ness Avenue Ste. 2250, San Francisco, CA 94102. You also can send an email to consumeraffairs@cpuc.ca.gov.

SDG&E Contact Information

Customer Service 1-800-411-7343

Emergency 1-800-611-7343

Website sdge.com

Email info@sdge.com



Service emergencies

Gas emergencies - If you smell gas in or around your home, use a telephone outside your home and notify the fire department or call us at **1-800-411-7343**. If you do not receive gas service from us, please call your gas service provider immediately.

Power outages - If your power is interrupted or if you see a downed power line, please call us at **1-800-411-7343** to report it. For your safety, please stay far away from any downed power lines.

About your SDG&E bill

You'll receive your bill once a month. An opening or closing bill may cover fewer days if service was started or stopped in the middle of the billing period. Your bill is due and payable at the time you receive it.

Bill payment options

You may pay your bill by choosing from any of the following options:

- **My Account** - Allows you to access, organize, save and track up to 25 months of account information.
- **Mail** - Use the envelope provided with your bill and include a check or money order. Please do not send cash.
- **Automatic Pay** - Allows you to set up automatic, monthly payments from your bank account.
- **Pay-by-Phone** - Lets you pay your bill from your checking account by calling a toll-free number.
- **Branch office or payment location** - Pay your bill at an office or authorized payment location.

For more information on our bill payment options, visit [sdge.com](https://www.sdge.com) or call us at **1-800-411-7343**.

Level Pay Plan

If you'd like to have more predictable energy bills each month, our Level Pay Plan (LPP) is free and can help. This plan helps smooth out the ups and downs

of your monthly energy bill. These highs and lows are often caused by changes in the weather and how you use your appliances.

LPP will average your annual energy use and costs during a 12-month period. You pay an average bill amount each month instead of actual charges.

To apply either call us at **1-800-411-7343** or visit [sdge.com/lpp](https://www.sdge.com/lpp).

Payment arrangements

Contact us immediately if you think you may have difficulty paying your bill. A representative will try to help you arrange a payment plan. We can also provide you with the names of organizations and agencies that help people pay their utility bills. Or, if you're registered for My Account you can make payment arrangements online. To sign up, visit [sdge.com/myaccount](https://www.sdge.com/myaccount).

If you don't pay your SDG&E bill on time or make suitable payment arrangements, your service could be disconnected. To turn it back on, you'll have to pay your bill in full, plus a reconnection charge, and you may be required to pay a deposit.

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*Register for My Account
at [sdge.com/myaccount](https://www.sdge.com/myaccount)*

Financial assistance

We offer a number of programs and services that may help lower your bill. More information about each program is available via the phone numbers and websites listed in our Quick Reference Guide section. You can also call **1-800-411-7343** or visit **[sdge.com/assistance](https://www.sdge.com/assistance)**.

California Alternate Rates for Energy (CARE) -

The CARE program offers a monthly savings of 30% or more on your bill. You may qualify if you meet the income guidelines or participate in certain public assistance programs.

Family Electric Rate Assistance (FERA) - For households with three or more persons, this program provides a 12% discount on electricity costs once energy usage reaches certain levels.

Free improvements and appliances for your home -

The Energy Savings Assistance program provides no-cost improvements such as weatherstripping,

lighting, low-flow showerheads and select new appliances. You may qualify if you meet the income guidelines.

Medical Baseline Allowance - People with medical conditions requiring heat, air conditioning or life-support equipment can get gas and electricity at the lowest rates. Doctor certification is required. *Household income is not a factor for qualifying.*

Temperature Sensitive Program - Provides advance notification of rotating outages for customers vulnerable to extreme temperature changes or homes that must be kept at a constant temperature. Medical Baseline participants are automatically enrolled.

Gas Appliance Operating Check - We'll send a serviceperson to your home to perform operational checks on your natural gas appliances at no charge to you. To safely and efficiently operate your gas appliances, we recommend that you have them checked each year.



Schedule an annual checkup for your gas furnace so it's ready when you need it.

Third-Party Notification - Designate a friend, relative or community agency to receive any payment notices you receive from us. This “third party” can then bring notices of late payment or service interruption to your attention and offer advice or assistance.

Services for the visually impaired - We'll come to your home and mark range dials and thermostats to make them easier to use for customers with limited vision. Billing information is available in Braille, and a brochure “Extra Help for those Who Need it Most” summarizing our services is also available in Braille.

Need a new appliance?

With SDG&E Marketplace you can shop, compare prices and get rebates on the most energy-efficient products for your home.

- Learn about the energy efficiency of a particular product.
- Compare pricing across multiple retailers.
- Check for rebates prior to purchase.
- Purchase products directly from participating retailers.

Learn more at marketplace.sdge.com.

Energy information

A variety of free brochures are available to help you use energy wisely and safely. Get brochures at any of our branch offices, or download at sdge.com/forms or call us at **1-800-411-7343**. For speech or hearing impaired customers, TDD/TTY is available a **1-877-889-7343**.

Quick reference guide to programs and services:

Billing

1-800-411-7343
sdge.com/myaccount

California Alternate Rates for Energy (CARE)

1-877-646-5525
sdge.com/care

Energy brochures & information

1-800-411-7343
sdge.com/forms

Energy Saving Assistance Program

1-866-597-0597
sdge.com/esap

Family Electric Rate Assistance (FERA)

1-877-646-5525
sdge.com/fera

Gas Appliance Check

1-800-411-7343
sdge.com/serviceorder

Home Energy Efficiency Survey

1-800-644-6133
sdge.com/survey

Medical Baseline Allowance

1-800-411-7343
sdge.com/medicalbaseline

Rebates

1-800-644-6133
sdge.com/rebates

Services for the visually impaired

1-800-411-7343
sdge.com/assistance

Temperature Sensitive Program

1-800-411-7343
sdge.com/tempsensitive

Third-Party Notification

1-800-411-7343
sdge.com/assistance

Connect with us at ***sdge.com***
and on social media:



Twitter.com/sdge

Facebook.com/SanDiegoGasandElectric

Pinterest.com/sdge

Instagram.com/sdge

YouTube.com/SDGEWebmaster

LinkedIn.com/company/san-diego-gas-&-electric



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Connect at ***sdge.com***