

As family and friends gather for the holidays, more home heating, lighting, cooking and entertainment are a recipe for higher energy bills. So are colder weather, longer nights and more time spent indoors. Look for bill payment assistance and easy, affordable ways to lower energy bills at sdge.com/residential.

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Choose do-it-yourself options for quick, convenient service

It's easy to take advantage of do-it-yourself services. All it takes is an online connection or a phone to enjoy round-the-clock access to our most popular services.

Here are the top three customer services you can request at your convenience - either by visiting us online at sdge.com or by selecting the automated choices you'll hear when you call us at **1-800-411-7343**.

1. Start, stop or move service. Moving is easier when you use online scheduling to start, stop or move your SDG&E® service.

- Visit sdge.com/move or log in to My Account at sdge.com/myaccount and go to the "Service Requests" tab. You'll also have the option of comparing and connecting other home services for your new address.
- Another way to stop service is by calling **1-800-411-7343** and selecting the "change service" option.

2. Schedule a safety checkup. Book an annual safety checkup for your gas furnace or other natural gas appliances so

they're ready when you need them. This service is free for our natural gas customers.

- Visit sdge.com/serviceorder to make an appointment or track your order.
- Or, call **1-800-411-7343** and select the "gas appliance order" option.

3. Make payment arrangements. If you need more time to pay your bill, we offer payment arrangements to help.

- Visit sdge.com/more-time-to-pay or log in to My Account at sdge.com/myaccount and go to the "Bills and Payments" tab.
- Or, call **1-800-411-7343** and select the "payments" option.

Keep your contact info current

Your service requests will go more smoothly if your contact information is up-to-date. While you're logged in to My Account, click "Manage My Account" at the top of the page, and see whether you need to edit any information.

Three ways to find the true price of new appliances and save

Comparison shopping is a great way to save money on home appliances, as long as you look beyond the initial purchase price to the cost of using the appliance. The operating cost is the one you'll pay on your energy bill every month for the next 10 or 20 years, depending on how long the appliance lasts. That's why a product with the lowest purchase price isn't always the best bargain.

Here are three resources to help you compare energy performance when you're in the market for new appliances and other products.

Our buyers guide at sdge.com/buyersguide features rebates* for qualifying, energy-efficient appliances and electronics, building materials, heating and cooling equipment, lighting, and variable-speed pool pumps. The guide also includes energy-saving tips and information that can help you choose and use products that work best for you.

The ENERGY STAR® label appears on products that outperform the federal minimum standards for efficiency and quality. The familiar logo appears on about 70 different categories of products that have undergone third-party testing and certification as specified by the U.S. Environmental Protection Agency. Learn more at energystar.gov.

A product with the lowest purchase price isn't always the best bargain.

The EnergyGuide label shows the annual operating cost and energy use of an appliance compared with a range of costs for similar models. Manufacturers are required to display the yellow-and-black EnergyGuide label on most appliances. The costs are based on national averages; actual operating costs will differ. The U.S. Department of Energy offers more information about saving energy and money at energy.gov/energysaver.

*Energy-efficiency programs are funded by California utility customers and administered by SDG&E under the auspices of the California Public Utilities Commission. Rebates are provided on a first-come, first-served basis until program funds are no longer available. SDG&E is not responsible for goods and services selected by the customer.

View one-minute videos for energy-saving tips

Learn what you can do when "off" isn't really off for home electronics, and other money-saving energy tips in a series of one-minute videos at sdge.com/tip-videos.

Timely topics for winter energy use include home weatherization, indoor lighting and outdoor lighting.



Be alert to warning signs of carbon monoxide

You can't see, taste or smell carbon monoxide, but you can learn to spot the warning signs. Know how to protect yourself against this harmful gas, which can poison the air you breathe.

Prevention is your best defense

Carbon monoxide is formed when carbon-based fuels such as gasoline, propane, natural gas, oil or wood don't burn completely (incomplete combustion). One way to help prevent carbon monoxide from being produced is to keep your natural gas appliances in good working order. This includes an annual checkup of your gas furnace, available to our natural gas customers at sdge.com/serviceorder or by contacting a licensed, qualified heating or plumbing contractor. Be sure to follow the furnace manufacturer's instructions for good maintenance.

Warning signs in appliances

When using natural gas appliances such as a

furnace, be alert for the following warning signs of carbon monoxide:

- A yellow, large and unsteady burner flame (except in decorative logs with gas flames).
- Built-up soot in the appliance.
- An unusual, pungent odor caused by the same process that produces carbon monoxide.
- Triggering of a carbon monoxide detector or alarm.

Symptoms of poisoning

Also be aware of symptoms of carbon monoxide poisoning in yourself and others, including:

- Unexplained nausea.
- Unexplained drowsiness.
- Mental confusion.
- Flu-like symptoms, such as headaches, dizziness, vomiting or shortness of breath.

Steps you can take

If you suspect you've been exposed to carbon monoxide, take the following steps:

- Immediately turn off the suspected gas appliance, if it's safe to do so.
- Get everyone out of the house and call **911**.
- Seek medical attention for anyone who feels ill.
- Call immediately for an inspection of the appliance by a licensed, qualified heating or plumbing contractor or, if you're an SDG&E gas customer, call us at **1-800-411-7343** for an inspection.
- Don't use the appliance until your contractor or SDG&E confirms it's safe to do so.

For more gas safety tips, visit sdge.com/gassafety.

NOTE: Natural gas information and services, such as gas furnace checkups, are for SDG&E gas customers.

Estar atentos a señales de advertencia de monóxido de carbono

Usted no puede ver, probar u oler el monóxido de carbono, pero puede aprender a detectar las señales de advertencia. Sepa cómo protegerse contra este nocivo gas, que puede envenenar el aire que respira.

La prevención es su mejor defensa

El monóxido de carbono se forma cuando los combustibles a base de carbón como la gasolina, el gas propano, el gas natural, el petróleo o la madera no se queman completamente (combustión incompleta).

Una forma de ayudar a evitar que se produzca monóxido de carbono es mantener sus aparatos domésticos de gas natural en buen estado de funcionamiento. Esto incluye una revisión anual de su calefactor de gas, a disposición de nuestros clientes de gas natural en es.sdge.com/serviceorder o poniéndose en contacto con un contratista con licencia, calificado para hacer trabajos de calefacción o fontanería. Asegúrese de seguir las instrucciones del fabricante del calefactor para un buen mantenimiento.

Señales de advertencia en aparatos

Cuando esté usando aparatos de gas natural

como un calefactor, esté alerta de las siguientes señales de advertencia del monóxido de carbono:

- Una llama de quemador que sea amarilla, grande e inestable (salvo en las llamas de gas de los leños decorativos).
- Acumulación de hollín en el aparato.
- Un olor acre poco común que puede indicar la presencia de otro producto derivado de la combustión incompleta.
- El que se accione un detector o una alarma de monóxido de carbono.

Síntomas de envenenamiento

También esté consciente de síntomas del envenenamiento del monóxido de carbono en usted y otros, incluso:

- Náusea inexplicable.
- Somnolencia inexplicable.
- Confusión mental.
- Síntomas parecidos a los de la gripe, como dolor de cabeza, vértigo, vómito o dificultad para respirar.

Medidas que puede tomar

Si sospecha que estuvo expuesto a monóxido de carbono, tome las siguientes medidas:

- Apague inmediatamente el aparato de gas del que sospecha, si es seguro hacerlo.
- Saque a todos de la casa y llame al **911**.
- Busque atención médica para cualquiera que se sienta mal.
- Llame inmediatamente para que un contratista con licencia, calificado para hacer trabajos de calefacción o fontanería inspeccione el aparato doméstico o, si es cliente de gas de SDG&E, llámenos al **1-800-311-7343** para una inspección.
- No use el aparato en cuestión hasta que el contratista o SDG&E confirme que es seguro hacerlo.

Para más sugerencias de seguridad de gas, visite es.sdge.com/gassafety.

NOTA: La información y los servicios de gas natural, como por ejemplo las revisiones del calefactor de gas, son para los clientes de gas de SDG&E.