

energynotes

MAY/JUNE 2014

connected.....to a more comfortable home

Three easy ways to save on home energy upgrades

You may qualify for free home improvements or cash incentives through one of three programs we offer to help you reduce energy use, lower your bill and add to the comforts of your home.

Income-based programs: Whether you're a renter or a homeowner, you may qualify for energy-saving home improvements or appliances at no cost based on the number of people in your household and your annual household income.

For example, under the income guidelines taking effect on June 1, 2014, a family of four with an income of up to \$47,700 per year may qualify for the **Energy Savings Assistance Program**^{*}. A family of four with an annual income ranging from \$47,701 to \$71,550 may qualify for **Residential Direct Install**.

Free home upgrades installed by our authorized contractors may include insulation, weatherstripping, caulking, energy-efficient lighting,

▶ Take the next step

To help you choose the home energy-efficiency program that's right for you, call our **Energy Savings Center** at 1-800-644-6133 or visit sdge.com.

high-efficiency appliances, or duct sealing for your heating, ventilating and air-conditioning system.

Incentives for homeowners: If you're a homeowner, you may be eligible for incentives of \$1,000 to \$4,500, depending on the energy improvements that your home needs. Simply choose a contractor participating in **Energy Upgrade California™ Home Upgrade**** to guide you through the process, from the initial evaluation of your home's energy use to project completion. The contractor can even submit the incentive application on your behalf. ■

SDG&E® makes no representations as to the safety, reliability and/or efficiency of goods and services selected. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected good and services.

^{*}As long as the residence was not previously served by the program. Existing appliances must meet age requirements to qualify for replacement. Co-pay may be required for landlords who own appliances and pay tenant utility bill.

^{**}This statewide program is managed locally by utilities and regional energy networks and directed by the California Public Utilities Commission in collaboration with the California Energy Commission.

Hear Sandy, a homeowner in La Mesa, share her experience with Energy Upgrade California Home Upgrade in a short video at sdgeHomeUpgrade.com.

▶▶▶ For more info, visit us anytime at sdge.com.





Choose your channel: Connecting with you on social networks

A short guide to our social sites

You can connect with us anytime on our website, sdge.com, or through social media channels, including:



Twitter.com/sdge

Follow us on Twitter for short bits of news and information, and tweet us your questions and comments.



Facebook.com/SanDiegoGasandElectric

Join us on Facebook to stay up-to-date on our programs, services, events and people.



Pinterest.com/sdge

Browse photos, videos and infographics on the virtual pinboards of Pinterest.



Instagram.com/sdge

Take a look behind the scenes with us on Instagram, a photo-sharing site.



YouTube.com/SDGEWebmaster

Our video playlists on YouTube cover answers to often-asked energy questions, ways to help you save energy and money, safety information, and more.

One size doesn't fit all when it comes to communication, so we offer a variety of ways for you to get in touch with us – via our branch offices, mail, email, online chat, website and call center. You can even reach us through social media channels such as Facebook and Twitter (see social sites guide at left).

Eight energy service specialists in the Customer Contact Center make up our social media team. When you use Twitter to communicate about a customer service issue, they respond.

“Our goal is to provide timely, relevant information...”

– Mary Collins

“Our team is small, but we do our best to get back to customers as quickly as possible,” said Tracy Alexander, one of the energy service specialists on our social media team.

“Our goal is to provide timely, relevant information, such as answering outage-related questions in real time,” said Mary Collins, another specialist on the team.

“Customers used to be surprised when we responded on social media. Now they expect it,” said team member Karen Giron.



When you use Twitter to reach us, Tracy Alexander is one of the energy service specialists on our social media team who may respond.

Other ways to connect

If you're not into social media, you can still reach an energy service specialist in our Customer Contact Center by phone at **1-800-411-7343**, online chat at sdge.com/live-person-chat or in person at a branch office. For the branch office nearest you, call us, visit sdge.com/locations or download our free app to your mobile device at sdge.com/mobileapps. ■

