



A Sempra Energy utility®

“ For Your Information ”

Safety Notices:

How to Recognize and Respond to a Gas Leak

It's important to keep in mind that natural gas is flammable and that a simple spark can serve as an ignition source. Use your sense of sight, hearing and smell, along with any of the following signs, to alert you to the presence of a gas leak:

Look

- A damaged connection to a gas appliance.
- Dirt or water being blown into the air.
- Dead or dying vegetation (in an otherwise moist area) over or near pipeline areas.
- A fire or explosion near a pipeline.
- Exposed pipeline after an earthquake, fire, flood or other disaster.

Listen

- An unusual sound, such as a hissing, whistling or roaring sound near a gas line or appliance.

Smell

- The distinctive odor* of natural gas.

* Some people may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain conditions in pipe and soil can cause odor fade – the loss of odorant so that it is not detectable by smell.

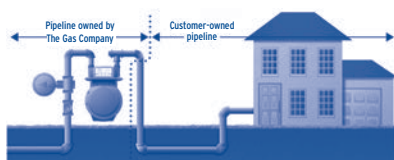
If you smell natural gas or suspect a gas leak:

- REMAIN calm.
- DON'T light a match, candle or cigarette.
- DON'T turn electrical appliances or lights on or off or use any device that could cause a spark.
- IMMEDIATELY evacuate the area and, from a safe location, call The Gas CompanySM at 1-800-427-2200 24 hours a day, seven days a week, or call 911.

Maintain Your Gas Lines

The Gas Company is responsible for maintaining the gas lines that carry natural gas to your meter. However, if you're a property owner, property manager, tenant and/or occupant, you are responsible for maintaining all gas lines on your side of the meter. Such customer-owned gas lines include all piping that goes:

- From your gas meter to the appliances on your property.
- From a curbside gas meter to the home (when the meter is not right beside the home).
- From your gas meter underground to a building, pool/spa heater, barbecue or other gas appliances.



Not maintaining gas pipelines could result in potential hazards due to corrosion and leakage. To properly maintain your gas lines, you should have them periodically

inspected to identify unsafe conditions, including corrosion (if the pipe is steel or other metal) and leaks. Repair any unsafe conditions immediately. A licensed, qualified professional, such as a plumbing or heating contractor, can assist you in finding, inspecting and repairing your buried gas lines.

NOTE: If you own a master-metered gas line system, the U.S. Department of Transportation requires you to notify your tenants of the information above. You may do so by keeping this notice posted continuously in a common area frequented by your tenants.

Call 811 Before You Dig—it's Free!



Know what's below.
Call before you dig.

Call Underground Service Alert at 811 at least two business days before you begin any type of digging. Underground Service Alert will coordinate with The Gas Company and other utility owners in the area to mark the locations of buried utility-owned lines. This is a no-cost service and it can help prevent injury, costly property damage and loss of utility service.

Once the lines are marked, carefully use only hand tools within 24 inches of each marked utility line to expose the exact locations of all lines before using any power excavation equipment in the area.

Report any pipe damage by calling The Gas Company immediately at 1-800-427-2200. No damage is too small to report.

For more safety information, visit socialgas.com (search "SAFETY").
For information about major pipelines in your area, visit socialgas.com (search "MAPS") or visit www.npms.phmsa.dot.gov/.

Customers Using Gas For Space Heating Only

If you're currently using gas for space heating only and later add other gas appliances, you will need to notify The Gas Company to be removed from "Heat Only" billing.

Residential Customers - For "heating-only" customers, in addition to gas charges, a daily customer charge is billed during the winter period, November through April. This charge is approximately double that paid by multi-use customers who pay the customer charge each month. During the summer period, May through October, heat-only customers are not billed a customer charge.

Business Customers - For "heating-only" customers, in addition to gas charges, a daily customer charge is billed during the winter period, December through March. This charge is approximately triple that paid by multi-use customers who pay the daily charge each month. During the summer period, April through November, heat-only customers are not billed a customer charge.

Note: To avoid inconvenience to customers receiving and paying small bills, usage is usually accumulated to at least 20 therms before billing, except at the time of a rate change or a closing bill. On an annual basis, heating-only and multi-use customers pay the same total in daily customer charges.

New NGV Home Refueling, Pool or Spa Heater Installations

Before you start your new pool installation, buy a replacement pool or spa heater or install a new natural gas vehicle (NGV) home refueling device, call The Gas Company to make sure the size and location of the gas meter is adequate to handle the new appliance.

Medical Baseline Allowance

If a full-time member of your household has a medical condition that requires a sustained level of heat, you may qualify for our Medical Baseline Allowance. This allowance provides an additional .822 therms of gas per day, at our lowest, or "baseline," rate. The certification of a licensed medical doctor or doctor of osteopathy is required. For more information, or for an application, visit socialgas.com (search "MEDICAL") or call 1-800-427-2200. For TTY/TDD, call 1-800-252-0259.

Bill Facts

- Your bill is due upon receipt and will be considered past-due if not paid within 19 days from the mail date as displayed on the bill. If your bill is not paid within 19 days, we may disconnect your gas service for non-payment.
- Business customers may be charged a late fee if their bill is not paid by the late payment assessment date as displayed on the bill.
- Unable to pay by the due date? Visit socialgas.com (search "PAYMENT ARRANGEMENTS") or call us to make payment arrangements. We also have information on special programs or agencies that may be able to help you.
- If you are unable to pay the past-due bill and haven't been offered payment arrangements, you may contact the California Public Utilities Commission (CPUC) at 1-800-649-7570 to file an informal complaint. You must contact The Gas Company and the CPUC before the final date shown on the termination notice to keep from having your gas service disconnected.
- We will not disconnect gas service for non-payment if you can prove that a permanent resident of your home is 62 or older, handicapped*, or that being without gas service would be especially dangerous to someone living in the home. You must, however, agree to pay the past-due bill in reasonable installments while paying future gas bills on time.
- Your gas service will not be disconnected for non-payment on any Saturday, Sunday, legal holiday or any time our offices aren't open to the public.
- Disconnected service requires a reconnection charge and a deposit to re-establish credit. You also may need to provide proof of identification in order to re-establish service. If you already have a deposit on your account, you may be required to pay an additional amount. Once payment is received, we will schedule an order to restore your service; however, same-day restoration of service is not available. It will be necessary for us to enter your home to reconnect your gas. Entry arrangements can be made at the time of scheduling your reconnect.
- A returned payment charge will be added to your account if your payment is not honored by the bank.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Questions?

The Gas Company is committed to providing exceptional customer service. If you have questions about the information in this notice, please contact us at:

All Customers	socialgas.com
Residential Customers	1-800-427-2200
Business Customers	1-800-427-2000
TTY/TDD	1-800-252-0259

Para español, ver el reverso.