

INSIDE THIS ISSUE...

SPRING 2009



SAFETY

Know what's below before you dig: Call 811
Tips for comfort and safety



GO GREEN

Protecting an essential resource together



SAVING MONEY

Get instant rebates on qualifying appliances

SAFETY >>>

SAFETY BEGINS AT HOME

Here are a few basic tips to help you enjoy the comforts provided by your natural gas appliances safely and efficiently.

- Once a year, have your appliances inspected by a licensed, qualified professional or The Gas CompanySM.
- Be alert for signs of carbon monoxide, a colorless, odorless, tasteless gas that can rob you of oxygen. Carbon monoxide may be produced by natural gas appliances that are poorly maintained, misused or improperly installed. Signs of carbon monoxide include: (1) a yellow, large and unsteady burner flame (except for decorative gas logs); (2) an unusual pungent odor when the appliance is operating; and (3) unexplained nausea, drowsiness or flu-like symptoms in household members.



- Make sure that the main burner and pilot light of your water heater are at least 18 inches above the floor to reduce the risk of igniting accidentally spilled flammable products.
- Check that your water heater is anchored to wall studs with metal straps and heavy bolts in two places. Strapping kits are available at your local hardware store.

- Keep flammable products – such as gasoline, paints and insecticides

– away from the water heater and other heat-producing appliances. When exposed to a flame or spark, unseen vapors from flammable products can ignite.

For more tips on keeping your home safe, visit www.socalgas.com/safety/.

GO GREEN >>>

TOGETHER, WE CAN PROTECT A VITAL RESOURCE

Water remains a life-sustaining resource. By all of us working together, we can preserve and protect the oceans, lakes, groundwater and drinking water that we share.



At The Gas Company, we take steps to prevent vehicle oils, dirt and debris from entering storm drains and waterways.

In addition, at many of our facilities, we plan to install low-flow faucets and showerheads, and we are investigating drought-tolerant landscaping.

You can help, too, by preventing common pollutants – such as pesticides, pet waste, grass clippings and automotive fluids – from entering storm drains and reaching oceans, lakes and streams. Other simple steps for protecting and conserving water include:

- Properly disposing of trash, cigarette butts and pet waste.
- Sweeping paved walkways and driveways instead of watering them down.
- Directing sprinkler heads to stop runoff from carrying fertilizers, pesticides and soil into storm drains.
- Landscaping with a rock garden, dry creek bed and drought-tolerant plants.
- Using low-flow faucets and showerheads.

For more ideas on how you can help the environment, visit www.socalgas.com/environment/.

SAFETY >>>

CALL 811 BEFORE YOU DIG

Before you put a shovel in the ground for any reason – planting a tree, installing a fence, remodeling your house – remember that gas pipelines can be located anywhere. They may be under streets, sidewalks or even just inches below the surface of your own yard.



**Know what's below.
Call before you dig.**

Hitting a gas line can disrupt service, delay your project, result in costly repairs and even cause possible injury to you or your contractor.

Know where utility-owned lines are before you dig by dialing three simple numbers – 811 – at least two workdays before you start your project.

Underground Service Alert (USA) at 811 will coordinate with The Gas Company and other utilities to mark the location of buried utility-owned gas pipelines and other utility-owned lines.

The call is toll free and there's no charge for the service. For more information, visit www.digalert.com.

TIMELY TIP

If you plan to move, did you know that you can start, stop and transfer your gas service online? Sign up for My Account at www.socalgas.com/myaccount/, where you can also receive and pay your gas bill online, request a payment arrangement and schedule service appointments.

SAVING MONEY >>>

SAVE MONEY WHEN YOU BUY QUALIFYING APPLIANCES OR UPGRADES FOR YOUR HOME

Are you planning to buy a new clothes washer, dishwasher or natural gas water heater? You'll find instant rebates at participating retailers. Simply pick up a coupon for one of the ENERGY STAR®-qualified items and present it at the check-out register. The rebate amount will be taken off the purchase price – no need to fill out an application and no waiting for a check.

You'll save now with the instant rebate and later, when those energy-saving products help lower your monthly gas bills. For information about instant rebates, visit www.socalgas.com/rebates/residential/.

Mail-in rebates of up to \$200 are available for qualifying, high-efficiency gas furnaces, water heaters, clothes washers, dishwashers and attic/wall insulation. Start by calling **1-888-431-2226** before you buy to confirm product eligibility and availability of funds, and to see if rebate applications are still being accepted.

2009 REBATES FOR HOME ENERGY-EFFICIENCY MEASURES*

ENERGY STAR®-qualified natural gas furnace with Annual Fuel Utilization Efficiency (AFUE) rating of 92% or higher	\$200/unit
ENERGY STAR-qualified clothes washer	\$35/unit
ENERGY STAR-qualified dishwasher	\$30/unit
ENERGY STAR-qualified natural gas storage water heater	\$30/unit
Attic or wall insulation	\$0.15/sq. ft.

* Certain restrictions apply. This program may be modified or terminated without prior notice. The selection, purchase and ownership of any goods and services are the sole responsibility of the customer. This program is funded by California utility customers and administered by Southern California Gas Company under the auspices of the California Public Utilities Commission.

PRIMAVERA DE 2009

NOTICIAS DE THE GAS COMPANY

SEGURIDAD >>>

LA SEGURIDAD COMIENZA EN EL HOGAR

Conocer unas cuantas sugerencias básicas de seguridad puede ayudarle a disfrutar las comodidades que le brindan sus aparatos de gas natural, de una manera segura y más eficiente.

- Vea que sus aparatos domésticos de gas sean inspeccionados una vez al año por un profesional calificado con licencia o por The Gas CompanySM.
- Esté alerta a las señales del monóxido de carbono, un gas incoloro, inodoro e insípido que puede robarle el oxígeno. El monóxido de carbono puede ser producido por aparatos de gas natural que tengan un mantenimiento deficiente, se les dé un mal uso o estén instalados inadecuadamente. Las señales de fuga del monóxido de carbono incluyen: (1) una llama de quemador amarilla, grande e inestable (con la excepción de leños decorativos de gas); (2) un inusual olor acre cuando el aparato está funcionando, y (3) náuseas, mareos y síntomas parecidos a los de la gripe, sin explicación aparente entre los miembros de la casa.



- Asegúrese de que el quemador principal y el piloto de su calentador de agua estén a cuando menos 18 pulgadas por encima del nivel del piso para reducir el riesgo de que se enciendan productos inflamables que se hayan derramado accidentalmente.
- Verifique que su calentador de agua esté sujeto firmemente a los montantes de la pared con cintas

metálicas y pernos reforzados en dos lugares. Los kits para sujetarlos están a la venta en la ferretería de su localidad.

- Mantenga los productos inflamables, tales como gasolina, pinturas e insecticidas alejados del calentador de agua y otros aparatos que produzcan calor. Cuando son expuestos a una llama o una chispa, pueden encenderse los vapores que no se ven de productos inflamables.

Para más sugerencias sobre cómo mantener su casa segura, visite www.socalgas.com/sp/seguridad/.

SEGURIDAD >>>

LLAME AL 811 ANTES DE EXCAVAR

Antes de enterrar una pala en el suelo por cualquier motivo – plantar un árbol, instalar una cerca, remodelar su casa – recuerde que puede haber tuberías de gas en cualquier parte. Pueden estar debajo de las calles, las aceras, o incluso a unas cuantas pulgadas debajo de la superficie de su propio patio.

Golpear una línea de gas puede interrumpir el servicio, retrasar su proyecto, resultar en costosas reparaciones e incluso producirle posibles lesiones a usted o a su contratista.

Sepa dónde están las líneas propiedad de las empresas de servicios públicos antes de excavar marcando tres números sencillos – 811 – cuando menos dos días hábiles antes de empezar su proyecto.

Después de llamar al 811, el servicio de localización Underground Service Alert (USA) se coordinará con The Gas Company y otras empresas de servicios

públicos para marcar la ubicación de las tuberías de gas enterradas propiedad de la compañía y de las tuberías de otras empresas de servicios públicos.



Sepa qué hay debajo. Llame antes de excavar.

La llamada es sin costo y no se cobra por el servicio. Para mayor información, visite www.digalert.com (disponible en inglés únicamente).

SUGERENCIA OPORTUNA

Si está teniendo dificultades para pagar su factura, tal vez podamos ayudar. Puede pedir un formulario de solicitud para un 20% de descuento, a disposición de los clientes que reúnan los requisitos, a través de nuestro programa CARE. O puede pedir un arreglo para hacer pagos. Sólo tenga su número de cuenta a la mano y visítenos en www.socalgas.com/sp/ayudaadiconal/ o llame a nuestra línea automatizada de servicio al 1-800-772-5050.

1-800-342-4545 TDD: 1-800-252-0259 www.socalgas.com/sp/