

A little nudge can save a lot.
 You can trim heating costs by about 5% for every 2 degrees you nudge the furnace thermostat down. Set it to 68 degrees or lower, health permitting. For more winter savings tips, visit sdge.com/winter.

JANUARY 2016

Connect at your convenience: Your guide to services

If you need help, we're here for you. Here's a handy guide that makes it easy for you to connect with some of our most-requested services.

When you want to ...	You can find it here
Request services 24 hours a day	▶ ONLINE: sdge.com ▶ EMAIL (via web): sdge.com/email-customer-service ▶ BY PHONE: Choose automated options by responding to the prompts you'll hear when you call 1-800-411-7343.
Report a gas or electric emergency	▶ BY PHONE: In case of energy service emergencies such as natural gas leaks, power outages or downed power lines, you can reach us 24 hours a day, seven days a week at 1-800-411-7343.
Contact us about non-emergency services	▶ ONLINE CHAT: sdge.com/live-person-chat (available 8 a.m. to 5 p.m., Monday through Friday) ▶ EMAIL (via web): sdge.com/email-customer-service ▶ BY PHONE: Energy service specialists at 1-800-411-7343 are available to respond to your non-emergency calls from 7 a.m. to 8 p.m., Monday through Friday, and 7 a.m. to 6 p.m., Saturday. ▶ IN PERSON: Branch offices only*
Get business energy info	▶ ONLINE: sdge.com/business ▶ EMAIL: BCC@sdge.com ▶ BY PHONE: Call the Business Contact Center at 1-800-336-7343 from 8 a.m. to 5 p.m., Monday through Friday. ▶ IN PERSON: Branch offices only*
Start, stop or move service	▶ ONLINE: sdge.com/startstopmove (includes an option to compare and connect home TV, Internet and phone services) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
Pay your bill or make payment arrangements	▶ ONLINE: sdge.com/myaccount (My Account) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Authorized payment locations and branch offices accept bill payments. If you need extra time to pay your bill, you can make payment arrangements online, by phone or at one of our seven branch offices.*
Save money	▶ ONLINE: Track energy use and bills, get spending alerts and more with the energy management tool in My Account at sdge.com/myenergytool . Visit sdge.com/save-money for rebates and other ways to save energy and money at your home or business. Shop and save on energy-efficient products at sdgemarketplace.com . Learn about customer assistance programs at sdge.com/assistance . ▶ EMAIL: ESC@semprautilities.com ▶ BY PHONE: Call the Energy Savings Center at 1-800-644-6133 from 8 a.m. to 5 p.m., Monday through Friday. ▶ IN PERSON: Branch offices only*
Learn about rate changes and choices	▶ ONLINE: sdge.com/RateReform (statewide electric rate changes), sdge.com/whenergy (Whenergy [®] pricing plans) and sdge.com/nem (Net Energy Metering for your solar power) ▶ BY PHONE: 1-800-411-7343 (residential) or 1-800-336-7343 (business) ▶ IN PERSON: Branch offices only*
Book a gas appliance checkup	▶ ONLINE: sdge.com/serviceorder (services for natural gas appliances, such as gas furnace safety checkups, are for SDG&E [®] gas customers only) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
Get safety tips	▶ ONLINE: sdge.com/safety ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
Check on or report an outage	▶ ONLINE: sdge.com/outage or use SDG&E app (see "Download apps" below) ▶ BY PHONE: 1-800-411-7343
Download apps for your mobile device	▶ SDG&E APP: Visit sdge.com/mobileapp to download our app so you can use your iPhone, iPad or Android for bill payments, energy charts, bill alerts, up-to-date outage information and more. ▶ GREEN BUTTON APP: Visit sdge.com/green-button to learn about Green Button tools to access, analyze and act on your electricity use data.
Use social media	▶ Twitter.com/sdge or @SDGE ▶ Facebook.com/SanDiegoGasandElectric ▶ Pinterest.com/sdge ▶ Instagram.com/sdge ▶ YouTube.com/SDGEWebmaster
Explore the Energy Innovation Center	▶ ONLINE: sdge.com/eic ▶ BY PHONE: 1-800-613-8970 ▶ IN PERSON: 4760 Clairemont Mesa Blvd., San Diego, CA 92117 (open to the public 8 a.m. to 5 p.m., Monday through Friday)

* **LOCATIONS:** You'll find addresses for authorized payment locations and SDG&E branch offices online at sdge.com/locations or by calling 1-800-411-7343. Hours vary by location. Address general correspondence to: SDG&E, P.O. Box 129831, San Diego, CA 92112-9831.



When heating, consider the space. It can cost less to heat your entire home with a central gas furnace than to heat a small area using two or more portable electric space heaters. A portable heater works well for heating one small space. Get more tips at sdge.com/winter.

Proposition 65 warning

As a result of Proposition 65, the state of California lists substances known to cause cancer or reproductive harm. We want you to be aware of the following so you can minimize exposure to substances on the state's list related to natural gas and electricity distribution.

WARNING: Natural gas and some materials used by San Diego Gas & Electric® at its facilities and work areas contain substances known to the state of California to cause cancer or reproductive harm.

Natural gas

In its original state, natural gas contains substances on the state's list of substances known to cause cancer or reproductive harm. To reduce exposure, leave the area of the gas leak and call us immediately at **1-800-411-7343**.

Natural gas combustion

All combustion, including the combustion of natural gas, produces substances on the state's list of substances known to cause cancer or reproductive harm.

Facilities and work sites

Some materials found at our facilities and work sites contain substances on the state's list of substances known to cause cancer or reproductive harm. We handle all materials carefully for your good health as well as ours; however, exposure to substances on the state's list may occur at these locations.

For more information, visit the state's Proposition 65 website at oehha.ca.gov/prop65.html.

Your contribution can help expand renewable energy

You can make voluntary contributions at any time to a state trust fund aimed at growing California's renewable energy supplies. To make a donation the next time you pay your SDG&E bill:

1. Write a check made payable to **"Renewable Resource Trust Fund."**
2. Clip out this article.
3. Put the trust fund check and this article in the same envelope you use to mail the check you make payable to SDG&E.

We'll forward your trust fund check to the California Energy Commission, which administers the fund. Donations support the commission's Renewable Energy Program for producing more electricity from sustainable resources, such as wind, solar, geothermal and biomass energy. Contributions are **not** tax deductible.

For more information, visit energy.ca.gov/renewables/history.html or contact the Renewable Energy Call Center toll-free at **1-844-217-4925** or by email at renewable@energy.ca.gov.



Advertencia de la Proposición 65

Como resultado de la Proposición 65, el estado de California proporciona una lista de las sustancias que son conocidas como causantes de cáncer o daños reproductivos. Queremos que esté consciente de lo siguiente para que pueda reducir al mínimo la exposición a las sustancias relacionadas con la distribución de gas natural y electricidad que aparecen en la lista del estado.

ADVERTENCIA: El gas natural y algunos materiales usados por San Diego Gas & Electric® en sus instalaciones y lugares de trabajo contienen sustancias conocidas por el estado de California como causantes de cáncer o daños reproductivos.

Gas natural

En su estado original, el gas natural contiene sustancias que aparecen en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos. Para reducir la exposición, abandone el lugar de la fuga de gas y llámenos inmediatamente al **1-800-311-7343**.

Combustión del gas natural

Toda combustión, incluyendo la combustión del gas natural, produce sustancias que se mencionan en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos.

Instalaciones y sitios de trabajo

Algunos materiales que se encuentran en nuestras instalaciones y lugares de trabajo contienen sustancias que aparecen en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos. Manejamos todos los materiales con precaución para cuidar su buena salud y la nuestra; no obstante, la exposición a sustancias mencionadas en la lista del estado tal vez ocurra en estos lugares.

Para más información, visite el sitio web de la Proposición 65 del estado en oehha.ca.gov/prop65.html.