

## As you like it: Your guide to popular service options

Because your satisfaction is important to us, you'll find SDG&E® customer service options as close as the computer, smartphone or tablet you use to go online, a telephone call, a letter in the mail or a visit to a local storefront. Here are some of the most frequently requested services available at your convenience.

When you want to ...	Here's how you can connect
<b>Get answers to your energy questions</b>	► ONLINE: Visit <a href="http://sdge.com">sdge.com</a> . ► BY PHONE: Call 1-800-411-7343 to reach an energy service specialist in our Customer Contact Center, 24 hours a day, seven days a week. ► BY MAIL (address below) ► IN PERSON: Branch offices only
<b>Get energy information for your business</b>	► ONLINE: <a href="http://sdge.com/business">sdge.com/business</a> ► BY PHONE: Call 1-800-336-7343 to reach a business specialist. ► BY MAIL (address below) ► IN PERSON: Branch offices only
<b>Start, stop or move service</b>	► ONLINE: <a href="http://sdge.com/startstopmove">sdge.com/startstopmove</a> ► BY PHONE: 1-800-411-7343 ► BY MAIL (address below) ► IN PERSON: Branch offices only ► NOTE: Once you've scheduled energy service with SDG&E at your new address, you'll have the option of comparing and connecting other home services, such as TV, Internet, phone and home security.
<b>Pay your bill or make payment arrangements</b>	► ONLINE: Log in to My Account at <a href="http://sdge.com/myaccount">sdge.com/myaccount</a> from your computer or mobile device. ► BY PHONE: 1-800-411-7343 ► BY MAIL (address below) ► 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.
<b>Save money</b>	► ONLINE: Use our energy management tool in My Account to find out where your energy dollars are going and what your best opportunities are for saving money. Look for details at <a href="http://sdge.com/energy-management-tool">sdge.com/energy-management-tool</a> . In addition, visit <a href="http://sdge.com/save-money">sdge.com/save-money</a> for rebates and other ways to save energy and money at your home or business. Visit <a href="http://sdge.com/assistance">sdge.com/assistance</a> to learn about customer assistance programs. ► BY PHONE: Call the Energy Savings Center at 1-800-644-6133 from 8 a.m. to 5 p.m., Monday through Friday. ► BY MAIL: Follow instructions on applications for rebates, assistance services and other programs. ► IN PERSON: Branch offices only
<b>Schedule a service appointment</b>	► ONLINE: <a href="http://sdge.com/myaccount">sdge.com/myaccount</a> ► BY PHONE: 1-800-411-7343 ► BY MAIL (address below) ► IN PERSON: Branch offices only ► NOTE: Services for natural gas appliances, such as gas furnace checkups and relighting pilot lights, are for SDG&E gas customers only.
<b>Get safety tips</b>	► ONLINE: <a href="http://sdge.com/safety">sdge.com/safety</a> ► BY PHONE: 1-800-411-7343 ► BY MAIL (address below) ► IN PERSON: Branch offices only
<b>Check the status of an outage or report an outage</b>	► ONLINE: Visit <a href="http://sdge.com/safety/outages">sdge.com/safety/outages</a> for links to an outage map and safety information. Visit <a href="http://sdge.com/outagestatus">sdge.com/outagestatus</a> to check the status of rotating outages called for by the state in case of regional power emergencies. ► BY PHONE: Call 1-800-611-7343 to report power outages and emergencies such as downed power lines.
<b>Download apps for your mobile device</b>	► SDG&E APP: Visit <a href="http://sdge.com/mobileapps">sdge.com/mobileapps</a> to download our app for your iPhone, iPad or Android. Features include My Account Mobile for viewing and paying your bill, up-to-date outage information, an appliance cost calculator and bill payment locations. ► GREEN BUTTON APP: Learn about our Green Button tools for downloading and sharing your electricity use data at <a href="http://sdge.com/green-button">sdge.com/green-button</a> . See steps in "Green Button Connect My Data" for downloading and connecting the app to your mobile phone or tablet so you can track your electricity use and energy-saving goals.
<b>Use social sites</b>	► FACEBOOK: <a href="https://www.facebook.com/SanDiegoGasandElectric">https://www.facebook.com/SanDiegoGasandElectric</a> ► TWITTER: <a href="https://twitter.com/sdge">https://twitter.com/sdge</a> ► PINTEREST: <a href="http://pinterest.com/sdge">pinterest.com/sdge</a> ► YOUTUBE: <a href="http://youtube.com/sdgewebmaster">youtube.com/sdgewebmaster</a>
<b>Explore the Energy Innovation Center</b>	► ONLINE: <a href="http://sdge.com/eic">sdge.com/eic</a> ► BY PHONE: 1-800-613-8970 ► IN PERSON: 4760 Clairemont Mesa Blvd., San Diego, CA 92117 ► NOTE: The Energy Innovation Center is open to the public weekdays from 8 a.m. to 5 p.m.

**NOTE:** Unless otherwise indicated, send mail regarding customer service requests to: SDG&E, Customer Contact Center, CP62A, P.O. Box 129831, San Diego, CA 92112-9831. You'll find addresses for authorized payment locations and SDG&E branch offices online at [sdge.com/payment\\_locations\\_map](http://sdge.com/payment_locations_map) or by calling 1-800-411-7343. Hours vary by location.

## The Green Button Connect My Data app can help you track your energy use and get tips to save.

Connect the free app to your mobile phone or tablet through My Account. Learn more at [sdge.com/green-button](http://sdge.com/green-button).

## 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 <http://oehha.ca.gov/prop65.html> or write to us at:

### Environmental Services

San Diego Gas & Electric  
8315 Century Park Court, CP21L  
San Diego, CA 92123-1550



## Community helps local schools by saving energy

Believe it or not, saving energy can be both fun *and* rewarding. That's what thousands of San Diegans found when they joined the San Diego Energy Challenge, a friendly competition to help local middle schools.

The contest, which earned backing from the Department of Energy, was sponsored by SDG&E and Simple Energy. It gave SDG&E customers in the San Diego Unified School District (SDUSD) the chance to compete on behalf of their chosen SDUSD middle school to win cash grants. Using an online game platform, customers earned points for their school of choice by saving energy on Reduce Your Use<sup>SM</sup> days and getting members of their community to sign up and support their team.

Albert Einstein Middle School won the grand prize and received a \$15,000 grant for enrolling the equivalent of 69% of its student population to compete on its team of energy savers. Pacific Beach Middle School won first prize and \$5,000. Creative Performing Media Arts Middle School won second prize and \$3,000.

Customers who were top energy savers won individual prizes, such as tablet computers and gift cards.

## Advertencia de la Proposición 65

*Como resultado de la Proposición 65, el Estado de California enlista 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 <http://oehha.ca.gov/prop65.html> o escríbanos a:

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8315 Century Park Court, CP21L  
San Diego, CA 92123-1550