



The  
Gas  
Company

A  Sempra Energy utility™

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# GasCompanyNews

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**“We offer many programs and services that can help you this winter, such as rebates and bill payment assistance.”**

– Christine F.,  
Customer Service

## HELPING TO EASE *higher winter bills*

With cooler weather, you tend to use more natural gas. This year, the nationwide rise in natural gas prices means your gas bills may be about 45% to 55% higher this winter than last winter. For example, a typical residential bill for 75 therms of natural gas could be around \$115 to \$122 this year compared to about \$79 last year.\*

While our top priority is to provide safe, reliable service, we also strive to keep costs down for customers. We actively solicit new suppliers of natural gas, buy gas at competitive prices and store some to help ensure sufficient winter supplies. We also offer programs that can help you manage your energy costs, including:

- **Rebates** when you buy qualifying, high-efficiency natural gas water heaters, furnaces, insulation and more.
- **A free online energy analysis** for a quick, easy and

personalized guide to managing your energy bills.

- **Payment options** and special payment arrangements.
- **A 20% gas rate discount** for income-qualified customers through the California Alternate Rates for Energy (CARE) program.
- **Energy-saving home improvements**, such as free weatherization and furnace repair or replacement services, through our Direct Assistance Program for qualified, limited-income customers. Call **1-800-331-7593** for more details.
- **One-time winter bill assistance** through our Gas Assistance Fund for income-qualified customers.
- **Additional gas at the lowest rate** through our Medical Baseline program for customers with certain medical needs.

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

\*Based on industry price projections available at press time.



# NEED A FRIENDLY REMINDER?

## Request Third Party Notification

If you sometimes forget to pay gas bills – or know someone who does – take advantage of our **Third Party Notification** program. This free program can help prevent loss of gas service.

### Here's how it works:

1. A customer of The Gas Company® chooses a third party, such as a friend, relative or social agency.
2. If The Gas Company sends a late-payment notice or gas shut-off notice to the customer, the third party will receive a copy, too.
3. This duplicate notice gives the third party an opportunity to bring the late bill or shut-off notice to the customer's attention and to offer assistance or advice. The third party is not obligated to pay the overdue bill.

Third Party Notification gives a trusted friend, relative or agency duplicates of any late-payment or gas shut-off notices you may receive – and an opportunity to remind you of those notices.

### Easy to enroll

To enroll, complete the application on this page and return it with your next payment to The Gas Company. The designated third party must sign the application as well. Third Party Notification is part of our commitment to providing exceptional customer service. For more information, call us toll free at **1-800-427-2200**.

## APPLICATION FOR THIRD PARTY NOTIFICATION

### CUSTOMER INFORMATION

**Customer Name:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_  
See gas bill

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Telephone:** (        ) \_\_\_\_\_

I understand that I am still obligated to pay the gas bill on time. I understand that The Gas Company is not liable for failure to notify the third party. I understand that the third party is not obligated either to take action or to pay any part of my bill.

**Customer Signature:** \_\_\_\_\_

### THIRD PARTY INFORMATION

**Third Party Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Telephone:** (        ) \_\_\_\_\_ **Third Party Signature:** \_\_\_\_\_

## To trim heating costs, try these simple tips

When the weather's cold, your furnace gets more of a workout. In fact, home heating accounts for more than half of a typical winter natural gas bill. To trim costs, start with these simple energy-saving tips:

- Lower the furnace thermostat by 3 to 5 degrees, and turn it off before leaving home.
- Clean or replace furnace filters before and during the heating season, or as recommended by the manufacturer.
- Clear dirt, lint and obstructions from heating vents and furnace registers.
- Caulk and weatherstrip drafty windows and doors.
- Close window coverings at night to keep heat indoors, and open them during the day to take advantage of the sun's warmth.

You'll find more energy-saving tips at [www.socalgas.com](http://www.socalgas.com) in the "Residential" section under "Conservation Tips."

## For every \$1 you give to HELP OTHERS STAY WARM this winter, we'll add \$4

With natural gas prices projected to increase substantially this winter, The Gas Company recently quadrupled its matching contributions to the **Gas Assistance Fund**. Company shareholders will now donate \$4 for every \$1 contributed by a customer or employee, up to \$800,000.

The fund, administered by United Way of Greater Los Angeles, offers one-time bill assistance of up to \$150 to help pay home heating costs for income-qualified customers struggling with their energy bills. Since 1982, the fund has disbursed more than \$10 million to those in need. To contribute to the Gas Assistance Fund, visit [www.unitedwayla.org](http://www.unitedwayla.org).

## Protecting water – TOGETHER

The Gas Company is committed to providing safe, reliable energy in ways that respect – and protect – the environment. Because clean water is among those precious resources, we strive to protect waterways during our repair and maintenance operations. We use best-management practices to prevent vehicle oils, dirt and debris from entering waterways, and we conserve water by using low-flow fixtures and low-water landscaping at our facilities.

You can help protect and conserve water, too, by taking some simple steps:

- Properly dispose of trash, cigarette butts and pet waste.
- Direct sprinkler heads to stop runoff from carrying fertilizers, pesticides and soil into storm drains.
- Choose drought-tolerant plants, particularly ones with natural resistance to local pests.
- Landscape with a rock garden or dry creek bed.
- Use low-flow faucets and showerheads to save water, energy *and* money.



Everyone can help keep waterways clean by taking simple steps, such as preventing contaminated runoff from entering storm drains.



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*Glad to be of service.™*

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**1-800-427-2200**

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[www.socalgas.com](http://www.socalgas.com).

## AYUDA PARA ALIGERAR *las elevadas facturas de invierno*

Con el clima más fresco, tiende a usar más gas natural. Este año, el aumento de los precios del gas natural a nivel nacional significa que sus facturas de gas quizá sean aproximadamente 45% a 55% más elevadas este invierno que el invierno anterior. Por ejemplo, una típica factura residencial de 75 termias de gas natural pudiera ser de alrededor de \$115 a \$122 este año en comparación con los aproximadamente \$79 del año pasado.\*

Mientras que nuestra principal prioridad es proveer un servicio seguro y confiable, también nos esforzamos en mantener bajos los costos para nuestros clientes. Buscamos activamente nuevos proveedores de gas natural, compramos gas a precios competitivos y almacenamos parte del gas para ayudar a asegurar que haya suficientes provisiones para el invierno. También ofrecemos programas que pueden ayudarle a controlar sus costos de energía, incluyendo:

- **Reembolsos** en la compra de calentadores de agua, calefactores, aislamiento y más de gas natural y de alta eficiencia, que cumplan con los requisitos.
- **Un análisis de energía gratuito en línea** para una guía rápida, fácil y personalizada para controlar el costo de su energía.
- **Opciones de pago** y arreglos especiales de pago.
- **Un descuento del 20% en la tarifa del gas** para los clientes que cumplan con las condiciones, a través del programa Tarifas Alternas de Energía para California (CARE).
- **Mejoras al hogar para el ahorro de energía** a través de nuestro programa de asistencia directa *Direct Assistance Program* para los clientes que reúnan los requisitos, y que sean de ingresos limitados. Llame al **1-800-331-7593** para mayores detalles.
- **Ayuda con su factura de invierno por única ocasión** a través de nuestro fondo de ayuda *Gas Assistance Fund*, para clientes que cumplan con los requisitos de ingreso.
- **Gas adicional a la tarifa más baja** a través de nuestro programa *Medical Baseline* para clientes con ciertas necesidades médicas.

Para mayor información, sírvase visitar [www.socalgas.com/sp](http://www.socalgas.com/sp) o llamar al **1-800-342-4545**.

\*Basado en pronósticos de precios de la industria disponibles al momento de la impresión.

## Para disminuir los costos de la calefacción, ponga en práctica estos consejos sencillos

Cuando el clima está frío, su calefactor tiene que trabajar más para calentar su hogar. De hecho, la calefacción del hogar representa más de la mitad de una típica factura de gas natural en invierno. Para disminuir los costos, empiece con estos consejos sencillos para ahorrar energía:

- Disminuya el termostato del calefactor de 3 a 5 grados y apáguelo antes de salir de casa.
- Limpie o reemplace los filtros del calefactor antes y durante la temporada de calefacción, o de acuerdo a las recomendaciones del fabricante.
- Remueva la tierra, pelusa y obstrucciones de las ventilas de la calefacción y registros del calefactor.
- Enmasille y coloque burletes en ventanas y puertas con corriente de aire.
- Cubra las ventanas durante la noche para mantener el calor adentro, y ábralas durante el día para aprovechar el calor del sol.

Encontrará más sugerencias para el ahorro de energía en [www.socalgas.com/sp](http://www.socalgas.com/sp) en la sección "Clientes Residenciales" bajo "Consejos para Conservar Energía".



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**1-800-342-4545**

The Gas Company publica  
*Gas Company News* cada dos  
meses para su clientela.

Esta información, y más,  
está disponible en  
[www.socalgas.com/sp](http://www.socalgas.com/sp).

*A su servicio... y con gusto.*