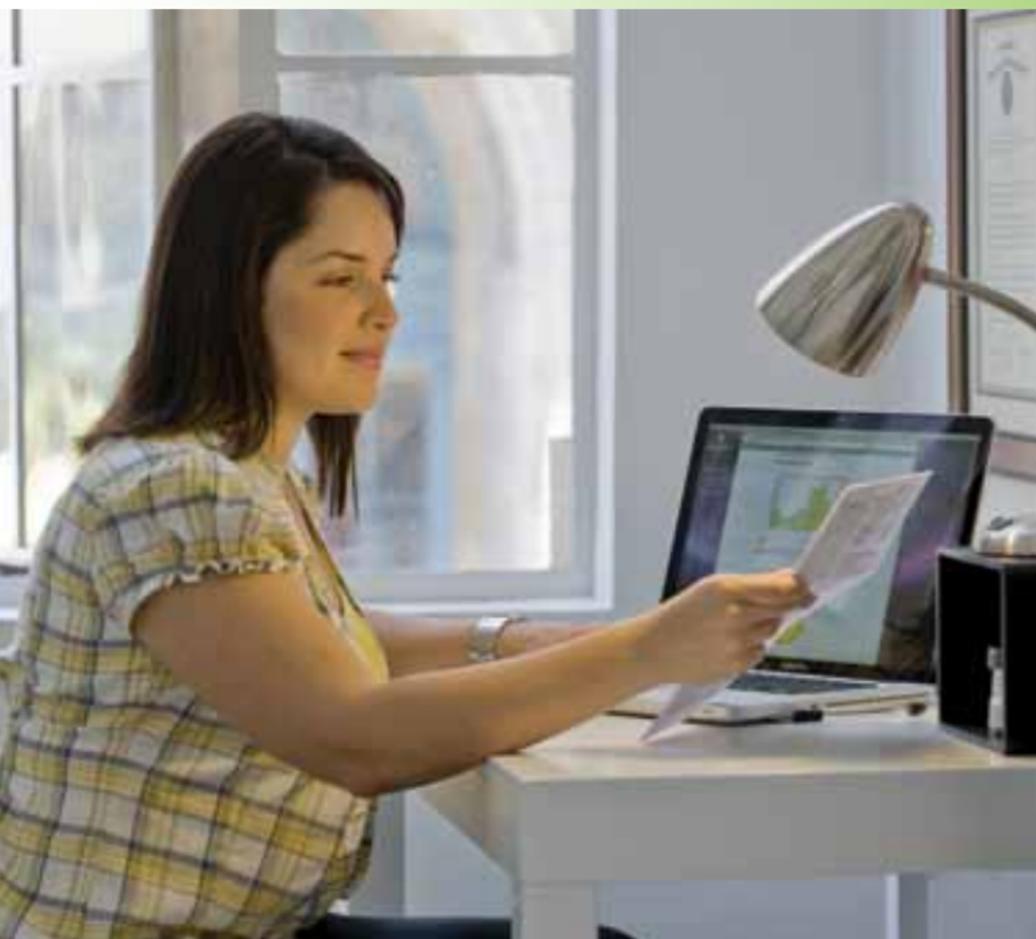




CUSTOMER SERVICE

A  Sempra Energy utility®

# E-Payment Options



**1-800-411-7343**

24 Hours A Day, 7 Days A Week

[sdge.com](http://sdge.com)

SDG&E® offers several flexible and convenient electronic payment options. These payment services provide fast and secure ways to pay your bill that could save you time and money.

## Online Payment Options



### My Account

SDG&E's free online account service option provides an easy way to manage your bill – from fast online payment to viewing up to 25 months of account activity. With My Account your information is always available to you, 24-hours a day, seven days a week. My Account allows you to:

- Eliminate paper bills, check writing and postage stamps.
- Receive and pay your bill online—even link, view and pay multiple bills in one easy step.
- View and print up to 25 months of account activity.
- Set up automatic recurring payments or submit individual payments each month, according to your preference.
- Update your billing and payment information online.
- Make payment arrangements securely and quickly if you need more time to pay your bill.

For immediate online billing and payment, you can enroll in My Account at [sdge.com/myaccount](http://sdge.com/myaccount). You'll need your most recent SDG&E statement as well as your banking information in order to get started with this option.

For more information on any of our payment options, call **1-800-411-7343**, or visit [sdge.com](http://sdge.com). Please have your account number ready if you call.

### **Pay online through your bank**

E-bills are electronic versions of your paper bill delivered to you via your Online Banking Bill Payment service. If you prefer to manage all of your bills online in one place, this may be the option for you. Many home banking customers can now receive and pay SDG&E e-bills through their bank's online bill payment site. You'll need to check to see if your online banking offers this service.

## **Other Electronic Payment Options**

### **Automatic Pay**

Automatic Pay is an electronic payment option where your monthly payment is automatically deducted from your designated checking account. With Automatic Pay, you'll still continue to receive a monthly SDG&E bill. However, your checking account will be debited automatically for the amount due shown on your bill 10 days after we mail your bill to you. You can sign up using the form on this brochure.

### **By Phone**

SDG&E's Pay-By-Phone option allows you to authorize payment directly from your checking account with a phone call. Customers who use this option can call our toll-free number **1-800-411-7343** each month any day up to and including the bill due date, to authorize payment. With this option, you will continue to receive your monthly SDG&E bill. If wish to enroll in SDG&E's Pay-By-Phone program, use the form on this brochure.

## Participation Guidelines

(please keep a copy for your files)

**Who is eligible to sign up?** Online, Automatic Pay and SDG&E® Pay-By-Phone are open to SDG&E residential and business customers whose accounts are in good standing without existing payment arrangements and without more than one returned check within the last twelve months.

**If I enroll in Automatic Pay, can I also make online payments?** If you enroll in Automatic Pay and you make an online payment through My Account, you'll automatically be taken off of Automatic Pay to prevent any duplicative payments. After making your first online payment, you'll receive one more paper bill by mail before paper bills are stopped. However, you'll continue to receive monthly email notifications letting you know that your bill is ready to be viewed and paid online.

**If I enroll in SDG&E Pay-By-Phone, can I also make online payments?** Yes, you will have the flexibility of deciding each month whether to make your payment online or by phone. After making your first online payment, you'll receive one more paper bill by mail before paper bills are stopped. However, you'll continue to receive monthly email notifications letting you know that your bill is ready to be viewed and paid online.

**Is there a fee to participate in these payment programs?** There's no charge from SDG&E to participate. Some financial institutions may charge a fee for electronic fund transfers. Please check with your bank about any fees that may apply.

**After I am enrolled, how do I change or update bank information?** If you're a registered My Account user, you can view and edit your bank information instantly at [sdge.com/myaccount](https://sdge.com/myaccount). Or, if you are signed up for Automatic Pay or Pay-by-Phone, please call SDG&E at **1-800-411-7343** to obtain a change form.



**What happens in the event of a rejected payment request?**

Payments may be rejected by your financial institution due to insufficient funds, closed/unauthorized accounts or for other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, SDG&E will charge \$8 processing fee on your next bill. SDG&E reserves the right to terminate your participation in any of these programs if your payment is rejected more than once within any 12-month period.

**How do I cancel my participation in either Automatic Pay or Pay-by-Phone payment service?**

You may cancel your participation in Automatic Pay or Pay-By-Phone by calling **1-800-411-7343** and asking to be removed. Termination will become effective with 14 calendar days after we receive notification.

SDG&E may modify or terminate any or all services or features of this electronic payment program at any time without notice. SDG&E has no responsibility for any failure or error in Automatic Pay or Pay-By-Phone, including, without limitation, any interruption, omission, mistake, malfunction or delay related hereto. No indirect, consequential, punitive or special damages will be assessed against either party in connection with this electronic payment program.

## **ENROLLMENT IS SIMPLE:**

### **Online Payment Options**

#### **My Account**

To enroll in My Account, please have your most recent SDG&E statement and your banking information handy. Visit [sdge.com/myaccount](http://sdge.com/myaccount) to set up your account.

#### **Online Banking**

To enroll in an online payment option or to receive e-bills from your online banking or bill payment site, please check with your institution to make sure they offer this service. Follow their enrollment requirements to begin receiving or paying your bill online.

### **Other Electronic Payment Options**

#### **Automatic Pay or Pay-by-Phone**

You can enroll in either of these payment options by filling out the form attached to this brochure. Then either mail it back following the instructions below, or bring the completed form and a voided check to a local payment office.

To mail in your application, please detach and complete the form and mail it with a voided check to:

**San Diego Gas & Electric Company**

**Payment Options Processing**

**P.O. Box 129831, CP-61C**

**San Diego, CA 92112-9831**

# SDG&E Electronic Payment Services Enrollment Form

I wish to enroll in (please select one of the following options):

**Automatic Pay**   or    **SDG&E Pay-By-Phone**

I hereby apply to participate in San Diego Gas & Electric's electronic payment program. When approved, this is my authorization to participate in this option as long as I continue to meet the applicable requirements. I understand that my participation requires deduction from my designated checking account to pay my SDG&E bill. I confirm that I am responsible for paying any financial institution fees related to AutoPay or Pay-by-Phone transactions and that failure to promptly notify SDG&E of any changes to my bank information may result in fees from my financial institution and may take up to 10 calendar days to process and appear on my account. I can end my participation in this option at any time upon 14 calendar days' notice to SDG&E.

I have read and understand the Participation Guidelines as set forth in this brochure. I certify that the information provided herein is true and correct in all respects.

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NAME (please print as it appears on your SDG&E bill)

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SDG&E ACCOUNT NUMBER

---

SERVICE ADDRESS

---

CITY

STATE

ZIP

---

PHONE NUMBER (daytime)

EMAIL ADDRESS

---

SIGNATURE

**(Please be sure to sign your application and include a canceled or voided check.)**

**Check here:**

**To update your current bank account information**

**To cancel your current enrollment**

*Please retain a copy of this form for your records.*





P.O. BOX 129831 SAN DIEGO, CA 92112-9831  
1-800-411-7343  
sdge.com