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## Troubleshooters respond anytime, anywhere to restore power

**W**inter windstorms, car crashes and even stray Mylar balloons are just a few of the many reasons why power lines are not 100% problem-free. You can count on SDG&E's electric troubleshooters to track down and fix problems on SDG&E's system when your power needs to be restored.

"We respond 24 hours a day, seven days a week, no matter what the situation, anytime, any weather, anyplace," said Rick Mendoza, an SDG&E® troubleshooter for 27 years.

In that time, he's seen remarkable advances in SDG&E's outage management technologies, such as smart meters that alert a central control room to outages within seconds, and smart switches and circuit breakers that can be remotely operated to move power around problem areas on the electric grid. Yet technology alone is no substitute for having experienced people on the scene.

"We're their eyes and ears out in the field. We tell them what's out there," said Mendoza. If he can't restore

## ▶ Resolve to save in 2014

When you ring in the new year, include energy savings in your budget resolutions. Specialists in our Energy Savings Center can help you take advantage of rebates, assistance services and more. Call **1-800-644-6133** or email [ESC@semprautilities.com](mailto:ESC@semprautilities.com), from 7 a.m. to 6 p.m., Monday through Friday.

service himself, he'll request additional crews.

"It's the most interesting job because every day's different," he observed. "It can be as simple as going to help a customer with a breaker or as difficult as a line coming down across a freeway."

If you ever see a downed electric line or smell natural gas, call SDG&E at **1-800-411-7343**. For safety tips, visit [sdge.com/safety](http://sdge.com/safety). ■

*Rain or shine, Rick Mendoza, center, has been troubleshooting power outages for 27 of his 41 years with SDG&E. See him and other SDG&E employees in a series of short videos at [sdge.com/me](http://sdge.com/me).*



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

# Know the warning signs of carbon monoxide and steps you can take

## Go behind the scenes with Instagram

Every picture tells a story, and you'll find plenty of pictures on Instagram, a photo-sharing site. To take a look behind the scenes at SDG&E, follow us on Instagram at [Instagram.com/sdge](https://www.instagram.com/sdge). ■



Even though you can't see, taste or smell carbon monoxide, you *can* learn to spot the warning signs of this harmful gas before it poisons the air you breathe.

**Suspect carbon monoxide** if you notice any of the following warning signs when using natural gas appliances, such as a furnace:

- 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 carbon monoxide poisoning in yourself and others, including unexplained nausea, drowsiness, mental confusion or flu-like symptoms, such as headaches, dizziness, vomiting or shortness of breath.

**Take the following steps** if you think you've been exposed to carbon monoxide:

- Immediately turn off the suspected gas appliance, if it's safe to do so.



*When heating your home, keep safety in mind. Check out the tips at [sdge.com/gassafety](https://www.sdge.com/gassafety).*

- 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 **1-800-411-7343**.
- Don't use the appliance until your contractor or SDG&E confirms it's safe.

For more safety tips, visit [sdge.com/gassafety](https://www.sdge.com/gassafety). ■

**NOTE:** Natural gas information is for people with gas service from SDG&E.

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