

# energynotes

*connected.....to serving you*

## *Advancing toward a brighter, more sustainable energy future*

**T**he road to a brighter, more sustainable energy future is marked by many milestones. You can get a sense of where we're headed—as a company and as part of the communities we serve—in **"Our Connected Commitment"** at [sdge.com/occ](http://sdge.com/occ).

Here are just a few of the many examples you'll find in this new report, which charts the progress we've made and our goals for the future.

### **Sunrise Powerlink energized:**

Our new 117-mile superhighway for electricity is bringing more

solar and wind power to the region and strengthening reliability. Its construction also led to the creation and/or retention of more than 10,000 jobs, more than \$6 billion in benefits to California's economy, and the preservation of more than 11,000 acres for local wildlife.

### **Helping you save energy and money:**

Customers participating in our energy-efficiency programs over the years have saved more than 821 gigawatt-hours of electricity, enough to power more than 136,800 homes for one year.



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## ► Join us on Pinterest

SDG&E® has joined the social network site Pinterest, where people share things they're interested in by posting—or "pinning"—images or videos to pinboards. Our pinboards connect you with information about saving energy and money, safety, mobile apps, and more. Take a look at [pinterest.com/sdge](http://pinterest.com/sdge).

*Pinterest*

### **Bringing you new technologies and tools:**

Our app offers you anytime, anywhere access to bill payment, outage maps and more. Smart meters and our new online energy management tool make it easier to track and manage your energy use.

**Advancing innovation:** Our award-winning smart grid development program features the largest microgrid in the U.S. as a demonstration project. ■

*Learn what our connected approach means for you—and how it works for our communities, our environment and our people—in "Our Connected Commitment" at [sdge.com/occ](http://sdge.com/occ).*

►►► For more info, visit us anytime at [sdge.com](http://sdge.com).

# Making it easier for you to get energy information and services

## New version of Green Button launched

The latest version of our Green Button tool expands your options for saving energy and money.

The original Green Button Download My Data tool gives you quick, easy access to download your energy use data.

The new tool, called **Green Button Connect My Data**, lets you authorize third parties to receive your energy data. It's a secure, automated way for you to use apps to help you manage your energy use. The Candi PowerTools app, enabled by SDG&E, allows you to view your electricity use data and get tips that can help you save energy.

Both Green Button options are available in My Account at [sdge.com/myaccount](http://sdge.com/myaccount). For more information about Green Button, visit [sdge.com/green-button](http://sdge.com/green-button). ■



When you've got energy questions, our Customer Contact Center is your main link to information and services. Dozens of energy service specialists at our main campus in Kearny Mesa field approximately 3 million calls and 150,000 emails a year.

Our energy service specialists receive extensive training to respond to questions, 24 hours a day, on a broad variety of topics, such as billing, outages, safety, smart meters, photovoltaic systems, analyzing energy use, rate choices for plug-in electric vehicle owners, and energy-saving programs and services.

We're constantly seeking ways to make it easier for you to do business with us. For example, we:

- **Use a language line service** that gives us the ability to assist customers in 170 languages.
- **Opened two customer contact kiosks**—one in downtown San Diego and one in Oceanside—where you can talk face-to-face, via web cam, with an energy service specialist.
- **Expanded beyond phone banks** to answer questions about power outages and other subjects via social media, such as Twitter and Facebook.



*Energy service specialists such as Ed Cardenas, left, and Tracy Alexander are available 24 hours a day to respond to your energy-related questions.*

- **Offer the convenience of online options** at [sdge.com](http://sdge.com) and our automated voice-response system for routine requests, such as scheduling service appointments.

To reach an energy service specialist anytime, call **1-800-411-7343** or visit [sdge.com/contact](http://sdge.com/contact). You'll find more information about our Customer Contact Center at [sdge.com/ccc](http://sdge.com/ccc) and about improvements that led to a national award for customer service at [sdge.com/customer-service-award](http://sdge.com/customer-service-award). ■

