



The
Gas
Company

A Sempra Energy utility[®]

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GasCompanyNews

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STEP UP TO WINTER ENERGY SAVINGS

As the weather cools down, your gas bill heats up. One reason: Your furnace and water heater work harder to keep you comfortable. Other reasons that your gas bill may vary from year to year include changes in the weather, natural gas prices nationwide and your use.

Early forecasts show that natural gas prices may be about the same this winter as last winter. This means that under normal winter weather conditions, you probably won't notice much of a change in your winter gas bill. However, extreme weather conditions or other unpredictable factors that spur greater demand for natural gas are always a possibility and may affect natural gas prices.

To meet customer needs and help keep prices down, The Gas CompanySM has stored plenty of natural gas and is securing additional supply sources. You, too, can prepare for winter by taking steps now to save on energy costs later:

1. **SCHEDULE ANNUAL CHECKUPS.** Have a qualified technician inspect your gas appliances annually to ensure safe, efficient operation.


Note: Actual energy savings will depend on various factors, including geographic location, weather conditions, equipment installed and amount of usage. Completing multiple energy-saving measures will not necessarily result in cumulative savings.

2. CHECK FOR AVAILABLE REBATES.

- Before buying a new natural gas furnace, call **1-888-431-2226** to see if it's eligible for a \$200 rebate on certain ENERGY STAR[®] qualified models with an Annual Fuel Utilization Efficiency (AFUE) rating of 92% or higher.
- Participating retailers offer instant rebates on qualifying high-efficiency natural gas storage water heaters (\$30), and ENERGY STAR[®] qualified clothes washers (\$35) and dishwashers (\$30).

3. **SEAL LEAKS.** Have your home's air ducts tested and any leaks sealed. This can save about \$10 a month (or 5% to 20%) on heating costs.

Helping you save energy and money is one of the ways we strive to provide exceptional service. You'll find more tips and rebate information at www.socalgas.com/energyefficiency/.



Upgrade attic and wall insulation for rebates of \$0.15 per square foot, or about \$180 for the average home. This can save about \$17 a month (or up to 25%) on heating costs.

CARBON MONOXIDE ALERT

Proper maintenance of your natural gas appliances helps ensure safe and proper operation, which helps you avoid exposure to carbon monoxide. Protect yourself and your loved ones by learning the facts about carbon monoxide.

What is carbon monoxide? It's a colorless, odorless, tasteless gas that can rob you of oxygen. It may be produced by natural gas appliances that are improperly installed, poorly maintained or misused.

What signs may indicate the presence of carbon monoxide? (1) A yellow, large and unsteady burner flame in a gas appliance (except for decorative gas logs); **(2)** an unusual, pungent odor due to poor combustion when the appliance is running; and **(3)** unexplained nausea, drowsiness or flu-like symptoms in household members.

What should I do if I suspect the presence of carbon monoxide?

1. Stop using the suspected appliance immediately.
2. Seek emergency medical attention for anyone with carbon monoxide poisoning symptoms.
3. Contact a licensed heating or plumbing contractor or The Gas Company for an appliance inspection.
4. Do not use the appliance until it has been inspected, serviced and deemed safe by a qualified professional.

What's the best way to prevent carbon monoxide exposure? Make sure your furnace and other gas appliances are properly installed, maintained and used.

Gain SAVINGS and SAFETY with good furnace care

Good maintenance of your gas furnace can pay off in savings, safety and peace of mind. Try these tips to help your home heating system perform efficiently and safely.



Before the first cold snap:

- Schedule an annual checkup for your furnace with a licensed heating or plumbing contractor or The Gas Company.

During the heating season:

- Keep furnace air intakes, vents, grills and other openings clear of dust, furniture, drapes, newspapers and anything else that could block airflow.
- Clean or replace the air filter monthly or as recommended by the furnace manufacturer.
- After replacing a filter, firmly press the furnace front-panel door back into place. Running the furnace with the access door ajar may expose you to carbon monoxide poisoning.
- Prevent dust and lint from building up by vacuuming and cleaning regularly around your furnace, especially the burner compartment.
- If a burner flame looks yellow, large and unsteady, the furnace needs to be inspected and fixed immediately by a qualified professional.

Visit www.socalgas.com/safety/ for more tips on using your natural gas appliances safely and efficiently.

HAS YOUR FURNACE PILOT LIGHT BEEN SHUT OFF?

The Gas Company will gladly relight it for you at no cost.
To beat the rush, make an appointment before cold weather arrives.
Visit www.socalgas.com/service/ or call our toll-free automated line,
1-800-772-5050, and have your account number ready.

Assistance for people with **MEDICAL NEEDS**



Certain medical needs may qualify you or a full-time resident of your home for extra natural gas at our lowest (baseline) rate. This Medical Baseline Allowance of 0.822 therms of natural gas per day is in addition to the standard baseline allowance. It's

available to people who need sustained heating for their living space due to paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system, a life-threatening illness or other conditions.

A doctor must certify the medical necessity. To receive an application for the Medical Baseline Allowance, call us at **1-800-427-2200** or download it at www.socalgas.com/medical/.

WINTER BASELINE REMINDER

Every year, your winter baseline allowance automatically takes effect from Nov. 1 through April 30. It means more natural gas for home heating is available to you at the lowest (baseline) rate than during the other half of the year. The state sets your baseline therm allowance according to the season, your climate zone and other factors. You'll find your baseline and "over baseline" rates and therm use on every gas bill. For more information about your bill, visit www.socalgas.com/residential/billing/.



Get rebates **ON THE SPOT** for select appliances



With instant rebates* from The Gas Company and participating retailers, it's easy to save money on qualifying, high-efficiency natural gas water heaters (\$30), and ENERGY STAR® qualified clothes washers (\$35) and dishwashers

(\$30). Instant rebates are automatically applied at the cash register. For qualifying models and participating retailers, visit www.socalgas.com/residential/savemoney/ or call us toll free at **1-888-431-2226**.

*This program is funded by California utility customers and administered by Southern California Gas Company under the auspices of the California Public Utilities Commission.



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Glad to be of service.®

1-800-427-2200

TDD: 1-800-252-0259

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AHORRE energía y PROTEJA su hogar manteniendo adecuadamente su calefactor de gas

Un buen mantenimiento de su calefactor de gas puede resultar en ahorros, seguridad y tranquilidad. Pruebe estos consejos para ayudar a que el sistema de calefacción de su hogar tenga un funcionamiento eficaz y seguro.

Antes de la primera ola de frío:

- Programe una revisión anual de su calefactor con un contratista con licencia en calefacción o plomería o con The Gas Company.

Durante la temporada de uso de la calefacción:

- Mantenga las tomas de aire, ventilas, rejillas y demás aperturas del calefactor libres de polvo, muebles, cortinas, periódicos y cualquier cosa que pudiera obstruir el flujo de aire.
- Limpie o reemplace el filtro de aire cada mes o de acuerdo con las recomendaciones del fabricante del calefactor.

- Después de reemplazar un filtro, vuelva a colocar firmemente la puerta del tablero frontal en su lugar. Operar el calefactor con la puerta de acceso entreabierta puede exponerle a una intoxicación por monóxido de carbono.

- Evite la acumulación de polvo y pelusa aspirando y limpiando regularmente alrededor de su calefactor, en especial el compartimiento del quemador.

- Si la llama del quemador tiene una apariencia amarilla, grande e inestable, es necesario que un profesional calificado inspeccione y repare inmediatamente el calefactor.

Visite www.socalgas.com/sp/safety/ para más sugerencias sobre cómo usar sus aparatos de gas natural de forma segura y eficaz.



1-800-342-4545

TDD: 1-800-252-0259

Publicamos *Gas Company News* cada dos meses. Esta información, y más, está disponible en www.socalgas.com/sp/.

ALERTA CON EL MONÓXIDO DE CARBONO

Brindar un mantenimiento apropiado a sus aparatos de gas, le garantiza un funcionamiento seguro y adecuado, lo cual le ayudará a evitar la exposición al monóxido de carbono. Protéjase a sí mismo y a sus seres queridos informándose sobre el monóxido de carbono.

¿Qué es el monóxido de carbono? Es un gas incoloro, inodoro e insípido que puede robarle el oxígeno. Puede ser producido por aparatos de gas natural con una instalación, mantenimiento o uso inadecuado.

¿Qué señales pueden indicar la presencia de monóxido de carbono? (1) Una llama amarilla, grande e inestable en el quemador de un aparato de gas (excepto los leños decorativos de gas); (2) un olor fuerte e inusual, debido a la mala combustión, cuando el aparato está en funcionamiento; y (3) inexplicables náuseas, mareos y síntomas similares a los de la gripe, en miembros de la familia.

¿Qué debo hacer si sospecho de la presencia de monóxido de carbono?

1. Deje de usar inmediatamente el aparato del que sospecha.
2. Busque atención médica de emergencia para cualquiera que presente síntomas de intoxicación por monóxido de carbono.
3. Póngase en contacto con un contratista con licencia en calefacción o plomería, o bien con The Gas Company para que inspeccionen el aparato.
4. No use el aparato hasta que un profesional calificado lo haya inspeccionado, le haya dado servicio y haya considerado que es seguro.

¿Cuál es la mejor forma de prevenir la exposición al monóxido de carbono?

Asegúrese de que su calefactor y otros aparatos de gas tengan una instalación, mantenimiento y uso adecuados.