



The Gas Company

A Sempra Energy utility™

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GasCompanyNews

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Save 20% with CARE discount

California's cost of living is notoriously high, yet you may be able to reduce one of those costs with **CARE – California Alternate Rates for Energy**. The CARE program provides a 20% rate discount to income-qualified customers of The Gas Company®. Gas bill savings averaged \$88 annually for each CARE customer in 2005.

In addition, if you qualify for CARE within 90 days of starting new gas service, you may receive a 60% discount on the Service Establishment Charge.

More people qualify under new guidelines

To start, check the new income guidelines to the right. More customers now qualify for the CARE discount than ever before. For example, the yearly household income limits for a family of four have increased from \$34,200 last summer to \$40,500 this summer.

New income guidelines for CARE

(effective June 1, 2006 to May 31, 2007)

| Number of persons in household | Maximum annual household income |
|--------------------------------|---------------------------------|
| 1 or 2 | \$28,600 |
| 3 | \$33,600 |
| 4 | \$40,500 |
| 5 | \$47,400 |
| 6 | \$54,300 |
| Each additional person | Add \$6,900 |

Under the new income guidelines for CARE, a family of four with annual income of up to \$40,500 may now qualify for the 20% discount on gas rates.

It's easy to apply for CARE – or other help

For an application and complete information about eligibility requirements, visit www.socalgas.com/residential/assistance/care or call us at **1-800-427-2200**. Even if you don't qualify for CARE, be sure to check into other assistance programs offered by The Gas Company as part of our commitment to provide exceptional customer service.

ONLINE PAYMENT is simple, convenient and paper-free



It's easy to pay your gas bill online when you sign up for My Account.

Now you can pay your gas bill online with the new My Account. This option is simple and convenient – no need to write a check, put it in the envelope, attach a stamp and mail it. Other benefits of My Account include:

- **Choice:** You can pay today, schedule a future payment or even set up online recurring payments.
- **Flexibility:** Link, view and pay multiple accounts from your home or office, 24 hours a day.
- **Ease and environmental friendliness:** When you pay online, you'll receive e-notifications when your bill is due instead of paper bills.

To enroll, visit www.socalgas.com and look for “My Account.”

Keeping it GREEN

Treating the Earth's resources with respect is one of the ways The Gas Company partners with the communities we serve. To help protect wildlife and environmentally-sensitive habitats around company facilities, our biologists check for nesting birds and rare, threatened or endangered animals and plants before work crews start a job. We also restore habitat to mitigate the impact of projects that help us serve customers effectively.



The Gas Company helps protect nesting birds and other plant and animal life to minimize the environmental impact of projects needed to serve customers.

Updating gas meters

The Gas Company currently serves more than 19 million customers like you through 5.6 million meters. We replace thousands of older meters every year as part of our commitment to providing safe, reliable energy. Newer meters measure gas use more accurately, and help ensure that you only pay for the gas you actually use.

These planned meter changes are generally performed without prior notice to our customers. Rest assured that any uniformed employee from The Gas Company who is on your property is working to maintain your gas service. Every employee in the field carries a photo ID badge and is happy to show it to you. For more information about recognizing our employees, visit the “Safety” section of www.socalgas.com.



“To provide better service, we’re replacing older meters with new ones. We may take care of this without an appointment, but our photo ID badges will let you know we’re from The Gas Company.”

– John K., Customer Service



Insulation helps keep conditioned air indoors so your home stays cooler in the summer. It also may qualify for rebates – visit www.socalgas.com/residential for details.

Energy-saving TIPS for the summer

Try these energy-saving tips to help keep cool this summer. In fact, taking these simple steps can also help you stay comfortable year-round.

STOP THE GREAT ESCAPE. Eliminate air leaks in your home to prevent the escape of cooled air in the summer and heated air in the winter. Start by caulking and weather-stripping drafty windows and doors. Also, replace broken windows and repair leaky air ducts. Attic and wall insulation can help, too, and may qualify for rebates – call **1-888-431-2226** first.

COOL IT. Just as you would in the winter, you should check your heating and cooling system filters and clean or replace them per the manufacturer's instructions. Keep vents clear of obstructions. Turn off the equipment before leaving home.

GET MORE. You'll find more tips at www.socalgas.com/energyefficiency, plus links to rebate information, a quick survey for identifying energy-efficiency opportunities and more.

Your CHECKS processed ELECTRONICALLY

To streamline payment processing and provide customers greater safety, security and privacy, The Gas Company processes customer bill payments electronically. As a result, your checking account may be debited on the same day we receive your check. If you wish to opt out of this check conversion program, please call us toll free at **1-877-272-3303** and have your account number available.

Rate options for NGV refueling at home

If you have a natural gas vehicle (NGV), a home refueling appliance can refill it overnight and save you trips to public stations. Before you install such a device, the state requires you to inform The Gas Company of your intent in writing. Once we confirm that the gas quality in your area meets state requirements for NGVs, you can choose the gas rate that saves you the most money. You'll have three options:

- Stay on your existing residential rate.
- Switch to one of the new residential NGV rates that took effect this year.
- Add a second meter at the commercial NGV rate.

Professional installation of the NGV home refueling device is required. For more information, call our Customer Contact Center at **1-800-427-4400** or visit socalgas.com/ngv.



Before installing a refueling device for your natural gas vehicle, be sure to notify The Gas Company so we can make sure your local gas quality meets state requirements.



A Sempra Energy utility™

Glad to be of service.™

1-800-427-2200

TDD: 1-800-252-0259

Gas Company News is published bimonthly by The Gas Company for its customers.

This information and more is available online at www.socalgas.com.

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Noticias de The Gas Company

Valiosa información de sus amigos de The Gas Company®

Ahorre 20% con el descuento CARE

El costo de la vida en California es notablemente alto, pero puede reducir uno de esos costos con CARE – **Tarifas Alternas de Energía para California**. El programa CARE brinda un descuento del 20% a los clientes de The Gas Company® que cumplen con los requisitos de ingreso. En 2005 el promedio de ahorro en la factura de gas fue de \$88 al año por cada cliente de CARE.

Además, si reúne los requisitos para el programa CARE, en un plazo de 90 días de haber iniciado un nuevo servicio de gas, puede recibir un descuento del 60% en el Cargo por Establecimiento de Servicio.

Más personas reúnen los nuevos requisitos

Para empezar, revise los nuevos requisitos de ingreso que aparecen más adelante. Ahora hay más clientes que nunca que califican para obtener el descuento del programa CARE. Por ejemplo, el límite del ingreso anual en el hogar para una familia de cuatro miembros se incrementaron de \$34,200 el verano pasado a \$40,500 este verano.

Nuevos requisitos de ingreso para CARE

(vigentes del 1 de junio de 2006 al 31 de mayo de 2007)

| Número de personas en el hogar | Ingreso máximo anual en el hogar |
|--------------------------------|----------------------------------|
| 1 ó 2 | \$28,600 |
| 3 | \$33,600 |
| 4 | \$40,500 |
| 5 | \$47,400 |
| 6 | \$54,300 |
| Por cada persona adicional | Agregue \$6,900 |

Es fácil solicitar el descuento CARE u otro programa de ayuda

Para obtener un formulario de solicitud e información completa acerca de los requisitos, visite: www.socalgas.com/sp/residential/assistance/care o llámenos al **1-800-342-4545**. Aun cuando no reúna los requisitos del programa CARE, consulte otros programas de ayuda que ofrece The Gas Company como parte de nuestro compromiso de proveer un excepcional servicio al cliente.



1-800-342-4545

TDD: 1-800-252-0259

The Gas Company publica *Gas Company News* cada dos meses para su clientela. Esta información, y más, está disponible en www.socalgas.com/sp.

A su servicio... y con gusto.

Respetamos la ECOLOGÍA

Respetar los recursos de la Tierra es una de las maneras en que The Gas Company trabaja conjuntamente con las comunidades que atiende. Para proteger la vida silvestre y los hábitats ecológicamente sensibles que hay cerca de las instalaciones de la compañía, nuestros biólogos verifican que no haya aves anidando ni animales y plantas poco comunes, amenazados o en peligro de extinción antes de que las cuadrillas de trabajadores inicien un trabajo. Nuestros biólogos también restauran el hábitat para minimizar el impacto de las obras que nos ayudan a atender a nuestros clientes eficazmente.

Procesamiento ELECTRÓNICO de CHEQUES

Para facilitar el procesamiento de los pagos y brindar mayor seguridad y privacidad a nuestros clientes, The Gas Company procesa electrónicamente el pago de sus facturas. Como resultado, el mismo día en que recibamos su pago se podrá hacer el cargo a su cuenta de cheques. Si desea salirse de este programa de conversión de cheques, sírvase llamar, sin costo, al **1-877-272-3303** y tener su número de cuenta a la mano.

Actualización de medidores de gas

Actualmente, The Gas Company atiende a más que 19 millones de clientes como usted a través de 5.6 millones de medidores. Cada año reemplazamos miles de medidores viejos como parte de nuestro compromiso de proveer energía segura y confiable. Los medidores más nuevos miden el consumo de gas con mayor precisión y ayudan a asegurar que únicamente pague por el gas que en realidad usa.

Por lo general estos cambios planeados de medidores se realizan sin previo aviso a nuestros clientes. Tenga la seguridad de que cualquier empleado uniformado de The Gas Company que esté en su propiedad estará trabajando para darle mantenimiento a su servicio de gas. Todos nuestros empleados de campo portan un gafete con fotografía y con gusto se lo mostrarán. Si desea obtener más informes sobre cómo reconocer a nuestros empleados, visite la sección de "Seguridad" en www.socalgas.com/sp/safety/personnel.