

energynotes

connected.....to serving you

Offering more options and improved service at your convenience

We know your time is important, which is why we've made our more popular services available online or through our automated system. These 24/7 services include:

- Options for paying your bill, such as setting up automatic payments through My Account or requesting more time to pay.
- Checking your account balance.

- Scheduling gas appliance checkups.
- Starting, stopping or moving your gas and electric service.
- Changing your mailing address.

Simply listen to the choices when you call **1-800-411-7343** or visit **sdge.com** and look for customer service options on our home page.

Faster, more efficient service

We're also making changes to help improve our service by shifting more

▶ Our energy tool can help you save

Looking for new ways to save energy and money? Use the *My Energy Survey Tool* in My Account to find energy-saving opportunities in your home and build a customized action plan. To learn more, visit sdge.com/survey.

staff to our busiest call times, so you can get the help you need through our Customer Contact Center faster and more efficiently.

Starting Aug. 2, our new hours for responding to non-emergency calls will be:

Monday-Friday: 7 a.m. to 8 p.m.

Saturday: 7 a.m. to 6 p.m.

Round-the-clock emergency response

We're always here for you 24 hours a day, seven days a week, to respond to emergency calls. Contact us anytime about gas leaks, outages, downed power lines or other energy service emergencies. ■

Now you can get through faster to our Customer Contact Center because more energy service specialists such as Angelica are able to respond at the busiest times.

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



Choose your energy solutions to help manage electric bills

Opt in to receive bill credits with Reduce Your UseSM Rewards

Earn bill credits when you save enough electricity at certain peak-use times called Reduce Your UseSM Rewards days. To enroll, set up alerts for Reduce Your Use Rewards at sdge.com/reduceuse.

Choose to receive alerts by voice mail, email or text when a Reduce Your Use Rewards day is called. Then, trim enough of your electricity use from 11 a.m. to 6 p.m. on the actual day and you'll automatically receive a credit on your bill.

To learn more, visit sdge.com/reduceuse.



When you're alerted about a Reduce Your Use Rewards day, a simple way to earn bill credits is to run your clothes washer, dryer and other major appliances before 11 a.m. or after 6 p.m.

California recently embarked on a new era of electric rate reform. To get a better idea of how your electric bills may be affected – and what you can do to save money – visit sdge.com/SavingsandPriceChanges.

Simply click on the area where you live and the amount of your typical monthly bill to see your personalized energy report, with recent and upcoming changes in electricity pricing.

You'll also see savings packages that may fit your needs, depending on how much money, time and effort you're willing to invest.

- 1. No-cost solutions** include tried-and-true methods that you may already be in the habit of doing, such as raising the thermostat setting on your air conditioner, or unplugging chargers and power strips when not in use.
- 2. Low-cost solutions** are things you can easily do if you spend a small amount of money, such as installing weatherstripping and caulking, or choosing more energy-efficient lighting products.
- 3. Investments in major appliances**

and equipment – such as refrigerators, insulation and variable-speed pool pumps – may qualify for energy-



For every 2 degrees you turn your thermostat up in summer or down in winter, you can reduce costs by up to \$200 a year.

- efficiency rebates and save you money over the life of the product.
- 4. Whole-house investments in energy efficiency** typically require a contractor and may qualify for incentives of \$1,000 to \$6,500 through Energy Upgrade CaliforniaTM Home Upgrade.* ■

* Energy Upgrade CaliforniaTM is the state's energy management initiative for residents and small businesses directed by the California Public Utilities Commission in collaboration with the California Energy Commission. Funding comes from utility customers under the auspices of the California Public Utilities Commission and is administered by the investor-owned utilities. Programs are offered on a first-come first-served basis and are effective until funding is expended or the program is discontinued. Programs may be modified or terminated without prior notice.

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A  Sempra Energy utilityTM