

YOUR SAFETY > > >

Breathe easier this winter: Know how to spot carbon monoxide

Even though you can't see, taste or smell carbon monoxide, this harmful gas can rob you of oxygen, causing serious illness or even death.

First, prevent it

Carbon monoxide is formed when carbon-based fuels – such as oil, gasoline, propane or natural gas – don't burn completely. To help prevent carbon monoxide from being produced, keep your natural gas appliances in good working order. This includes an annual checkup of your gas furnace, available to our natural gas customers. Or you can schedule a checkup by calling a licensed, qualified heating or plumbing contractor.

Look for warning signs

Be alert for the following warning signs of carbon monoxide when using natural gas appliances such as a furnace:

- A yellow, large and unsteady burner flame (except in decorative logs with gas flames).
- An unusual, pungent odor that may indicate another byproduct of incomplete combustion.
- Unexplained nausea, drowsiness or flu-like symptoms in household members.

What to do if you suspect carbon monoxide

Take these steps if you think you've been exposed to carbon monoxide:

- Immediately turn off the suspected gas appliance, if it's safe to do so.
- Leave the house and call 911.
- Seek medical attention for anyone who feels ill.



- Have the appliance inspected immediately by a licensed, qualified heating or plumbing contractor or, if you're an SDG&E gas customer, call us at 1-800-411-7343 for an inspection.
- If necessary, have your contractor service or repair the appliance. Don't use it again until your contractor or an SDG&E technician confirms it's safe to use.

For more tips on energy-related safety, visit sdge.com/safety.

SERVICE > > >

Try new online scheduling for your gas appliance service requests

The next time you'd like to have your gas appliances checked, make an appointment online. Visit sdge.com/serviceorder or log in to My Account at sdge.com/myaccount.

Now you can schedule service requests online – and view upcoming appointments online – for the following natural gas appliance services. We offer these free services only to our residential and small commercial gas customers. We'll send a technician to your home or business to:

- Make sure gas appliances are working safely and adjust them, if necessary.
- Inspect your gas furnace once a year.
- Relight, shut off or check pilot lights for heaters and other gas appliances.
- Check gas water heaters when there's no hot water.

Online scheduling is usually quicker than scheduling by phone, and you'll have the same choice of appointment dates and times.

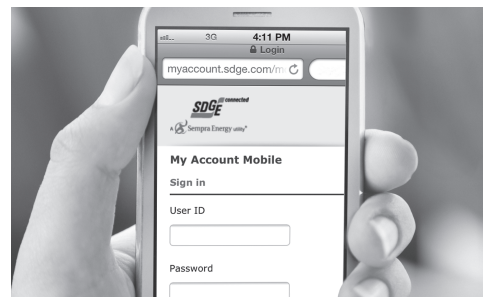
It's easy. To make an appointment through My Account, log in at sdge.com/myaccount, and click the “Check My Gas Appliances” link or the “Schedule Appointments” tab.

Otherwise, visit sdge.com/serviceorder and have your SDG&E account number and ZIP code ready to enter.

Once you've finished scheduling your gas service order online, you'll receive a confirmation email.

MY ACCOUNT UPDATE > > >

Now you can pay on the go



Now you can pay your SDG&E bill from your smartphone. When we email you to say your bill is ready to be viewed online, just click the link to log in to My Account. If you're using your smartphone, the My Account Mobile login page will appear automatically.

If you're not already enrolled in My Account, then sign up today for this free service at sdge.com/myaccount. It's the fast, easy way to pay your bill online, manage your account and help the environment by going paperless.

SAVINGS > > >

Understanding winter energy costs

With the colder weather and shorter days of winter, you're probably using more energy for home heating, water heating and lighting. The accompanying table will give you an idea of how seasonal changes in energy use can affect your energy bill.

The more you know, the more you can save, so check out the costs of running household appliances in "Your Energy Costs: A Room-by-Room Guide" at sdge.com/winter.

*Approximate operating costs are based on average energy costs for "low-use" and "high-use" households. Your household is considered "high-use" if your SDG&E bill shows you used over 130% of your baseline electric allowance. "Low-use" electric cost estimates reflect a rate of \$0.15 per kilowatt-hour (kWh). "High-use" electric cost estimates reflect a rate of \$0.30 per kWh. The price you pay may vary depending on your tiered rate and other factors. Natural gas estimates are based on a rate of \$1.18 per therm.

Appliance	Approximate operating cost*	
	Low-use household	High-use household
Home heaters		
Central heat, gas (including forced-air furnace fan)	\$0.97 per hour	\$0.97 per hour
Central heat, electric (including forced-air furnace fan)	\$1.83 per hour	\$3.66 per hour
Portable electric heater (1500 watts)	\$0.23 per hour	\$0.45 per hour
Water heaters (based on 55 gallons per day, household of three)		
Gas	\$19.27 per month	\$19.27 per month
Electric	\$45.00 per month	\$90.00 per month
Tankless gas	\$14.56 per month	\$14.56 per month
Tankless electric	\$44.55 per month	\$98.01 per month
Light bulbs		
Incandescent, 100 watts	\$0.02 per hour	\$0.03 per hour
Compact fluorescent, 13-18 watts (equal to 60-75 watt incandescent)	Less than \$0.005 per hour	Less than \$0.01 per hour
Holiday lighting, LEDs, three 35-bulb strings	Less than \$0.005 per hour	Less than \$0.01 per hour

SU SEGURIDAD > > >

Respire con menor dificultad este invierno: Aprenda cómo detectar el monóxido de carbono

Aún cuando no pueda ver, probar u oler el monóxido de carbono, este gas nocivo puede privarle de oxígeno, causarle enfermedades graves o incluso la muerte.

Primero, prevenirlo

El monóxido de carbono se forma cuando los combustibles a base de carbón - como el aceite, gasolina, gas propano o gas natural - tienen combustión incompleta. Para ayudar a evitar que se produzca monóxido de carbono, mantenga los aparatos domésticos de gas natural en buen estado de funcionamiento. Esto incluye una revisión anual de su calefactor de gas, disponible para nuestros clientes de gas natural. O bien, puede programar una llamada a un contratista calificado en calefacción o plomería con licencia.

Busque señales de advertencia

Manténgase alerta de las siguientes señales de advertencia de monóxido de carbono

cuando use aparatos de gas natural como un calefactor:

- Una llama de quemador que sea amarilla, grande e inestable (salvo en los casos de los leños de gas decorativos).
- Un olor acre poco común que puede indicar la presencia de otro producto derivado de la combustión incompleta.
- Náuseas, mareo o síntomas similares a los de la gripe, sin causa aparente, en los miembros del hogar.

¿Qué debe hacer si sospecha de la presencia de monóxido de carbono?

Tome las siguientes medidas si piensa que ha estado expuesto a monóxido de carbono:

- Apague inmediatamente el aparato del que sospecha, si es seguro hacerlo.

- Salga de la casa y llame al 911.
- Busque atención médica para cualquier persona que no se sienta bien.
- Solicite inmediatamente a un contratista calificado en calefacción o plomería con licencia que inspeccione el aparato en cuestión, o si usted es cliente de SDG&E®, comuníquese con nosotros al **1-800-311-7343** para que realicemos una inspección.
- Si es necesario, el contratista debe dar servicio a su aparato o repararlo. No vuelva a usar el aparato hasta que su contratista o un técnico de SDG&E confirme que es seguro usarlo.

Para más sugerencias sobre la seguridad relacionada con la energía, visite sdge.com/safety.