

NATURAL GAS SAFETY, ENERGY EFFICIENCY TIPS & SERVICES



A  Sempra Energy utility®



INTRODUCTION

For more than 149 years, SoCalGas® has been committed to delivering clean, safe and reliable natural gas to our customers. We transport natural gas safely through underground pipelines to our residential customers for cooking and heating and to commercial and industrial customers for manufacturing of products and generation of electricity. This guide is designed to answer questions you may have regarding natural gas safety tips and services.

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SAFETY

EMERGENCY INFORMATION

For any suspected natural gas emergency, or questions regarding a natural gas odor or carbon monoxide, please call us immediately at **1-800-427-2200**.

BEFORE AN EMERGENCY

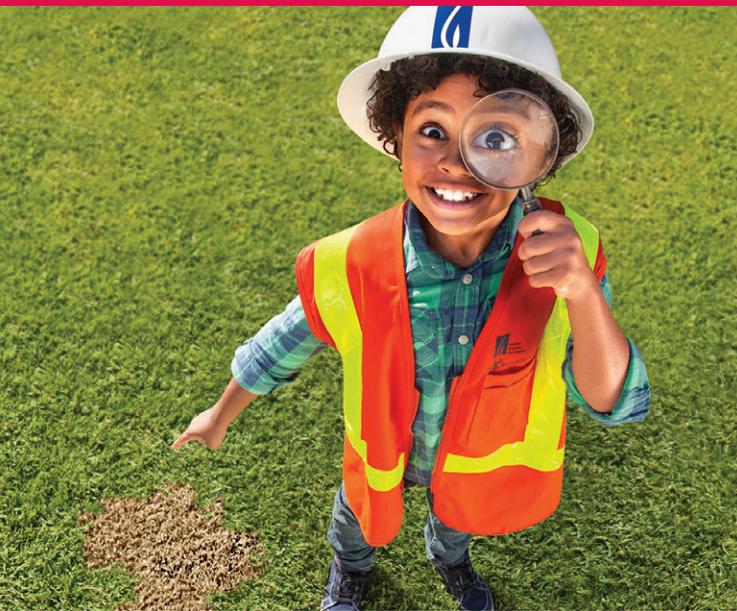
- Know where your natural gas meter is located and keep a 12 inch or larger adjustable wrench with your emergency supplies or near your natural gas meter shut-off valve. Do not store the wrench on the meter or piping.
- A shut-off valve should be installed at every natural gas appliance between the wall and appliance connection. If a leak occurs at a specific appliance, the valve will permit you to turn off the natural gas at the appliance rather than shutting off all natural gas service at the meter. Some valves require a wrench to turn them.
- 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. We recommend having a qualified professional install it for you.

- Call SoCalGas or a qualified professional to replace any semi-rigid aluminum or copper tubing appliance natural gas connectors with an approved flexible natural gas connector.
- Check safety devices, such as smoke and carbon monoxide detectors, to ensure that they are functioning properly.
- Make sure that flexible natural gas connectors are not subject to damage or passing through floors, walls or ceilings.

AFTER AN EMERGENCY

- **DO NOT** turn off the natural gas to your meter unless you smell natural gas, hear the sound of natural 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 natural gas back on, to relight the pilots and service appliances 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** smoke, 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 natural gas leaks.





NATURAL GAS LEAK

Your sense of sight, hearing or smell can alert you to a natural gas leak.



Look

- A damaged connection to a natural gas appliance.
- Dirt, water or debris 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 natural 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, odor 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.

DAMAGE TO NATURAL GAS PIPING OR METER

Leaking natural gas from any damaged pipe, connector or meter could cause a fire, explosion, property damage and serious bodily injury.

Follow these guidelines if you encounter a leaking pipe, connector, meter, smell natural gas or suspect a natural gas leak:

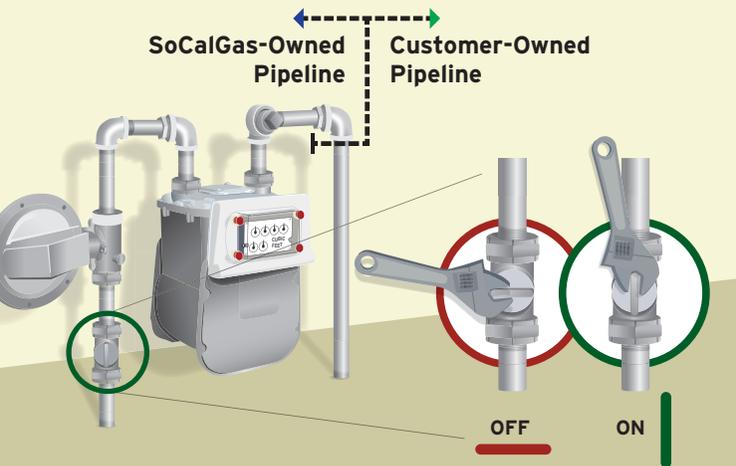
- **IMMEDIATELY EVACUATE** the area, and from a safe location, call SoCalGas at 1-800-427-2200 24 hours a day, seven days a week.
- **CALL 911** promptly after evacuating the area if the damage results in a natural gas leak that may endanger life or cause bodily harm or property damage.
- **DO NOT** smoke or light a match, candle or other flame.
- **DO NOT** turn electrical devices or light switches on or off; or use any device, including a telephone, that could cause a spark.
- **DO NOT** attempt to control the leak or repair the damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas. Safely abandon, and do not use or turn on or off, any motorized or electrically powered equipment or vehicles.

EMERGENCY NATURAL GAS SHUT OFF

The pipe running from the ground to the meter has a shut-off valve, which is in-line with the pipe and is usually located about six to eight 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.

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



MAINTAINING YOUR NATURAL GAS LINES

SoCalGas is responsible for maintaining the natural 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 natural gas lines and appliances on your side of the meter. Such customer-owned natural gas lines include all piping that goes:

- From your natural gas meter to the appliances on your property.
- From a curbside natural 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 natural gas appliances.

Not maintaining natural gas pipelines could result in potential hazards due to corrosion and leakage. To properly maintain your natural 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 qualified professional, such as a plumbing or heating contractor, can assist you in finding, inspecting and repairing your buried natural gas lines.

NOTE: If you own a master-metered natural gas line system, the U.S. Department of Transportation requires you to notify your tenants of the information above.

ABOUT THE NATURAL GAS METER

SoCalGas has upgraded its natural gas meters with Advanced Meter communication devices. These devices read and transmit your usage information back to SoCalGas for billing purposes. You can manage your energy use better with hourly and daily usage information and analysis tools online through My Account. Log in and click on the "Ways to Save" tab for new interactive tools. Answer a few questions to get a household energy analysis along with:

- Custom recommendations
- Neighborhood comparison
- Energy action plan you select to fit your lifestyle

For more information, please visit socialgas.com/advancedmeter.

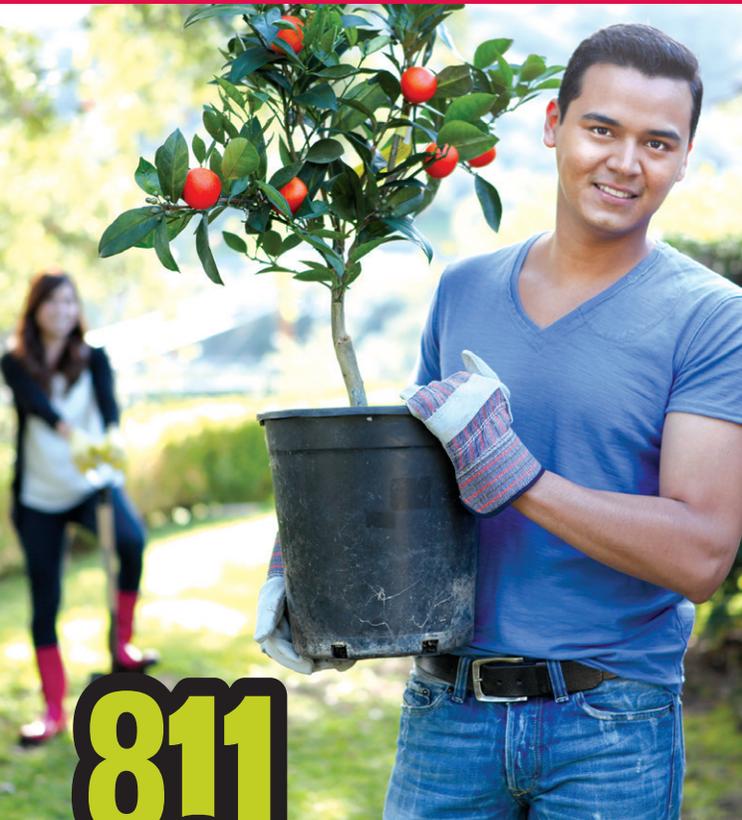
For those without an Advanced Meter, meters are manually read once a month on or about the scheduled read date found on your bill. If your property's meter is inaccessible for any reason, you will receive an estimated natural gas bill. Meter readers are prohibited from entering yards with a dangerous or unfriendly dog, and our service employees are not allowed to enter yards if any dog is present. So for safety, always securely confine your dog by keeping them 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.

HOW TO READ YOUR METER

Your meter records your energy use in cubic feet of natural gas. Reading your meter can be as easy as reading a clock.



Read from left to right, 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 natural 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 natural gas you have used in hundreds of cubic feet.



**CALL 811 BEFORE YOU DIG
- IT'S FREE!**

The 811 service is free and can help prevent injury, costly property damage and loss of utility service.

Pipelines may be located anywhere—including under streets, sidewalks and private property, sometimes just inches below the surface. If you plan to install a fence, plant a tree or dig for any reason, protect the pipelines by following these safety steps:

1. **MARK OUT** your proposed excavation area in white paint or provide other suitable markings.
2. **CALL** Underground Service Alert at 811 from 6 a.m. to 7 p.m., Monday through Friday (excluding holidays) or submit a location request at california811.org at least two working days before digging. Underground Service Alert will coordinate with SoCalGas and other utility owners in the area to mark the locations of buried utility-owned lines.

Remember that we use only yellow paint, flags or stakes to mark out the location of our natural gas pipes. Other utility owners use other colors to mark their telephone, communications, water or other underground lines.

3. **WAIT** until we either mark our natural gas pipelines and indicate pipe material and diameter—or advise you the area is clear, before you start digging.
4. **USE ONLY HAND TOOLS** 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.
5. **REPORT** any pipe damage by calling SoCalGas 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 pipe, such as a wire, may cause a dangerous break or leak in the future.

Even if you've hired a contractor, make sure the contractor calls 811 to have lines marked.

SoCalGas does not mark customer-owned natural gas lines, which typically run from the natural gas meter to the customer's natural gas equipment and appliances. To have customer-owned lines located and marked before a project, SoCalGas advises customers to contact a qualified pipe-locating professional.



MARKERS INDICATE MOST MAJOR PIPELINES

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 Distribution Pipeline Interactive Map at socialgas.com (search "MAPS") or the National Pipeline Mapping System website at 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 working days before digging.

Red	Red: Electric
Yellow	Yellow: Gas, oil, steam
Orange	Orange: Communications
Blue	Blue: Water
Purple	Purple: Reclaimed water
Green	Green: Sewer
Pink	Pink: Temporary markings
White	White: Proposed excavation



SAFE ACCESS FOR METER INSPECTIONS AND MAINTENANCE

For your safety, SoCalGas must be able to access all of its natural gas piping facilities, including the natural gas meter, for periodic inspections and maintenance. SoCalGas owns and maintains the meter, regulator and piping upstream of the natural gas meter. Pursuant to Tariff Rule 25 adopted by the California Public Utilities Commission (CPUC), SoCalGas has the right to access 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 exist. If you choose to keep your gate locked, SoCalGas may leave a notice with contact instructions, so we may schedule required inspections and maintenance of our natural gas facilities. 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.

SOCALGAS PUTS SAFETY FIRST

We routinely perform pipeline safety tasks, including patrolling, testing, repairing and replacing pipelines. We also have an ongoing technical training and testing of employees. Our Integrity Management plans are available for review and outline our ongoing safety and maintenance activities. We maintain ongoing relationships with emergency response officials in order to prepare for and respond to any pipeline emergency. In order to perform maintenance, inspection and respond to pipeline emergencies, SoCalGas must be able to access its pipeline right-of-way. SoCalGas urges property owners to not place obstructions such as trees, shrubs, buildings, fences, structures or any other encroachments on our pipeline right-of-way.

TAMPERING WITH A METER

Tampering with a natural gas meter or 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 natural gas main or pipeline.

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

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

Under the regulations of the CPUC, General Order 112-E, only SoCalGas is authorized to operate the natural gas service shut-off valve, except in the event of an emergency requiring the natural gas to be shut off.

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



APPLIANCE SAFETY

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 appliances serviced annually by a qualified professional or SoCalGas.
- Never store rags, mops, paper or other combustibles near any natural gas appliance.
- Never place anything near an appliance that might interfere with normal airflow.
- Never store or use flammable products in the same room or near any natural gas or heat-producing appliances. Flammable products include gasoline, spray paints, solvents, insecticide, adhesives, foggers, varnish, cleaning products and other pressurized containers.
- Never use your barbecue, range or oven to heat your home because these appliances are not designed for this purpose.
- Natural gas appliances in residential garages shall be installed so that burners and burner-ignition devices are located no less than 18 inches (450 mm) above the floor unless listed as "flammable vapor ignition resistant."

APPLIANCE SAFETY RECALLS

The U.S. Consumer Product Safety Commission (CPSC) periodically announces safety recall programs for certain natural gas appliances and equipment. Information about product recalls that may affect your appliances is available at the CPSC website (cpsc.gov) or by calling the CPSC at 1-800-638-2772. TDD/TTY 1-800-638-8270.

NATURAL GAS RANGE SAFETY TIPS

- Keep range, oven and broiler 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 your home.
- Do not install aluminum foil in the oven or range top to avoid restricting exhaust vents, which may result in carbon monoxide poisoning.



NATURAL GAS FURNACE SAFETY TIPS

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.

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.

CAUTION: Unvented natural gas heaters are unsafe and not allowed for use in California.

NATURAL GAS WATER HEATER SAFETY TIPS

- Water heaters installed in a garage 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.
- 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.

NATURAL GAS DRYER SAFETY TIPS

- Always vent natural gas dryers outdoors.
- Do not exhaust 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 natural 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.

NATURAL GAS FIREPLACE LOG SAFETY TIP

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

ATTIC INSULATION SAFETY TIPS

- 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.

CARBON MONOXIDE

SoCalGas or a qualified professional should inspect your natural 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 incomplete combustion. In the case of home natural 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 carbon monoxide can cause a number of illnesses leading to serious injury and death, depending on level and duration of exposure.

Be alert for:

- A yellow, large and unsteady burner flame.
- An unusual pungent odor when the appliance is operating, which may indicate the creation of aldehydes, a by-product of incomplete combustion.
- Unexplained nausea, drowsiness, headaches, dizziness, vomiting, mental confusion, shortness of breath and/or flu-like symptoms.

If you suspect carbon monoxide is present:

- If safe, immediately turn off the suspected appliance.

- Evacuate the premises and call 911.
- Seek immediate medical attention if anyone in the home experiences possible carbon monoxide poisoning symptoms.
- Have the appliance inspected by SoCalGas or a qualified professional immediately.
- Don't use the suspected natural gas appliance until it has been inspected, serviced and determined to be operating properly.

CARBON MONOXIDE ALARMS

California's Carbon Monoxide Poisoning Prevention Act requires that all residential properties having a fossil fuel-burning appliance, fireplace or attached garage be equipped with an approved carbon monoxide alarm. 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.

FUMIGATION

SoCalGas will close service prior to the fumigation of a home or business, as well as restore service afterward. Only SoCalGas is authorized to operate the natural gas service shut-off valve. Fumigation contractors are not authorized. SoCalGas will provide all service valve closure and restoration services at no cost to you. SoCalGas inspects and adjusts all appliances for proper operation 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 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 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 a "Certification for Re-Entry" from your fumigation contractor. Please leave clear access to the natural gas meter and the front door.

BILL PAYMENTS

SoCalGas ACCOUNT NUMBER 123 456 7890 DATE MAILED Jul 13, 2015 Page 1 of 2
 SERVICE FOR John Q Public 24 Hour Service
 123 Test St 1-800-427-2200 English
 Placentia, CA 92870-1127 1-800-342-4545 Español
 1-800-252-0289 TTY www.socalgas.com

1 ACCOUNT NUMBER 123 456 7890

2 You are currently receiving a CARE discount. The discount now appears as a separate credit on your bill.

3 **Account Summary**
 Amount of Last Bill \$23.32
 Payment Received 06/30/14 THANK YOU -23.32
 Current Charges +58.54
 Total Amount Due **\$48.54**

4 **Gas Usage History (Total Therms used)**
 Jul 13 Jun 14 Jul 11
 Total Therms used 0 22 45
 Date average Therms 0 7 1.3
 Days in billing cycle 0 32 34

5 **Current Charges**
 Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 16 Therms
 Meter Number: 1230000000 scheduled read date Aug 22 2014 Cycle: 16
 Billing Period: Days Reading Reading - Difference Billing Factor Total Therms
 06/24/14 - 07/28/14 34 #106 8091 45 1.001 -45

6 **GAS CHARGES**
 Customer Charge 34 Days x \$16438
 Gas Service (Defaults below) 45 Therms
 Baseline Over Baseline
 Therms used 16 29 29
 Rate/Therm \$ 38003 \$1,24069
 Usage \$15.69 \$35.98 51.67
 Transportation Charge Adj 45 Therms x \$.00102
 CARE Program Discount -11.44
 Total Gas Charges **\$48.77**

7 **TAXES & FEES ON GAS CHARGES**
 State Regulatory Fee 45 Therms x \$ 0.0068 0.3
 CARE Public Purpose Surcharge 45 Therms x \$ 0.0099 0.74
 Total Taxes and Fees on Gas Charges **\$2.77**

8 **Total Charges \$48.54**

DATE DUE Aug 19, 2014
AMOUNT DUE \$48.54

SoCalGas ACCOUNT NUMBER 123 456 7890
 SERVICE FOR John Q Public
 123 Test St
 Placentia, CA 92870-1127

THE GAS COMPANY
 PO BOX C
 MONTEREY PARK CA 91756-5111

Please enter amount enclosed.
 \$
 Write account number on check and make payable to The Gas Company.

READING YOUR MONTHLY BILL

1. Contact information.
2. Account summary clearly shows your previous balance and payment, plus current charges.
3. Easy-to-find due date and bill amount.
4. Bar graph provides at-a-glance usage comparison.
5. Simple natural gas usage information.
6. New location for important messages and ways to manage your natural gas bill.
7. For customers enrolled in CARE, the discount is reflected as a separate line item on your bill.
8. We offer paperless billing and payment through "My Account."

MY ACCOUNT

My Account is available to residential and business customers with online access. Once you have registered for My Account you can:

- View and pay your natural gas bill through our secure site
- Schedule one-time or recurring payments
- Schedule additional email bill reminders
- Request payment extensions
- Schedule, view or cancel service appointments

DIRECT DEBIT

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. You can also sign up to receive your bill electronically. Simply sign up for paperless billing at socalgas.com/myaccount.

ADDITIONAL PAYMENT OPTIONS

For an additional fee, you can pay by electronic check, debit/ATM or VISA/MasterCard credit card through an independent provider called 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.

You may also pay your bill by phone by enrolling in the SoCalGas Pay by Phone program. To receive an enrollment application, visit socalgas.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

This plan averages annual natural 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 natural gas usage or the cost of natural gas. Sign up for the Level Pay Plan at socalgas.com/levelpayplan.

THIRD-PARTY NOTIFICATION

If you or someone you know has a hard time remembering to pay the natural gas bill every month, our Third-Party Notification program may be able to help. The program is free and can help prevent natural 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 natural gas shut-off. For more information, visit socalgas.com/thirdparty or call 1-800-427-2200. TDD/TTY 1-800-252-0259.

NEED MORE TIME TO PAY?

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 SoCalGas. Following are explanations of payment options currently available. For more information on bill payment options, visit our website at socalgas.com/pay-bill.

TOOLS TO HELP YOU SAVE ENERGY AND MONEY.

WAYS TO SAVE

- Visit "Ways to Save" within My Account at socalgas.com to view your daily and hourly natural gas usage and costs.
- Set savings goals and obtain tips on how to achieve them.
- Analyze how weather and other factors affect your monthly natural gas usage.

BILL TRACKER ALERTS

- Monitor your natural gas costs throughout the billing cycle.
- Take steps to lower your usage and avoid surprises.
- Receive no-cost weekly alert notifications via email and/or text message.

To log in or register, visit MyAccount.SocalGas.com.



CUSTOMER ASSISTANCE PROGRAMS

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

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 socalgas.com/care or call 1-800-427-2200. TDD/TTY 1-800-252-0259.

ENERGY SAVINGS ASSISTANCE PROGRAM*

No-cost energy-saving home improvements such as attic insulation, door weather-stripping and low-flow showerheads are available at no cost to eligible, income-qualified homeowners and renters through the Energy Savings Assistance Program. For more information, visit socalgas.com/improvements or call 1-800-331-7593.

The Energy Savings Assistance Program is funded by California utility customers and administered by Southern California Gas Company under the auspices of the California Public Utilities Commission. This program may be modified or terminated without prior notice. Southern California Gas Company is not responsible for any goods and services selected by the customer. Customers are not obligated to purchase any additional good or services from the contractor.

MEDICAL BASELINE

Receive more natural gas at the lowest rate if a full-time member of your household has a qualifying medical condition that requires the use of additional natural gas for space heating. To learn more, visit socalgas.com/medical or call 1-800-427-2200.

GAS ASSISTANCE FUND (GAF)

One-time bill assistance may be available for income-qualified customers during the winter months through the Gas Assistance Fund (GAF). For more information, visit socalgas.com/gaf or call 1-800-427-2200.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Energy bill payment assistance for income-qualified customers may be available through the federally-funded Low-Income Home Energy Assistance Program (LIHEAP) program. For more information contact the Department of Community Services and Development at csd.ca.gov or call 1-866-675-6623; Hearing Impaired, TDD/TTY 1-916-263-1402 or CA Relay Service 711.





ENERGY EFFICIENCY TIPS AND REBATES

HOME HEATING

- Keep your heating system tuned-up to operate at maximum efficiency.
- Clean or replace furnace filters according to the manufacturer's recommendations.
- Save up to 30 percent on heating costs by lowering your thermostat three to five 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 on 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 on your heating costs by installing or upgrading insulation in your attic and walls.

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.
- Wash full loads in the dishwasher.
- Insulate exterior, uncovered hot water pipes.
- Turn your natural gas water heater to the "Pilot" setting when you go on vacation.
- 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 two and a half times as much hot water as a five-minute shower.

LAUNDRY

- Wash full loads or adjust the water level to fit the load size. Use cold water when washing and use a cold water formulated detergent.
- 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 natural 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.

ENERGY EFFICIENCY KIT

To save natural gas and water, request a no-cost Energy Efficiency Kit. This kit contains one low flow showerhead and three faucet aerators.

Visit socialgas.com (search "KIT").

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, storage water heaters, tankless water heaters, attic insulation, wall insulation and more. For details and availability, visit **socalgas.com** (search "REBATES").

ENERGY UPGRADE CALIFORNIA® HOME UPGRADE

Energy Upgrade California® Home Upgrade offers incentives of up to \$6,500* 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 **socalgas.com/upgrade**, or **EnergyUpgradeCA.org**. Please note: This link takes you to a third-party site, which is not part of SoCalGas.

Residential: 1-800-427-4400

Multifamily: 1-800-427-4400

Business: 1-800-427-2000

* Customers may also be eligible for incentives exceeding \$6,500 based on their calculated energy savings. Work with your Participating Contractor or rater to calculate your upgrade's incentive.

Energy Upgrade California® Home Upgrade provides assistance and incentives for home improvement projects that can reduce energy use and make homes more comfortable. This statewide program is managed locally by utilities and regional energy networks and directed by the CPUC utility customers under the auspices of the CPUC.

Incentives are offered on a first-come, first-served basis and are effective until the funding is expended or the program is discontinued. Terms and conditions apply. See program rules for details. Programs may be modified or terminated without prior notice. The selection, purchase, and ownership of goods and services are the sole responsibility of the customer. SoCalGas makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.

convenient and fast. Request to start, stop or move your natural gas service, request a customer service order, make a payment arrangement, and more. Visit **socalgas.com /schedule-service**.

RESIDENTIAL SERVICE APPOINTMENTS

Our trained service employees can verify that your appliances are operating safely and efficiently. They can also adjust natural gas burners, pilots, and make some limited repairs.

Schedule your service online through **socalgas.com/schedule-service**.

STANDARD APPOINTMENT - NO CHARGE

For arrival during the morning (7 a.m. to noon), the after-noon (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.

APPLIANCE CONNECTION/REPAIR

Our technicians can hook up ranges, dryers and barbecues, perform minor repairs on furnaces and water heaters and change out uncoated brass connectors as recommended by the Consumer Product Safety Commission. Visit **socalgas.com/schedule-service** or call 1-800-427-2200 to schedule your service.

HOW TO REACH US

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.

CUSTOMER CONTACT CENTER

If you need assistance, please visit 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
- **Business Rebates** 1-800-427-2000

MULTILINGUAL CALL CENTER

Para asistencia en español, llame al **1-800-342-4545**
(SPANISH)

欲知詳情，請洽
免費國語專線: **1-800-427-1429**
(MANDARIN)

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)

Để biết thêm chi tiết
bằng tiếng Việt, xin gọi: **1-800-427-0478**
(VIETNAMESE)

For other languages **1-888-427-1345**

TDD/TTY **1-800-252-0259**
(for the speech and hearing impaired)

Mail payments to:

SoCalGas, P.O. Box C, Monterey Park, CA 91756

Write us at:

SoCalGas, P.O. Box 3150, San Dimas, CA 91773