



Southern  
California  
Gas Company



A  Sempra Energy utility®



# HOME ENERGY AND SAFETY GUIDE

Facts, Tips and Information

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

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## GETTING TO KNOW SOUTHERN CALIFORNIA GAS COMPANY (SOCALGAS®)

FOR MORE THAN 140 YEARS, WE'VE BEEN COMMITTED TO DELIVERING CLEAN, SAFE AND RELIABLE NATURAL GAS TO OUR CUSTOMERS. THIS HOME ENERGY AND SAFETY GUIDE IS DESIGNED TO ANSWER QUESTIONS YOU MAY HAVE ABOUT NATURAL GAS, AND IT INCLUDES WAYS TO HELP YOU USE IT SAFELY AND EFFICIENTLY.

**Did you know**, SoCalGas offers many convenient services and money-saving programs? Here are the basics:

- Be one of the first to hear about money-saving rebates and special offers – sign up to receive periodic emails by visiting **socalgas.com** (search “EMAIL”)
- Save time and money. Sign up to receive, view and pay your gas bill through our secure site, by visiting **socalgas.com** (search “MY ACCOUNT”). You can also request to start or stop your gas service, schedule appliance service appointments, request payment arrangements and more.
- If you're a My Account user, but have recently moved or changed email addresses, please update your information in My Account today.
- Conserving our natural resources starts at home. Learn how by taking a free online energy survey at **socalgas.com**. See page 28.
- Take advantage of available rebates on qualifying energy efficiency upgrades. Visit **socalgas.com** (search “REBATES”).
- If you need financial assistance, we offer several programs that can help. See page 26 or visit **socalgas.com** (search “CUSTOMER ASSISTANCE”).
- Learn how to use natural gas safely. See pages 3-18 for important information or go to **socalgas.com** (search “SAFETY”).

## IN CASE OF AN EMERGENCY

Be prepared for emergencies and know how to shut off the gas to your meter (see page five for instructions). After an earthquake, turn off the gas to your meter ONLY if it is safe to do so and ONLY if you smell gas, hear the sound of gas escaping or see other signs of a leak. Always use caution when touching gas meters, gas piping, valves, attached components and other gas equipment. Faulty household appliances or faulty household electrical wiring could inadvertently introduce electricity to the gas meter and related equipment that can cause an electric shock when touched.

### Before an emergency

- Know where your gas meter is located and keep a 12" or larger adjustable wrench with your emergency supplies, near your building exit, or near your gas meter shut-off valve. Do not store the wrench on the meter or other gas piping.
- To help prevent your water heater from moving or toppling in an earthquake, strap it firmly to the wall studs in two places – the upper and lower one-third of the tank – with heavy bolts and metal strapping. Be sure to place the lower strap at least four inches above the thermostat controls. Kits are often available at your local hardware store and we recommend having a licensed, qualified professional install it for you.
- Call SoCalGas or a licensed, qualified professional to replace any semi-rigid aluminum or copper gas tubing appliance connectors with an approved flexible connector.
- Check safety devices, such as smoke and carbon monoxide detectors, to ensure that they are functioning properly.
- Call SoCalGas or a licensed, qualified professional to inspect your furnace and other gas appliances for safe operation and to make any needed repairs. Make sure that flexible connectors are not subject to damage or passing through floors, walls or ceilings.

### After an emergency

- DO NOT turn off gas to your meter unless you smell gas, hear the sound of gas escaping or see other signs of a

leak and ONLY if it is safe to do so. Do not turn it back on yourself. Call SoCalGas to turn the gas back on, to relight the pilots and service appliance for proper operation.

- Check your water heater and furnace vents. If the venting system becomes separated during an earthquake or other event, it could leak hazardous fumes into your home. Do not operate your appliance unless it is properly vented. Signs of an improperly vented appliance may include moisture on the inside of windows or an unusual odor when the appliance is in operation.
- DO NOT ignite a flame or use any electrical appliances, light switches or other devices that can cause a spark until you're sure there are no gas leaks.

## HOW TO RECOGNIZE AND RESPOND TO A GAS LEAK

It's important to keep in mind that natural gas is flammable and that a simple spark can serve as an ignition source. Using your sense of sight, hearing and smell, along with any of the following signs, may alert you to the presence of a gas leak:



### Look

- A damaged connection to a gas appliance.
- Dirt or water being blown in the air.
- Dead or dying vegetation (in an otherwise moist area) over or near pipeline areas.
- A fire or explosion near a pipeline.
- Exposed pipeline after an earthquake, fire, flood or other disaster.



### Listen

- An unusual sound, such as a hissing, whistling or roaring sound near a gas line or appliance.



### Smell

- The distinctive odor\* of natural gas.

\*Some people may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being

masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain conditions in pipe and soil can cause odor fade – the loss of odorant so that it is not detectable by smell. For more information on odor fade, please visit [socialgas.com](http://socialgas.com) (search “ODOR”).

## If you smell natural gas or suspect a gas leak

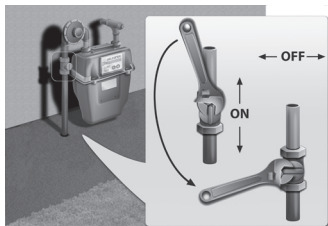
- REMAIN calm.
- DON'T light a match, candle or cigarette.
- DON'T turn electrical appliances or lights on or off or use any device that could cause a spark.
- Immediately evacuate the area, and from a safe location, call SoCalGas at **1-800-427-2200** 24 hours a day, seven days a week; or call **911**.



## HOW TO SHUT OFF YOUR GAS IN CASE OF AN EMERGENCY

In the event of an emergency, it's important to know exactly where your meter is located.

As you face the meter, you will see a pipe running from the ground to the meter. There is a shut-off valve running parallel with the pipe usually located about 6 to 8 inches above the ground. **Use a 12-inch or larger adjustable wrench to turn the valve one-fourth of a turn in either direction until the valve is crosswise to the pipe (see diagram).**



Close-up of a typical gas valve

Important: Always use caution when touching gas meters, gas piping, valves and attached components. Faulty household appliances or faulty household electrical wiring could inadvertently introduce electricity to the gas meter and

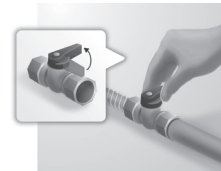
related gas equipment that can cause an electric shock.

## After shutting off your gas

If you turn off your gas at the meter, leave it off. Do not turn it back on yourself. Call SoCalGas to turn the gas back on, to relight the pilots and service your appliances.

## Gas appliance shut-off valves

For safety, a shut-off valve should be installed at every gas appliance between the wall and appliance connector. If a leak occurs at a specific appliance, the valve will permit you to turn off the gas at the appliance rather than shutting off all gas service at the meter. Some valves require a wrench to turn them.



Gas appliance shut-off valves allow you to turn off gas locally should a leak occur at a specific appliance.

## PIPELINE SAFETY

### Pipeline maintenance and improvement

We routinely perform pipeline safety tasks, including patrolling, testing, repairing, and replacing pipelines. We meet or exceed all federal and state requirements for safe pipeline operations and maintenance, including ongoing technical training and testing for employees. Our goal is to identify and resolve potential problems before a major problem occurs. SoCalGas has also implemented a rigorous integrity management program in highly-populated areas. We use advanced safety inspection tools to monitor pipe condition and to verify the effectiveness of our ongoing maintenance activities. In order to perform these important inspections, the area around our pipelines must be clear of shrubs, trees, fences and other structures.

### Markers indicate most major pipelines near you

Markers purposely indicate only the approximate location of buried pipelines. Markers do not indicate the depth or number of pipelines in the area. To view maps and identify the approximate locations of major natural gas pipelines in your area, visit the Gas Transmission and High Pressure

**24-HOUR EMERGENCY RESPONSE**

**1-800-427-2200. TDD/TTY 1-800-252-0259**

Distribution Pipeline Interactive Map at [socalgas.com](http://socalgas.com) (search "MAPS") or the National Pipeline Mapping System website at [www.npms.phmsa.dot.gov/](http://www.npms.phmsa.dot.gov/). These maps only indicate the general location of pipelines and should never be used as a substitute for calling **811** at least two business days before digging. *\*Please note: The NPMS website takes you to a third party site, which is not part of SoCalGas, and does not display the locations of High Pressure Gas Distribution Lines.*

## CALL 811 BEFORE YOU DIG – IT'S FREE!

Pipelines may be located anywhere, including under streets, sidewalks and private property, sometimes just inches below the surface. Excavation, planting, demolition and other forms of digging are major causes of pipeline damage. That's why it is important to know where they are before you begin any type of digging.

Whether you're planning to build a major development or just landscaping your yard, protect your safety and the safety of those around you by calling **Underground Service Alert at 811**, at least two business days prior to excavating. You may call Underground Service Alert between 6:00 a.m. and 7:00 p.m., Monday through Friday (excluding holidays). Underground Service Alert will coordinate with SoCalGas and other utility owners in the area to mark the locations of buried utility-owned lines. This is a **FREE** service and it can help prevent injury, costly property damage and loss of utility service.

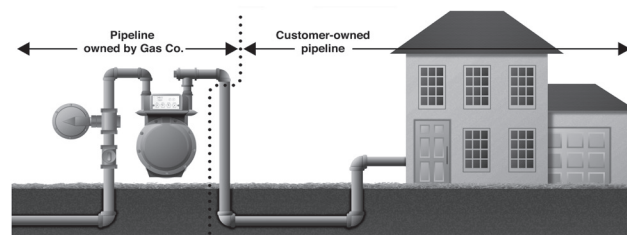
Once all lines are marked, carefully use only hand tools to dig within 24 inches of each marked utility line to determine the exact locations of all lines before using any power excavation equipment in the area. Measure the 24 inches from the indicated outside diameter on each side of the pipeline. Report any pipeline damage by calling us immediately at **1-800-427-2200**. **NO DAMAGE IS TOO SMALL TO REPORT**. Even a slight gouge, scrape or dent to a pipeline, its coating, or any component attached to or running alongside the pipeline, such as a wire, may cause a dangerous break or leak in the future. If you cause what seems to be **ONLY**

minor damage to a pipeline, **OR ANY COMPONENT ATTACHED TO THE PIPELINE**, you should **STILL** notify us immediately by calling **1-800-427-2200**. For additional pipeline safety information, visit [socalgas.com](http://socalgas.com) (search "PIPELINES").

## MAINTAINING YOUR GAS LINES

SoCalGas is responsible for maintaining the gas lines that carry natural gas to your meter. However, if you're a property owner, property manager, tenant and/or occupant, you are responsible for maintaining all gas lines on your side of the meter. Such customer-owned gas lines include all piping that goes:

- From your gas meter to the appliances on your property.
- From a curbside gas meter to the home (when the meter is not right beside the home).
- From your meter underground to a building, pool/spa heater, barbecue or other gas appliances.



Not maintaining gas pipelines could result in potential hazards due to corrosion and leakage. To properly maintain your gas lines, you should have them periodically inspected to identify unsafe conditions, including corrosion (if the pipe is steel or other metal) and leaks, and repair any unsafe conditions immediately. A licensed, qualified professional, such as a plumbing or heating contractor, can assist you in finding, inspecting and repairing your buried gas lines.

**NOTE:** If you own a master-metered gas line system, the U.S. Department of Transportation requires you to notify your tenants of the information above. You may do so by placing copies of this brochure in a common area frequented by your tenants.



## ABOUT THE GAS METER

### Safe access is required

SoCalGas owns and maintains the meter, regulator and related piping that are located on your property. According to Tariff Rule 25, SoCalGas has the right of access to its facilities that are located on your property. Our service employees must have a safe pathway to the meter that is free of shrubs, structures, debris or other tripping hazards. Be sure to survey the path to your meter to make sure none of these unsafe conditions exists. If you choose to keep your gate locked, please contact us to make arrangements to have the meter accessible on future read dates. We may also have to contact you because of a locked gate when we need to work on the meter or survey the underground piping. In an emergency, the fire department or SoCalGas may need to shut off the meter for safety reasons. Please ensure it is always safely accessible.

Meters are read once a month on or about the scheduled read date (printed on your bill). If your property's meter is inaccessible for any reason, you will receive an estimated gas bill. Meter readers are prohibited from entering yards with a dangerous or unfriendly dog, and our service employees are not allowed to enter yards if any dog is present. So for the safety of our employees, always securely confine your dog away from the gas meter. Keep your dog in the house, garage or other secure enclosure on meter reading and service call days. A tied, leashed, or chained dog does not provide our employees with a safe work environment.

### Tampering with a meter

Tampering with a gas meter and/or gas piping could cause a fire or an explosion. The California Penal Code makes it a crime to willfully remove, obstruct or interfere with any valve, meter, pipe or other device installed on any gas main or pipeline.

Installation and/or connection of any pipe, tube, device or appliance to any part of the gas meter or associated piping up to and including the meter service tee is prohibited, will be removed, and may result in additional charges.

Do not use the gas meter, gas riser, gas piping or related equipment for electric bonding or grounding because it is not safe and not permitted. Use caution when touching gas meters, risers, valves and attached components. Faulty household appliances or faulty household electrical wiring could inadvertently introduce electricity to gas facilities that can cause an electric shock.

Under the regulations of the California Public Utilities Commission (CPUC), General Order 112-E, only SoCalGas is authorized to operate the gas service shut-off valve.

All customers have to bear the costs of gas thefts. If you are aware of anyone tampering with gas meters or piping, you should report it to SoCalGas. Your call will be kept confidential.

### Reading your meter

Your gas meter records your energy use in cubic feet of natural gas.

Reading your meter can be as easy as reading a clock. Starting from left



to right, read only the large dials marked 1,000 per revolution and higher. The small dials are for test purposes only. When a hand is between two numbers, record the lower number. The sample reading above shows 6084.

To check the amount of gas you use, look at the reading at the start of the billing periods and again at the end (these two readings are printed on your bill). The difference between the two numbers is the amount of gas you have used in hundreds of cubic feet.

## FUMIGATION REQUIREMENTS

As part of our commitment to provide safe and reliable service, SoCalGas will close service prior to the fumigation of a home or business, as well as restore gas service afterward. Only SoCalGas is authorized to operate the gas service shut-off valve. Fumigation contractors are not authorized to perform these services. We will provide

all service valve closure and restoration services at no cost to you. SoCalGas will inspect and adjust all appliances for safety and efficiency as part of the restore service.

To close service for fumigation, the request must be entered two or more business days prior to the service closure.

To restore your gas service, advance notice of at least one business day is required. Call **1-800-427-2200** to schedule service. Service restoration orders are scheduled no sooner than the two days after the tent has been installed and the structure fumigated. Service restoration may be scheduled the same day the tent is removed if you provide SoCalGas with a "Certification for Re-Entry" from your fumigation contractor certifying that it is safe to re-enter the building. Please leave clear access to the gas meter and the front door.

SoCalGas Field employees are not permitted to enter structures that are partially or fully tented for fumigation.

## CARBON MONOXIDE WARNING

To help keep your gas appliances operating safely and efficiently, SoCalGas or a licensed, qualified professional should inspect your gas appliances every year. Not performing annual maintenance may result in inefficient appliance operation, and in some cases, dangerous exposure to carbon monoxide.

Carbon monoxide is a colorless, odorless, tasteless gas that is formed when carbon-based fuels, such as kerosene, gasoline, propane, natural gas, oil, charcoal or wood, are burned with inadequate amounts of oxygen, creating a condition known as incomplete combustion. In the case of home gas appliances, this can be caused by improper installation, poor maintenance, appliance misuse or failure. Since carbon monoxide displaces the oxygen in the blood, exposure to higher concentrations or prolonged exposure to lower concentrations of carbon monoxide can cause a number of ill effects leading to serious illness and death.

Be alert for: (1) a yellow, large and unsteady burner flame (with the exception of decorative gas log appliances); (2) an unusual pungent odor when the appliance is operating, which

may indicate the creation of aldehydes, a by-product of incomplete combustion; and (3) unexplained nausea, drowsiness, headaches, dizziness, vomiting, mental confusion, shortness of breath and/or flu-like symptoms.

If you suspect carbon monoxide is present in your home:

- If safe to do so, immediately turn off the suspected gas appliance.
- Evacuate the premises and call **911**.
- Seek immediate medical attention if anyone in the home experiences possible carbon monoxide poisoning symptoms.
- Contact SoCalGas at **1-800-427-2200** or a licensed, qualified professional immediately to have the appliance inspected.
- Don't use the suspected gas appliance until it has been inspected, serviced and determined to be safe by SoCalGas or a licensed, qualified professional.

## Carbon monoxide alarms

California's Carbon Monoxide Poisoning Prevention Act of 2010 requires that all residential properties having a fossil fuel burning appliance, fireplace or attached garage be equipped with an approved carbon monoxide alarm. All single family homes must be equipped with a carbon monoxide alarm by July 1, 2011. All other residential units must have a carbon monoxide alarm by January 1, 2013. Only carbon monoxide alarms that are approved by the California State Fire Marshall and have the Underwriter's Laboratories (UL) Certification may be used. They are available at your local hardware and home improvement stores.

## APPLIANCE SAFETY TIPS

Gas appliance maintenance is always the customer's responsibility. Properly caring for appliances helps to keep them operating safely and efficiently. The following are some important tips:

- Have your gas appliances inspected annually by a licensed, qualified professional or SoCalGas.
- Never store rags, mops, paper or other combustibles near any gas appliance.

- Never store anything near a gas appliance that might interfere with normal appliance airflow.
- Never store or use flammable products in the same room or near any gas or heat-producing appliances. Flammable products include gas-line, spray paints, solvents, insecticide, adhesives, foggers, varnish, cleaning products and other pressurized containers.
- Never use your oven, range top or outdoor barbecue to heat your home because these appliances are not designed for this purpose.



## RANGE SAFETY

- Keep range top area clean of grease. Grease is flammable and excessive build-up may result in a fire.
- Do not use the range top or oven to heat the home.
- Do not install aluminum foil in the oven or range top to avoid restricting exhaust vents which may result in carbon monoxide poisoning.

## FURNACE SAFETY

It's important to maintain your furnace for safety and operating efficiency. Follow the tips listed for the type of furnace in your home.



**Floor Furnace**



**Wall Furnace**

### Floor furnace

- Avoid lint build-up by vacuuming the floor furnace and the area around it regularly.
- Keep children away from the grill, as it gets very hot.
- Avoid fires – don't place rugs, furniture, or combustible items over or near the grill and do not block the airflow.

### Wall furnace

- Clean inside the burner compartment of built-in, vented wall furnaces once a month during the heating season to prevent lint build-up.
- Avoid fires – don't place furniture, or combustible items near the grill.

### Central gravity furnace

- Keep furnace heat registers free of obstructions.
- Don't store items nearby that might stop the airflow.

### Central forced-air heating

Many gas furnaces use air from the room to operate. Lint and dust carried by air, or items stored in or around the furnace can block airflow. In order to operate safely and efficiently, your gas furnace must be kept free of dust and lint build-up and other obstructions stored near the furnace. Never store or use flammable products, such as newspapers, flammable liquids or cleaning products near the furnace.

- Most forced-air furnaces have a filter that cleans the air before heating and circulating it throughout the home. Check your filter monthly for lint build-up during periods of furnace use. Clean or replace the filter if necessary.
- When installing a new or cleaned filter, be sure to re-install the front panel door of the furnace properly so it fits snugly. Never operate the furnace without the front-panel door properly in place because doing so may create the risk of carbon monoxide poisoning. Most newer forced-air furnaces have a safety switch that prevents furnace operation when the filter compartment door/panel is not in place.

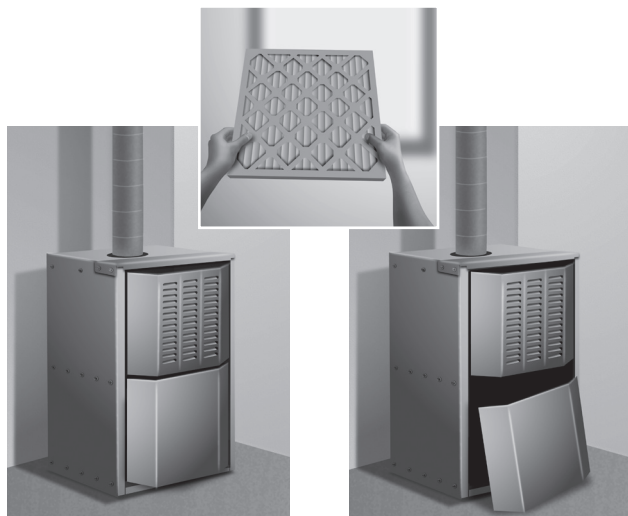
NOTE: Some older forced-air furnaces do not have a safety switch and can be operated with the filter compartment door/panel off or not properly in place.

**CAUTION: UNVENTED GAS HEATERS ARE UNSAFE AND NOT ALLOWED FOR USE IN CALIFORNIA.**



These older furnaces, when installed in a closet and operated with the panel/door not in place, will circulate carbon monoxide throughout the house.

- If you need to replace your furnace, check for available rebates on qualified ENERGY STAR® models at [socialgas.com](http://socialgas.com) (search "REBATES").



**Correct**

**Incorrect**

**Correct and incorrect panel installation for central forced-air heating. Check filters monthly during heating season.**

## WATER HEATER SAFETY

All gas appliances have a main burner flame and many also have a pilot flame. Follow these tips to reduce the risk of flammable vapors being ignited by these flames.

- Water heaters installed in garages must be elevated so the pilot or other source of ignition is a minimum of 18 inches above the floor or installed per local building codes and the manufacturer's installation instructions.

NOTE: Manufacturers' labels and/or instruction manuals for new Flammable Vapor Ignition Resistant (FVIR) tank water heaters may not indicate the 18-inch elevation

requirement for garage installations. However, applicable codes have not been updated to exempt FVIR water heaters in garages from the elevation requirement.

- Never store or use flammable products such as gasoline, paint thinner or cleaning products near or in the same room as any gas or heat-producing appliance.
- Earthquakes can cause improperly secured water heaters to move or topple. To help prevent this, strap it firmly to the wall studs in two places – the upper and lower one-third of the tank – with heavy bolts and metal strapping. Be sure to place the lower strap at least four inches above the thermostat controls. Kits are often available at your local hardware store and we recommend having a licensed, qualified professional install it for you.
- Lowering your temperature setting can help prevent scalding accidents and lower your energy costs. Water temperatures above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a 120° F or lower thermostat setting to prevent contact with "HOT" water. Please refer to your water heater manufacturer's recommendation for safe water heater temperature settings.
- If you need to replace your water heater, check for available rebates on qualifying high-efficiency models. Visit [socialgas.com](http://socialgas.com) (search "REBATES") for more information.



## DRYER SAFETY

Follow these safety precautions to reduce the risk of fire or injury to persons:

- Gas dryers must always be vented outdoors.
- Gas dryers should not be exhausted into an attic, chimney, wall, ceiling, or concealed space of a building.

- Use only approved metal vent ducting material. Plastic or vinyl material are not approved for gas dryers.
- Inspect the exhaust duct regularly to ensure that it has not become crushed, kinked or otherwise restricted.
- Keep area around the exhaust opening and adjacent surrounding areas free from the accumulation of lint.
- The interior of the exhaust duct should be cleared periodically by a licensed, qualified professional.

## NATURAL GAS FIREPLACE LOGS

- To help avoid serious accidents, the damper must be kept open on a permanent basis. Use the damper lock included with the gas log assembly kit.

## ATTIC INSULATION SAFETY

Attic insulation can help lower your energy bills. Improperly installed insulation, however, can create a fire hazard. Be sure to use the following tips for new and existing attic insulation:

- Keep insulation away from all heat sources, furnaces, water heaters, recessed light fixtures, fan motors, doorbell transformers, chimneys, flues and vents.
- Install a barrier made of non-combustible material around the above mentioned heat sources.
- Keep insulation away from all bare wires or “knob and tube” wiring.
- Keep the air supply openings to the forced air furnace free of any insulation.
- Leave attic and eave vents uncovered.
- Periodically check attic for insulation movement.
- Contact a state-licensed insulation contractor if you have any questions about proper installation.
- If you need to upgrade your attic or wall insulation, be sure to check for available rebates at [socalgas.com](http://socalgas.com) (search “REBATES”).

## APPLIANCE SAFETY RECALLS

The U.S. Consumer Product Safety Commission (CPSC) periodically announces safety recall programs for certain gas appliances and equipment. Information about product recalls that may affect your appliances is available at the CPSC website ([cpsc.gov](http://cpsc.gov)) or by calling the CPSC at **1-800-638-2772**. TDD/TTY **1-800-638-8270**. *Please note: This link takes you to a third party site, which is not part of SoCalGas.*

## EFFICIENCY TIPS TO HELP YOU SAVE

Save on your monthly gas bill by limiting your energy use.

### Home heating

- Keep your heating system tuned-up to operate at maximum efficiency.
- Clean or replace furnace filters according to the manufacturer’s recommendations and save up to two percent on your heating costs.
  - For safety and efficiency, keep all heating vents and furnace registers free of dirt, lint and obstructions. Keep flammable materials, such as aerosol cans, oxygen tanks, combustible liquids, etc., away from appliance.
- Save up to 30 percent on heating costs by lowering your thermostat 3 to 5 degrees, health permitting.
- Install a programmable thermostat to help automatically regulate your home’s temperature for comfort control and energy savings.
- Caulk and weather-strip drafty windows and doors.
- Have your air ducts tested for leaks. Ducts should be repaired with mastic-type sealant, not duct tape. You could save up to 20 percent of your heating costs.
- Open window coverings during the day, allowing the sun to warm your house. Close them at night to limit the amount of heat that escapes.
- Save up to 25 percent of your heating costs by installing or upgrading insulation in your attic and walls.
- Never use the gas range or outdoor barbecue for room heating! It’s not designed for this purpose and can create fire and carbon monoxide hazards.

## Hot water

- Setting your water heater thermostat at or slightly below the manufacturer's recommended 120 degrees will help prevent scalding and help lower your energy costs.
- Fix leaky faucets. One drop of hot water per second can waste 500 gallons per year.
  - If you have a gas water heater, turn it to the "Pilot" setting when you go on vacation. If you have an electric water heater, shut it off at the circuit breaker.
- Wash full loads in the dishwasher.
- Install low-flow, water-saving showerheads to cut water use and save up to 10 percent on water heating costs.
  - Take shorter, cooler showers, rather than baths. Baths can use up to 2 ½ times as much hot water as a five-minute shower.
  - Insulate exterior, uncovered hot water pipes.

## Laundry

- Wash full loads or adjust the water level to fit the load size. Use cold water when washing and select a detergent formulated to wash in cold water.
- Always dry full loads whenever possible. Never over-dry. Dry two or more loads in a row to take advantage of the heat still in the dryer. Clean the lint screen before starting each load. Periodically, remove any buildup of lint and dust from the dryer exhaust, the back of the dryer and behind the lint screen.

## Cooking

Don't preheat your gas oven if you don't have to, and don't open the oven door while food is cooking.

- Use pots and pans that fit the burners and cover pots when cooking. Cook several meals at a time, and cook by time and temperature guides.
- Keep oven and range top burners clean.

## HOW MUCH DOES NATURAL GAS COST?

Following are average costs to operate typical natural gas appliances.



### FURNACE

On average, the typical home costs about \$2.00 per day to heat during the coldest winter months.



### WATER HEATER

Heating water for a household of three (60 gallons/day) costs about \$27.00 per month.



### RANGE TOP

Cooking on a medium setting costs about \$0.12 per meal.





### CLOTHES DRYER

To run a load costs about \$0.12.

For illustrative purposes only. Average for a 1,600-square-foot single-family home, using 443 therms of gas a year, in Southern California. Costs assume Southern California Gas Company Residential Class Average Rate of \$1.50 per therm, and heating home to 68 degrees Fahrenheit. Rates are subject to change. Actual costs may vary and may be lower for newer homes with energy-efficient appliances.

## READING YOUR MONTHLY BILL

 Sempra Energy utility	ACCOUNT NUMBER 128 102 5990 8 SERVICE FOR JOHN Q PUBLIC 123 TEST ST PLACENTIA CA 92870-1127	<b>1</b> DATE MAILED Jun 24, 2010 24 Hour Service 1-800-427-2200 English 1-800-342-4545 Español 1-800-252-0259 TTY www.socalgas.com	Page 1 of 2														
	You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.																
<b>Account Summary</b>																	
Previous Balance \$28.53 Payment Received 06/04/10 <b>2</b> THANK YOU - 28.53 Current Charges + 34.82 <b>Total Amount Due \$34.82</b>		<b>3</b> DATE DUE Jul 16, 2010 <b>AMOUNT DUE \$34.82</b>															
<b>Current Charges</b>																	
Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 16 Therms Meter Number: 01580645 (Next scheduled read date Jul 14 2010) Cycle: 8																	
<table border="1"> <thead> <tr> <th>Billing Period</th> <th>Days</th> <th>Current Reading</th> <th>Previous Reading</th> <th>Difference</th> <th>Billing Factor</th> <th>Total Therms</th> </tr> </thead> <tbody> <tr> <td>05/13/10 - 06/15/10</td> <td>33</td> <td>5446</td> <td>5411</td> <td>35</td> <td>1.017</td> <td>36</td> </tr> </tbody> </table>				Billing Period	Days	Current Reading	Previous Reading	Difference	Billing Factor	Total Therms	05/13/10 - 06/15/10	33	5446	5411	35	1.017	36
Billing Period	Days	Current Reading	Previous Reading	Difference	Billing Factor	Total Therms											
05/13/10 - 06/15/10	33	5446	5411	35	1.017	36											
<b>GAS CHARGES</b>																	
Customer Charge 33 Days x \$ 164.38 5.42 Gas Service (Details below) 36 Therms		<b>4</b>															
<table border="1"> <thead> <tr> <th>Baseline</th> <th>Over Baseline</th> </tr> </thead> <tbody> <tr> <td>Therms used 16</td> <td>20</td> </tr> <tr> <td>Rate/Therm \$ 7.5625</td> <td>\$ 9.9600</td> </tr> <tr> <td>Charge \$12.10</td> <td>+ \$19.92</td> </tr> <tr> <td colspan="2">= 32.02</td> </tr> </tbody> </table>				Baseline	Over Baseline	Therms used 16	20	Rate/Therm \$ 7.5625	\$ 9.9600	Charge \$12.10	+ \$19.92	= 32.02					
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<b>5</b>																	
CARE Program Discount <b>7</b> -7.49 <b>Total Gas Charges \$29.95</b>		<b>6</b>															
<b>TAXES &amp; FEES ON GAS CHARGES</b>																	
State Regulatory Fee 36 Therms x \$.00068 .02 CARE Public Purpose Surcharge 36 Therms x \$.04671 1.68 Los Angeles City Users Tax \$31.85 x 10.00% 3.17 <b>Total Taxes and Fees on Gas Charges \$4.87</b> <b>Total Current Charges \$34.82</b>		<b>In your bill inserts this month:</b> • What can you do to reduce your energy costs? • What is the clean fuel of choice? • Easy, secure and good for the environment.															
The Gas Company's gas commodity cost per therm for your billing period: Jun. .... \$41577 May. .... \$42672																	
PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS) PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO)																	
 Sempra Energy utility	<b>8</b> Save Paper & Postage ACCOUNT NUMBER 128 102 5990 8 PAY ONLINE www.socalgas.com	<b>DATE DUE</b> Jul 16, 2010 <b>AMOUNT DUE</b> \$34.82 Please enter amount enclosed. \$ Write account number on check and make payable to The Gas Company.															
JOHN Q PUBLIC 123 TEST ST PLACENTIA CA 92870-1127		THE GAS COMPANY PO BOX C MONTEREY PARK CA 91756-5111															
80 1281025990 00003462 85 1281025990 0000062964																	

- 1 Contact information is more clearly presented.
- 2 New Account Summary clearly shows your previous balance and payment, plus current charges.
- 3 New, easier-to-find due date and bill amount.
- 4 New bar graph provides at-a-glance usage comparison.
- 5 Simplified gas usage information.
- 6 New location for important messages and ways to manage your gas bill.
- 7 For customers enrolled in CARE, the discount is now reflected as a separate line item on your bill.
- 8 Our online bills have also changed. We offer paperless billing and payment through "My Account."

## FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT YOUR MONTHLY BILL

### How are gas rates determined?

Gas rates are set by the California Public Utilities Commission (CPUC). The Commission's goal is to encourage efficient use of natural gas by setting "baseline therm allowances" for all residential customers.

### What are baseline therm allowances?

As determined by the CPUC, under the direction of the State Legislature, "baseline therm allowances" are the amount of natural gas needed to meet the minimum basic needs of the average home. SoCalGas is required to bill these "baseline" amounts at its lowest residential rate.

### What is the Medical Baseline Allowance?

If someone in your household requires additional space heating due to a medical condition, you may qualify for additional natural gas at the lowest (baseline) rate. For more information, visit [socialgas.com](http://socialgas.com) (search "MEDICAL") or call 1-800-427-2200.

### Why do my gas bill charges vary?

Seasonal weather conditions can impact the amount of natural gas you use. When it's cold outside, your furnace and water heater work harder to warm your home and heat cold water. Changes in wholesale natural gas prices that are based on market conditions, can also impact your bill. SoCalGas actively seeks and supports new suppliers and sources of natural gas to help keep natural gas costs as low as possible.

### Why is my gas bill different from my neighbor's?

Although the size of your homes may be the same, gas bills may differ due to home temperature preferences and the frequency of laundry loads, showers, and cooking. Guests or new family members may also increase gas usage. Different types of floor coverings, window coverings, and appliances can also affect the amount of gas you use.

### What do I do if my gas bill seems higher than usual?

Check for the following:

- Does your thermostat have an on/off switch? If not, the furnace will go on automatically when the temperature drops below the setting.
- Have you left evaporative cooler ducts open during the winter or when you're using your heater?
- Are there any hot water pipes or fixtures leaking?
- Have you turned your pool or spa burner valve to the "off" or "pilot" position for the winter? Simply turning the thermostat to the lowest setting may cause the heater to turn on if temperatures drop low enough.
- Have you recently received a message in your bill about an increase in gas rates?
- Have you had a guest or new family member during the billing period?

## PAYING YOUR MONTHLY BILL

Bills are due upon receipt and are considered past due if not paid within 19 days from the mail date as displayed on the bill. Payment checks should be made payable to either The Gas Company, Southern California Gas Company or SoCalGas. Following are explanations of payment options currently available. For more information on bill payment options, visit our website at [socialgas.com](http://socialgas.com) (search "PAY BILL").



## BILL PAYMENT OPTIONS

### Online with My Account

Receive and pay your bill online at our secured My Account site. With My Account, you can also view up to two years of account history, request to start, stop or move your gas service, schedule service appointments, request payment arrangements and more.

### Home banking

Allows you to receive your gas bill at a single website, such as your bank, credit union, brokerage firm or favorite Web portal. Many home banking sites offer "e-bills" – so you can help the environment by stopping your paper bill and receiving your bill electronically instead. To find out if your financial institution participates, visit [ebillplace.com/cda/ebillplace](http://ebillplace.com/cda/ebillplace). Please note: This link takes you to a third party site which is not part of SoCalGas. You can also sign up for paperless billing at [socialgas.com](http://socialgas.com) (search "MY ACCOUNT").

### Branch offices and payment agencies

To find the branch office location or authorized payment agency nearest you, visit [socialgas.com](http://socialgas.com) (search "PAYMENT OFFICE"), refer to the back of your bill, or call 1-800-427-2200. Please be prepared to enter your five-digit zip code.

### Direct debit

Allows you to have your monthly payment automatically deducted from your checking account 10 days after your monthly statement is mailed to you. If you want to "go green," you can also sign up to receive your bill electronically, but still pay by direct debit. Simply sign up for paperless billing at [socialgas.com](http://socialgas.com) (search "MY ACCOUNT").

### By phone: Debit, ATM, Visa® and MasterCard®

We offer additional payment options through an independent provider called BillMatrix. For an additional fee, you can pay by Electronic Check, Debit/ATM or VISA/MasterCard credit card through BillMatrix. While SoCalGas does not charge

for this service, BillMatrix charges a convenience fee of \$1.50 for each transaction. To pay by phone through BillMatrix, call 1-800-232-6629. There is no enrollment requirement for BillMatrix.

You may also pay your bill by phone by enrolling in the SoCalGas Pay by Phone program. To receive an enrollment application, visit [socialgas.com](http://socialgas.com) (search "BILL MATRIX") to download an application. Once you are enrolled, you can make a payment by calling 1-800-427-2700.

### Level Pay Plan

Sign up for the Level Pay Plan at [socialgas.com](http://socialgas.com) (search "LEVEL PAY") to help smooth out the ups and downs of your monthly gas bill. This plan averages annual gas consumption and costs over a 12-month period. You pay an average bill amount each month instead of actual charges. The level pay amount may be re-evaluated and adjusted at six-month intervals if there is a significant increase or decrease in gas usage or the cost of gas.

## CUSTOMER ASSISTANCE PROGRAMS

### Discounts and assistance

- A 20 percent bill discount is available for eligible, income-qualified customers through our California Alternate Rates for Energy (CARE) Program. For more information or an application, visit [socialgas.com](http://socialgas.com) (search "CARE") or call 1-800-427-2200. TDD/TTY 1-800-252-0259.
- No-cost home improvements such as attic insulation and door weather-stripping are available free to eligible, income-qualified homeowners and renters through our Energy Savings Assistance Program. For more information, visit [socialgas.com](http://socialgas.com) (search "ENERGY SAVINGS ASSISTANCE PROGRAM") or call 1-800-331-7593.
- Additional gas at the lowest rate may be available for households with qualified medical heating needs through our Medical Baseline Program. A doctor's certification is required. For information, visit [socialgas.com](http://socialgas.com) (search "MEDICAL") or call 1-800-427-2200.

- One-time bill assistance may be available for income-qualified customers during the winter months through our Gas Assistance Fund. For more information, visit [socialgas.com](http://socialgas.com) (search "GAS FUND") or call 1-800-427-2200.
- Energy bill payment assistance for income-qualified customers may be available through the federally-funded LIHEAP program. For details, call 1-866-675-6623. TDD/TTY 1-916-327-6318 or CA Relay Service 7-1-1.

## Need a friendly reminder about your bill?

If you sometimes forget to pay gas bills – or know someone who is elderly, disabled, or away from home often – take advantage of our Third Party Notification program. It is free and can help prevent gas service from being shut off. Here's how it works: you select a friend, relative, or social agency you trust to receive a copy of past due notices. The third party is not responsible for the bill, but by reminding you that a payment is due, you can then take the necessary steps to help prevent gas shut-off. For more information, visit [socialgas.com](http://socialgas.com) (search "THIRD PARTY") or call 1-800-427-2200. TDD/TTY 1-800-252-0259.

## ENERGY EFFICIENCY AND REBATE PROGRAMS

### Rebates

SoCalGas offers energy efficiency rebates to homeowners, owners and property managers of multifamily units and business customers. Rebates may be available for qualifying ENERGY STAR® furnaces, clothes washers, dishwashers, storage water heaters, tankless water heaters, attic insulation, wall insulation and more. For details and availability, visit [socialgas.com](http://socialgas.com) (search "REBATES") or call:

*Residential:* 1-800-427-4400

*Multifamily:* 1-800-427-4400

*Business:* 1-800-427-2000

## Home Energy Efficiency Surveys

Get a personalized assessment of your home energy usage, along with ideas on how to improve the energy efficiency of your home. Visit [socialgas.com](http://socialgas.com) (search "CONSERVE ENERGY") for more information on our online and mail-in surveys.

\*These programs are funded by California utility customers and administered by Southern California Gas Company under the auspices of the California Public Utilities Commission. Rebates are available on a first-come, first-served basis, until program funds are no longer available. Other terms and conditions apply.

## Energy Upgrade California™

Energy Upgrade California, a new program open to shared SoCalGas and Southern California Edison residential customers, offers incentives of up to \$4,000 for making certain energy-efficient improvements to the shell of your existing home.\*\* By making a combination of improvements all at once to energy-related systems, including insulation, air sealing, ducting, space heating and cooling, a home's energy efficiency and indoor comfort can be greatly improved.

For more information, visit [socialgas.com](http://socialgas.com) (search "UPGRADE"), or [EnergyUpgradeCA.org](http://EnergyUpgradeCA.org). *Please note: This link takes you to a third party site, which is not part of SoCalGas.*

\*\*Customers living within Los Angeles County may be eligible for additional rebates from Los Angeles County. The Energy Upgrade California program is still under development statewide and remains subject to change without notice. The program will be offered on a first-come, first-served basis until funding is expended or the program is terminated, whichever occurs first. Program participation is available to shared Southern California Edison (SCE) and Southern California Gas Company customers only. Eligible detached single family residences must have a valid SCE and SCG billing address within the SCE and SCG shared service territory. Pre and post inspections may be required to qualify for the incentives. Participation is limited to one incentive payment per household. Incentive checks will be mailed four to six weeks after program completion. Please consult with your utility provider for program participation eligibility.

## Home Energy Upgrade Financing Program

Sponsored by SoCalGas and backed by Fannie Mae, this program helps you afford energy-efficient home improvements with unsecured, low-interest financing from \$2,500 to \$20,000. For more information, call Viewtech Financial Services, the program administrator, at 1-888-502-4222.

## OTHER SERVICES

### 24-hour emergency response

If you have an emergency involving natural gas, call our 24-hour line at 1-800-427-2200. TDD/TTY 1-800-252-0259.

### Self-service options

Request a variety of services online, 24/7. It's convenient and fast. Request to start, stop or move your gas service, request a customer service order, make a payment arrangement, and more. Visit [socialgas.com](http://socialgas.com) (search "ONLINE SERVICE") for details.

### Residential service appointments

Our trained service employees can verify that your appliances are operating safely and efficiently. They can also adjust gas burners, pilots, and make some limited repairs. Schedule your service online through [socialgas.com](http://socialgas.com) (search "SERVICE APPOINTMENT").

- STANDARD APPOINTMENT - NO CHARGE**

For arrival during the morning (7 a.m. to noon), the afternoon (noon to 5 p.m.), or the evening (5 p.m. - 8 p.m.) hours.

- SPECIAL APPOINTMENT - \$25 FEE\***

For arrival at a specific time, offered from 8 a.m. to 7 p.m., Monday through Friday, on the hour and half hour. Our service employees will arrive within 30 minutes of the time specified.

\*Fee subject to change.

More information on our programs and services can be found on our website at [socialgas.com](http://socialgas.com).

## HOW TO REACH US

### Customer Contact Center

If you need assistance, please visit [socialgas.com](http://socialgas.com) or call us at one of the following numbers:

- **24-hour emergency response** 1-800-427-2200
- **Residential customers** 1-800-427-2200
- **Business customers** 1-800-427-2000
- **Residential rebates** 1-800-427-4400
- **Multifamily rebates** 1-800-427-4400

### Text Telephone (TDD) / Teletypewriter (TTY)

Hearing impaired customers who are unable to use a conventional telephone can call us toll-free at 1-800-252-0259. Contact your local phone company for information about using this special equipment.

### Multilingual call center

Spanish-speaking representatives and interpreter service is available 24 hours a day, seven days a week. Our dedicated Chinese, Korean and Vietnamese representatives are available Monday-Friday, 8:00 a.m.-5:00 p.m.

<b>Para asistencia en español, llame al</b>	<b>1-800-342-4545</b>
欲知詳情，請洽 免費粵語專線:	1-800-427-1420 (Cantonese)
더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오:	1-800-427-0471 (Korean)
欲知詳情，請洽 免費國語專線:	1-800-427-1429 (Mandarin)
Để biết thêm chi tiết bằng tiếng Việt, xin gọi:	1-800-427-0478 (Vietnamese)
<b>Other languages</b> (through our Language Line Interpreter service)	<b>1-888-427-1345</b>

## Mail payments to:

Southern California Gas Company  
P.O. Box C  
Monterey Park, CA 91756

## Write us at:

Southern California Gas Company  
Centralized Correspondence Dept. SC 8410  
P.O. Box 3150  
San Dimas, CA 91773

## Visit us online at:

**[socialgas.com](http://socialgas.com)**



Southern  
California  
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*Glad to be of service.®*