



JANUARY/FEBRUARY 2012

energy**notes**

FIVE WAYS to heat your home for less



Save energy and stay safe this winter. Visit sdge.com/winter for tips and see if you qualify for help paying your SDG&E® bill.

▶ TIMELY TIP

Out with the old, in with the new: Replace traditional incandescent lights with the latest energy-efficient equivalents and make 2012 the year you start lighting your home for less.

Visit sdge.com/forms and download our "Home Lighting" brochure today.



When the weather is cold, home heating typically tops the list of energy expenses. To trim that cost, try these tips:

- 1** Set your **furnace thermostat** to 68 degrees or lower when you're at home. You can save about 5% on heating costs for every 2 degrees you turn the thermostat down. Turn it off before you bundle up for bedtime or leave the house.
- 2** Change or clean the **furnace filter** regularly, as recommended by the manufacturer.
- 3** Keep **vents** clear of anything that could block airflow.
- 4** **Weatherstrip and caulk** drafty doors and windows.
- 5** Close **window coverings** at night to retain warmth, and open them on sunny days to catch some rays.

For more tips on saving energy, visit sdge.com/forms. You'll find free brochures and fact sheets such as "Saving Energy: A Floor-To-Ceiling Guide," "Facts About Home Heating," and "Your Energy Costs: A Room-By-Room Guide."

Updated *sdge.com* is easier to use

We've redeveloped our website so it's easier for you to use. In addition to streamlined content and a fresher look for *sdge.com*, you'll notice new features such as:

- Twitter and Facebook links.
- Online scheduling for gas appliance service requests at *sdge.com/serviceorder*.*
- A mobile version of My Account when you use your smartphone to view and pay your SDG&E bill online at *sdge.com/myaccount*.

We welcome your suggestions for additional improvements. Please click the "feedback" link at *sdge.com/node/1111* and complete a brief survey to tell us what you think.

***NOTE:** Natural gas information and services, such as gas furnace checkups, are for SDG&E gas customers.



It pays to be prepared, even when your service is "best in the West"

The grass isn't always greener on the other side of the proverbial fence. Right here in your own backyard, you've got a connection with safe, reliable electricity that has been recognized as the "best in the West" for the sixth year in a row.

In a ranking of North American utilities for electric reliability, SDG&E won the 2011 ReliabilityOne™ award – as well as the top customer service award known as the Balanced Scorecard Achievement – based on an annual, independent review of electric utilities. The ratings have been done since 1999 by PA Consulting Group, an independent management and information technology consulting company that operates in more than 30 countries.

Though it's nice to be recognized for providing top-quality service, no utility can guarantee 100% reliability. Power outages do occur on occasion, so we'd like to help you be prepared. Please visit *sdge.com/outages* to learn what steps you can take, just in case.