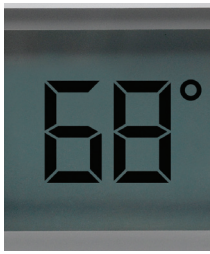


INSIDE THIS ISSUE...

FALL 2010



SAFETY  
Stay safe  
and warm



SAVING MONEY  
Trim winter  
heating bills



COMMUNITY  
A helpful  
reminder to  
pay your bill

SAFETY >>>

## NOW IS THE TIME TO CHECK YOUR FURNACE

To help promote the safe and efficient operation of your furnace:

- Schedule an annual inspection of your furnace with a licensed, qualified professional or The Gas Company<sup>SM</sup>.
- Never store anything near your furnace that might interfere with normal appliance airflow.
- Clean inside the burner compartment of built-in, vented wall furnaces once a month during the heating season to prevent lint build-up.
- Never store or use flammable products in the same room or near any gas or heat-producing appliances. Flammable products include gasoline, spray paints, solvents, insecticide, adhesives, foggers, varnish, cleaning products and other pressurized containers.
- Central forced air furnace filters should be checked monthly for lint build-up during periods of furnace use and cleaned or replaced if necessary.
- Make sure central forced air furnace filter access panels are securely in place. If not properly secured, you may risk carbon monoxide poisoning.



- Avoid the risk of carbon monoxide poisoning by checking the flame's appearance. If you notice a yellow, large and unsteady gas appliance burner flame (with the exception of decorative gas log appliances), be sure to immediately contact a licensed, qualified professional or The Gas Company to have the appliance inspected.

For more appliance safety tips, visit [www.socalgas.com/safety/appliance.html](http://www.socalgas.com/safety/appliance.html).

**DID YOU KNOW >>>** We have approximately 5,000 employees who are trained and ready to respond to natural gas incidents throughout our service territory. For more information on what we're doing to help keep you safe, refer to our "Gas Matters" piece that is included in your November bill.

SAVING MONEY >>>

## HEAT FOR LESS WITH TIPS, REBATES AND SPECIAL ASSISTANCE



Home heating is the biggest winter energy expense for most people – about 65 percent of a typical residential gas bill, followed by 20 percent for water heating and 15 percent for drying clothes, cooking meals and other uses. To keep winter heating bills down, try these tips:

- Lower your furnace thermostat by 3 to 5 degrees, health permitting.
- Clean or replace furnace filters as directed by the manufacturer.
- Remove dirt, lint and obstructions from all heating vents and furnace registers.

- Bring the sun's warmth indoors by opening drapes, shades and other window coverings during the day. Close them at night to help retain the heat.

**Also offered to The Gas Company's customers:**

- Rebates for qualifying, high-efficiency gas furnaces, water heaters, clothes washers, dishwashers and attic/wall insulation.
- A 20 percent discount through the California Alternate Rates for Energy (CARE) program and free energy-saving home improvements through the Direct Assistance Program (DAP) for qualifying limited-income renters and homeowners.

For more information, visit us at [www.socalgas.com](http://www.socalgas.com) or call 1-800-427-2200.

### TIMELY TIP

Need to relight your furnace's pilot light? We'll be glad to do this for you – at no cost to you. Schedule your appointment before the first cold snap arrives and you'll beat the last-minute rush for this popular service. Go to [www.socalgas.com/service/](http://www.socalgas.com/service/) where you can place, view, or even cancel your service order.

## AVOID LATE PAYMENTS WITH A FRIENDLY REMINDER

The gas bill may arrive at your home every month, but remembering to pay it isn't always easy.

If this sounds like you or someone you know, take advantage of our Third Party Notification program. This free program helps to avoid disconnection of gas service.



### How the program works:

- Select a trusted third party, such as a friend, relative, or social agency, to help provide you with a reminder that your bill is past due.

- If you receive a past-due or gas shut-off notice, a copy of the notice is also sent to your selected third party.
- The person who receives the duplicate notice can remind you about the overdue gas bill. This individual is not required to pay the bill.

### To enroll in the program:

- Download the application at [www.socalgas.com/assistance/billnotification/](http://www.socalgas.com/assistance/billnotification/). Mailing address information is available online.
- Complete and sign the application.
- Ask the person you selected as your third party to also sign the form.

For more information, call us at 1-800-427-2200.

## NOTICIAS – THE GAS COMPANY

## ÉSTE ES EL MOMENTO DE REVISAR SU CALEFACTOR

### Para ayudar a promover el funcionamiento seguro y eficiente de su calefactor:

- Programe una inspección anual de su calefactor con un profesional calificado con licencia o con The Gas Company<sup>SM</sup>.
- Nunca guarde nada cerca de su calefactor que pudiera interferir con el flujo de aire normal del aparato.
- Limpie adentro del compartimiento del quemador de los calefactores de pared empotrados con ventilas una vez al mes durante la temporada de calefacción para evitar la acumulación de pelusa.
- Nunca guarde o use productos inflamables en la misma habitación o cerca de cualquier aparato de gas o que produzca calor. Los productos inflamables incluyen gasolina, pinturas en aerosol, solventes, insecticida, adhesivos, nebulizadores, barniz, productos de limpieza y otros envases presurizados.
- Los filtros de calefactores de aire a presión deben revisarse cada mes para ver que no tengan pelusa

acumulada durante los periodos de uso del calefactor y limpiarse o reemplazarse, si es necesario.

- Asegúrese de que los paneles de acceso del filtro del calefactor central de aire a presión estén firmemente en su lugar. Si no se cierran como es debido puede correr el riesgo de intoxicarse con monóxido de carbono.
- Evite el riesgo de intoxicarse con monóxido de carbono revisando la apariencia de la llama. Si observa una llama amarilla, grande e inestable en el quemador del aparato de gas (con la excepción de aparatos de leños decorativos de gas), asegúrese de ponerse en contacto inmediatamente con un profesional calificado con licencia o con The Gas Company para que se inspeccione el aparato.

Para más sugerencias de seguridad con los aparatos domésticos, visite [www.socalgas.com/sp/seguridad/aparatosdomesticos.html](http://www.socalgas.com/sp/seguridad/aparatosdomesticos.html)

## CALEFACCIÓN POR MENOS CON SUGERENCIAS, REEMBOLSOS Y ASISTENCIA ESPECIAL

La calefacción de la casa es el mayor gasto de energía en invierno para la mayoría de la gente – alrededor del 65 por ciento de una factura residencial típica de gas, seguido por el 20 por ciento para calentar el agua y 15 por ciento para secar la ropa, cocinar y otros usos. Para mantener bajas las facturas invernales de calefacción, pruebe estas sugerencias:

- Bájele al termostato de su calefactor entre 3 y 5 grados, si la salud lo permite.
- Limpie o reemplace los filtros del calefactor según indique el fabricante.
- Quite el polvo, la pelusa y las obstrucciones de todas las ventilas de la calefacción y los registros del calefactor.
- Permita que entre el calor del sol abriendo las cortinas, persianas y otros recubrimientos de ventana durante el día. Cíérrelos en la noche para ayudar a retener el calor.

### También se ofrece a los clientes de The Gas Company:

- Reembolsos en calefactores, calentadores de agua, lavadoras de ropa, lavaplatos y aislamiento de ático/pared de alta eficiencia que califiquen.
- Un 20 por ciento de descuento a través del programa Tarifas Alternas para Energía en California (CARE) y mejoras sin costo para ahorrar energía en casa a través del Programa de Asistencia Directa (DAP) para inquilinos y propietarios con ingresos limitados que califiquen.

Para más información, visite por Internet en [www.socalgas.com/sp/](http://www.socalgas.com/sp/) o llame al 1-800-342-4545.

### SUGERENCIA OPORTUNA

Si está apagado el piloto de su calefactor, con mucho gusto lo reencenderemos sin costo para usted. Puede evitar esperar, debido al alto nivel de pedidos de este popular servicio, programando su cita antes de que llegue la temporada de frío. Llámenos hoy mismo al 1-800-342-4545 para solicitar servicio o incluso cancelarlo si es necesario.