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FURNACE CARE IS KEY TO YOUR COMFORT AND SAFETY

Take the first step to heating your home safely this winter: Schedule an annual checkup of your furnace with a licensed heating or plumbing contractor, or The Gas CompanySM before the first cold snap.

In addition, when using your furnace, follow the safety tips below to help keep your family safe and warm.

- **Maintain normal airflow** by keeping furnace air intakes, vents, grills and other openings free of any obstructions, such as furniture, curtains, dust and lint.
- **Clean or replace the air filter** monthly or as recommended by the furnace manufacturer. Make sure the furnace front-panel door fits firmly back into place when you're done. If the access door is loose when you run the furnace, you may risk carbon monoxide poisoning (see article below).

- **Never store or use flammable products** near the furnace or other natural gas appliances. Examples of flammable products include gasoline, spray paints, solvents and insecticides.
- **Check the burner flame.** A yellow, large and unsteady flame means that you need to have your furnace inspected and repaired immediately.

For more safety tips, visit www.socalgas.com.



SAFETY >>>

WHAT YOU SHOULD KNOW ABOUT CARBON MONOXIDE

Before using your furnace, take a few moments to learn the dangers of carbon monoxide. Carbon monoxide is a colorless, odorless, tasteless gas that may form if a natural gas appliance is improperly installed, poorly maintained or misused. Carbon monoxide is dangerous because it blocks your intake of oxygen, which can result in unconsciousness or even death.

Look for these signs of carbon monoxide:

- A yellow, large and unsteady burner flame in a gas appliance (except decorative logs with gas flames).
- An unusual pungent odor when the appliance is on. This odor is due to another byproduct of the same process (incomplete combustion) that produces carbon monoxide.
- Unexplained nausea, drowsiness and flu-like symptoms in household members.

If you think carbon monoxide may be present:

- 1 Turn off the suspected gas appliance immediately.
- 2 Seek emergency medical attention for anyone with symptoms of carbon monoxide poisoning.
- 3 Have The Gas Company or a licensed heating or plumbing contractor inspect the appliance immediately, service it and confirm it's safe to use.

To help prevent carbon monoxide exposure, make sure your furnace and other gas appliances are installed correctly, maintained regularly and used properly. For more safety information, visit www.socalgas.com.

COMMUNITY >>>

ASSISTING PEOPLE WITH CERTAIN MEDICAL NEEDS

A serious health condition may qualify you or a full-time resident of your home for The Gas Company's Medical Baseline Allowance program. This program provides an additional 0.822 therms of natural gas per day, billed at the lowest rate.

This additional allowance of natural gas is for the use of life-support devices or home heating required to sustain life or prevent the medical condition from getting worse.



Qualifying conditions include paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system or a life-threatening illness. A physician must certify the medical need.

Download an application at www.socalgas.com/assistance/, or call us at 1-800-427-2200.

TIMELY TIP

If the pilot light on your furnace has been shut off, we'll gladly relight it for you at no cost. You can beat the rush for this popular service by scheduling your appointment before cold weather arrives. Register for or log into My Account at www.socalgas.com/myaccount/ so you can place, view or even cancel your service order.

THIS KIND REMINDER COULD HELP YOU OR SOMEONE YOU KNOW

If you or someone you know has a tendency to forget to pay bills, or perhaps just travels a lot and could use a reminder, our **Third Party Notification** program may be useful.



This free service offers reminders about late payments to help your friend or relative – or you – avoid disconnection of gas service.

Download an application at www.socalgas.com/assistance/, or call us toll free at **1-800-427-2200**.

The way it works is simple:

- 1 You choose a trustworthy third party, such as a friend, relative or social agency.
- 2 If The Gas Company sends a late-payment or gas shut-off notice to you, then a copy of the notice goes to your chosen third party.
- 3 This duplicate notice cues the third party to remind you about the overdue bill.
- 4 The third party may offer to help, but is not required to pay your overdue bill.

EL CUIDADO DEL CALEFACTOR ES CRUCIAL PARA SU COMODIDAD Y SEGURIDAD

Dé el primer paso para calentar su casa de manera segura este invierno. Programe una revisión anual de su calefactor con un contratista con licencia en calefacción o plomería o con The Gas CompanySM antes de la primera ola de frío.

Además, cuando use el calefactor, tome en cuenta los siguientes consejos de seguridad para ayudar a mantener a su familia a salvo y calentita.

- **Mantenga un flujo de aire normal** conservando las entradas de aire, ventilas, rejillas y otras aberturas del calefactor libres de obstrucciones como muebles, cortinas, polvo y pelusa.
- **Limpie o reemplace el filtro del aire** cada mes o de acuerdo con las recomendaciones del fabricante del

calefactor. Asegúrese de volver a instalar apropiadamente la puerta del panel frontal del calefactor de manera que ajuste perfectamente cuando termine. Si la puerta de acceso está entreabierto cuando encienda el calefactor, puede correr el riesgo de intoxicación con monóxido de carbono (lea el artículo a continuación).

- **Nunca almacene o use productos inflamables** cerca del calefactor u otros aparatos de gas natural. Ejemplos de productos inflamables incluyen gasolina, pinturas en aerosol, solventes e insecticidas.
- **Revise la llama del quemador.** Una llama amarilla, grande e inestable significa que el calefactor debe inspeccionarse y repararse inmediatamente.

Para más consejos de seguridad, visite www.socalgas.com/sp/.

LO QUE DEBE SABER ACERCA DEL MONÓXIDO DE CARBONO

Antes de usar el calefactor, dedique unos momentos a informarse de los peligros del monóxido de carbono.

El monóxido de carbono es un gas incoloro, inodoro e insípido que puede formarse si un aparato doméstico de gas natural está instalado inadecuadamente, recibe un mantenimiento deficiente o se usa inapropiadamente.

El monóxido de carbono es peligroso porque bloquea la inhalación de oxígeno, lo que puede resultar en la pérdida del conocimiento o hasta la muerte.

Esté pendiente de estas señales de monóxido de carbono:

- Una llama de quemador amarilla, grande e inestable en un aparato de gas (excepto en leños decorativos con llamas de gas).

- Un inusual olor acre cuando el aparato está encendido. Este olor se debe a otro producto derivado del mismo proceso (la combustión incompleta) que produce monóxido de carbono.

- Náusea, somnolencia y síntomas parecidos a los de la gripe, sin explicación, en los miembros de la familia.

Si cree que puede haber monóxido de carbono presente:

- 1 Apague inmediatamente el aparato de gas del que sospecha.

- 2 Busque atención médica de emergencia para cualquiera que tenga síntomas de intoxicación con monóxido de carbono.

- 3 Haga que The Gas Company o un contratista con licencia en calefacción o plomería inspeccione inmediatamente el aparato de gas, le dé servicio y confirme que es seguro usarlo.

Para ayudar a prevenir que se exponga al monóxido de carbono, asegúrese de que su calefactor y otros aparatos de gas estén instalados correctamente, reciban mantenimiento periódicamente y se usen adecuadamente. Para más información sobre seguridad, visite www.socalgas.com/sp/.

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.