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**ADVANCEDmeter**

# **Advanced Meter Project Update**

## Technical Advisory Panel

March 28, 2013

<b>Topic</b>
<b>Introductions</b>
<b>Project Status &amp; Key Milestones</b>
<b>Communication Network Installation</b>
<b>Customer Experience</b>
<b>Community Outreach</b>
<b>Roundtable</b>



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## Project Status & Key Milestones

*As of 03/19/13:*

**109,578** *Advanced Meters have been installed*

	Total to Date	2012 Installations*	2013 Installations
Total Installations:	<b>109,578</b>	<b>22,945</b>	<b>86,633</b>
Advanced Meter Installations	100,173	21,338	78,835
Customer Service Field Installations	9,405	1,607	7,798
M&R Installations	0	0	0

*\*Installations began on October 29, 2012 in Lakewood and Cerritos*

**Impacted Meter Reading Workforce Status:**

- The majority of part-time meter readers who were with the company when SoCalGas received CPUC approval to proceed with advanced meter in April 2010 have found other positions. Part-time meter readers have moved into a variety of SoCalGas jobs

1. **April** – start Advanced Meter billing based on data; begin meter automation
2. **May** – close Advanced Meter’s El Centro Warehouse; transition to operations
3. **July** – scale MTU installations to 100,000 per month
4. **July** – close El Centro meter reading base; transition to operations
5. **July** – automate non-entered turn-on orders
6. **October** – launch 1% conservation campaign for customers
7. **December 31<sup>st</sup>** – 900,000 MTUs installed (cumulative)

2012			2013												2014		
Q4			Q1			Q2			Q3			Q4			Q1		
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
						4/5 AM Billing start						10/1 Launch 1% Conservation campaign					
						5/17 El Centro WH: transition to Ops											
						7/1 Readiness for 100K installs / month;											
						7/1 El Centro MR base: transition to Ops											
									7/31 Automate nonentered Turn-on orders								
												12/31 SCG Target 900 MTUs Installed					



**Advanced Meter Installation**  
*Warehouse GO/NO GO Decision Key Dates*

	<b>OPEN</b>	<b>OPEN</b>	<b>OPEN</b>			
	<b>South Gate Warehouse</b>	<b>El Centro Warehouse</b>	<b>Irwindale Warehouse*</b>	<b>Sun Valley Warehouse</b>	<b>Bakersfield Warehouse</b>	<b>Palm Desert Warehouse</b>
<b>Go/No Go Decision</b>	7/1/12	11/13/12	11/13/12	12/11/12	12/11/12	1/8/13
<b>Go Live</b>	10/29/12	2/4/13	3/4/13	4/1/13	4/15/13	5/28/13
<b>Close</b>	9/10/14	5/24/13	10/10/14	7/3/14	11/27/13	11/15/13

# Advanced Meter Installation *Warehouse GO/NO GO Decision Key Dates*

	<b>Beaumont Warehouse</b>	<b>Moreno Valley Warehouse</b>	<b>Hemet Warehouse</b>	<b>Visalia Warehouse</b>
<b>Go/No Go Decision</b>	7/9/13	7/9/13	7/9/13	8/6/13
<b>Go Live</b>	11/18/13	11/18/13	11/18/13	12/2/13
<b>Close</b>	5/9/14	8/15/14	5/23/14	10/17/14



- Potential network delays due to slow approval by selected cities
- Handheld firmware and software issues have caused slow down in Mass Installation production
- Number of internal candidates for installer positions in Bakersfield and Palm Desert was insufficient; external candidates have been hired



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## Communications Network Installation

- As of 3/28/13, completed installation of 737 Data Collector Units (DCUs)
- Of the 109,578 advanced meter installations, over 95% have established successful communication with no network remediation
- We have confirmed that the advanced meter on-cycle billing read success rate is greater than 99%:
  - 23,157 meters in Downey and El Centro will be automated in April and early May, the expected read success rate is 99.71%

***Community Outreach Goal:*** *Manage expectations surrounding the installation and functionality of the communication network and minimize potential concerns*

- Outreach implemented at neighborhood / community level to ensure impacted customers are informed of the network installation locally
- In partnership with SoCalGas Regional Public Affairs, provided briefings at community forums at city and county level throughout the SoCalGas service area, includes:
  - Neighborhood Councils
  - Town Councils
  - City Council
  - Community Open House
  - Homeowners Associations (HOAs)
  - 1x1 Customer Briefings
  - Council member and county supervisor district staff
- City of Los Angeles, comprehensive outreach program supporting attachment of DCUs to existing streetlights. Since November, proactively held 50 community briefings which have helped mitigate customer concerns

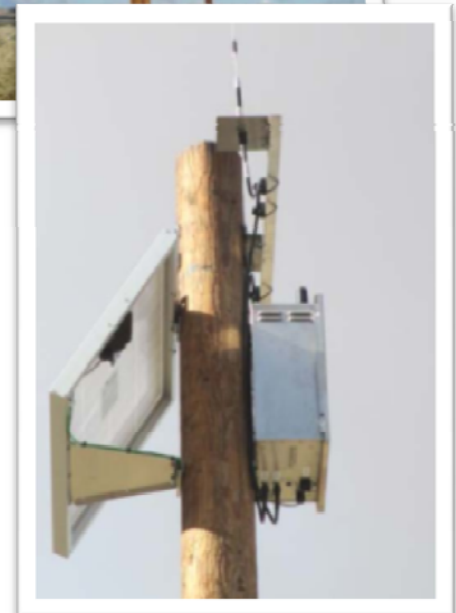
**Concrete**



**BSL Attachment**



**Wood**



- **Los Angeles Bureau of Streetlights (BSL):**
  - Approximately 340 DCU's to be constructed by late summer
- **Caltrans:**
  - Received first permit for attachment in La Canada Flintridge
- **Southern California Edison (SCE) :**
  - Contract agreed to and in process of obtaining signature
  - Define site selection and construction process within 6 weeks of signing contract
- **Pacific Gas & Electric:**
  - Amending current contract to allow attachments to distribution poles with approval of engineering designs expected in Q2 2013
  - Awaiting CPUC approval letter to allow Agency-owned remote meter reading equipment installations as permanent attachments under G.O. 95, Rule 34
- **San Diego Gas & Electric:**
  - Contract signed
  - Awaiting CPUC approval letter to allow SoCalGas to attach it's DCUs as permanent attachments to SDG&E-owned pole assets subject to Schedule LS-1

**Negotiations with local governments to install the SoCalGas network typically revolve around two primary issues:**

1. Can the network DCUs be installed under the company's existing franchise rights
  - Some local governments believe the DCUs are subject to local conditional use ordinances such as Telecom or Above Ground Facilities which require discretionary permits
2. Do the DCUs require an environmental impact assessment
  - Some local governments question whether Environmental Quality Act (CEQA) extends to the DCUs. SoCalGas must clarify that the Commission's approval of SoCalGas' Advanced Meter project was an action that was either (i) Exempt from CEQA, or (ii) that CEQA was undertaken, and the background information is provided

- Alhambra
- Arcadia
- Artesia
- Arvin
- Azusa
- Bakersfield
- Baldwin Park
- Banning
- Beaumont
- Bell
- Bell Gardens
- Bellflower
- Blythe
- Brawley
- Buena Park
- Buttonwillow
- Calexico
- Calimesa
- Calipatria
- Carson
- Cathedral City
- Cerritos
- Commerce
- Compton
- Corcoran
- Covina
- Cudahy
- Cypress
- Delano
- Desert Hot Springs
- Dinuba
- Downey
- Duarte
- El Centro
- El Monte
- Fellows
- Frazier Park
- Fullerton
- Glendale
- Glendora
- Hanford
- Hawaiian Gardens
- Hawthorne
- Heber
- Hemet
- Holtville
- Huntington Park
- Imperial
- Industry
- Irwindale
- La Habra Heights
- La Palma
- La Puente
- Lakewood
- Lamont
- Lebec
- Mckittrick
- Menifee
- Mojave
- Monrovia
- Montebello
- Monterey Park
- Niland
- Norwalk
- Paramount
- Pico Rivera
- Placentia
- Plaster City
- Porterville
- Rectifier
- Reedley
- Rosamond
- Rosemead
- San Gabriel
- San Jacinto
- San Marino
- Santa Fe Springs
- Shafter
- South El Monte
- South Gate
- South Pasadena
- Stanton
- Taft
- Tehachapi
- Temple City
- Tulare
- Tupman
- Twentynine Palms
- Vernon
- Visalia
- Walnut
- Wasco
- Westminster
- Westmorland
- Whittier
- Yucca Valley





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## Customer Experience

Total Letters Mailed	Total Meters Installed as of 3/26	Total Deferrals Resulting from Letters	Total Deferrals System Wide
259,995	120,293	659/0.26%	972/0.02%

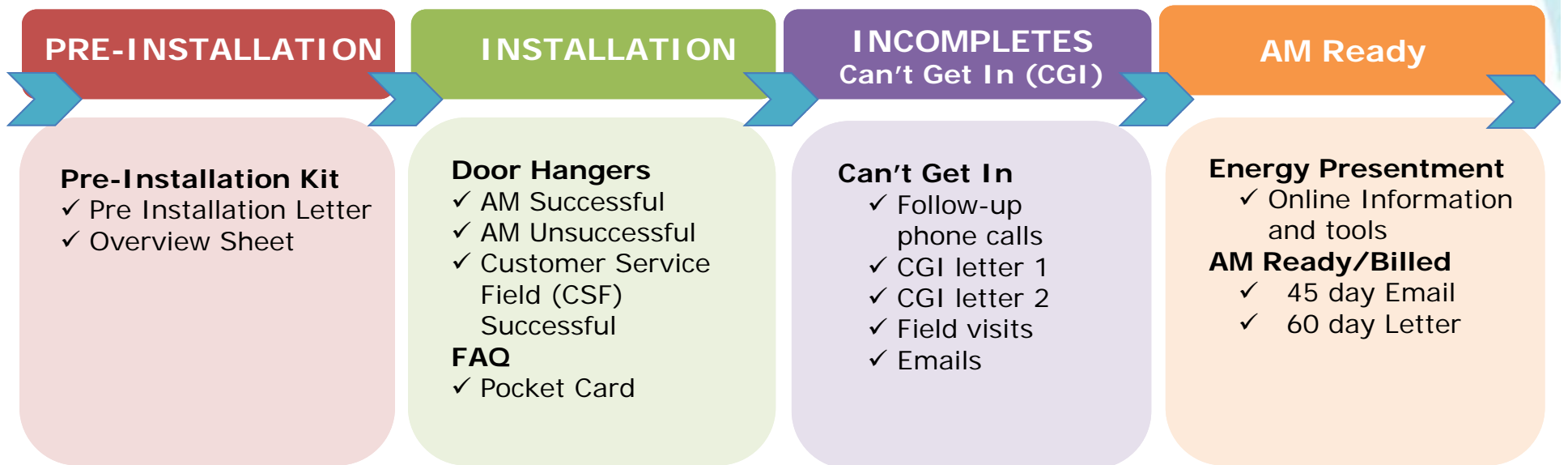


# ADVANCEDmeter

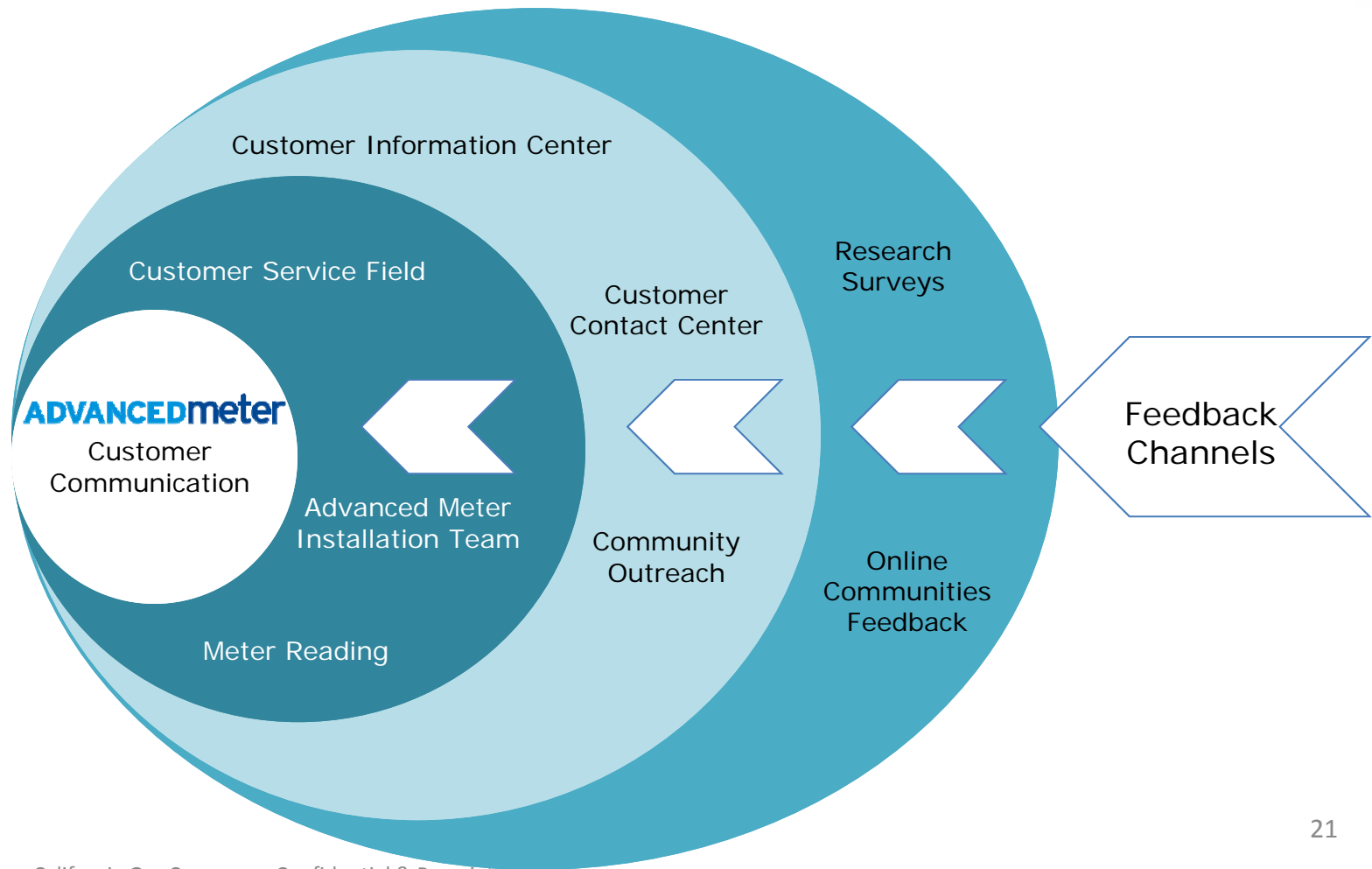
# Customer Experience Update



Sample Meter Conditions



## Constant Improvement



# 2012 Customer Research Findings

## Online Research Community

- ✓ Invitation-only **private online research community** consisting of approximately **400 residential customers** launched in Q4 2012
- ✓ **Qualitative feedback** gathered through **moderated discussions, online focus groups**, short surveys and polls
- ✓ **Weekly activities** and topics (1-2 per week)
- ✓ **Faster, more efficient** way of conducting **qualitative** research than focus groups or in-depth interviews
- ✓ **Topics Explored**
  - ✓ Advanced meter awareness and attitudes
  - ✓ Collateral and website review



## Pre/Post Installation Surveys

- ✓ 10 minute **telephone surveys with residential customers** in the installation area, both prior and after installation
  - ✓ Measure the **impact of advanced meters on favorability** toward SoCalGas
  - ✓ Evaluate the effectiveness of communications in **generating awareness and preparing customers for installation**
  - ✓ Assess **satisfaction with the installation process** and installers
  - ✓ Determine the expected **impact on key customer behaviors related to using the Ways to Save tools** and conserving natural gas



**Baseline General Attitudes and Awareness**

- ✓ **Relatively low advanced meter awareness.** Customers who have heard of advanced meters (or guess their purpose based on the name alone), associate them with a way to better monitor their energy usage
- ✓ **Cost is the top-of-mind** concern for most members when learning more about the advanced meters. Who will be paying for it, when, and how much?
- ✓ **Cost savings** resulting from being able to monitor and control energy usage is also the most motivating factor for learning more about advanced meters

**AM Collateral Material Feedback**

- ✓ The **Pre-installation letter is seen as clear, concise and attractive.** Readers are comfortable with amount of information presented and have few concerns.
  - ✓ Plain language like “plants and bushes” is preferred over terms like “vegetation”
- ✓ While the overview sheet is also well-received, the **additional information brings additional questions:**
  - Costs
  - Battery maintenance
  - Job losses
  - When and how gas usage can be viewed
- ✓ After reviewing the installation communications materials, only ¼ of 1.0% of SCG customers are concerned enough to consider opting out of installation



**Prior to installation**

- ✓ Customers had a **positive opinion of SoCalGas, with 94% giving us a favorable rating.** They view us as particularly strong in providing safe, reliable natural gas service
- ✓ Less than one fourth of customers **(22%) in the initial installation area were aware of advanced meters**

**After installation**

- ✓ **SoCalGas favorability remained high** with a 92% favorable rating
- ✓ General awareness of advanced meters increased to 78%. Sixty-eight percent of customers were aware that an advanced meter had been installed at their property
- ✓ Among those who were aware of the new meter being installed, 94% said they **received material throughout the process**
- ✓ The majority of customers believe the amount of **information** they **received** about the meters **was sufficient.** Only 15% of customers thought they did not receive enough information about installation – they want more information on how the meters work.

**After installation (Continued)**

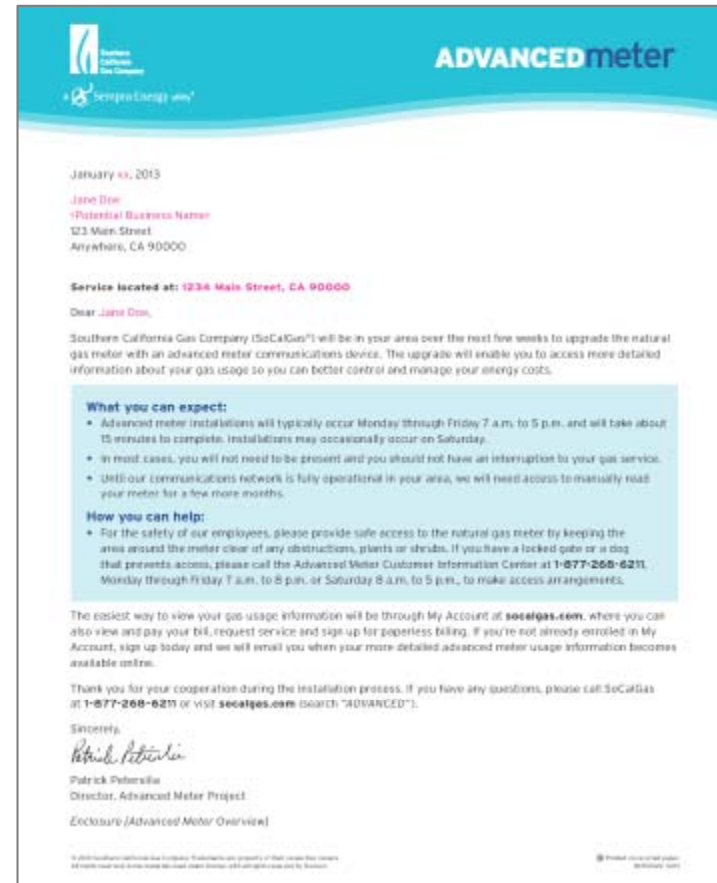
- ✓ Most (83%) were **satisfied with the installation process**. Virtually all (98%) said they did NOT experience any problems during the installation
- ✓ Slightly more than half (55%) of customers were **home during the installation**. Of these, 91% were **satisfied with the installer**, saying he/she was courteous and friendly. The one area installers could use improvement in is having more knowledge and information about the meters to answer customer questions
- ✓ Many customers are **likely to change their behavior** (signing up for My Account and/or using usage information to save energy/costs) due to the advanced meters. Among customers who are not currently signed up, **41% would sign up with My Account to access the information**. Another 38% are interested in accessing their gas usage information, but **are unlikely to sign up with My Account**
- ✓ Advanced meter benefits that resonate with customers are **cost savings, environmental contribution, enabling future technology, and conserving natural gas**

## PRE-INSTALLATION LETTER

October



March



### Modifications:

- Updated the letter with more clear and descriptive language and less industry jargon
- Made it clear that meter access will continue until the communications network is fully operational
- Referenced possible installation on Saturday's

# ADVANCEDmeter

# Pre-Installation Kit

## OVERVIEW INCLUDED IN THE PRE-INSTALLATION KIT

October

**What are Advanced Meters?**  
Southern California Gas Company (SoCalGas) is upgrading our system by adding an advanced meter communications device to all residential and business natural gas meters. The advanced meter device will read and transmit your natural gas usage information back to SoCalGas.

**BENEFITS OF ADVANCED METERS**

- Manage Energy Use Better:** You will have access to more detailed information and analysis tools online through My Account at [socialgas.com](http://socialgas.com), where you can also view and pay your bill, schedule service and more. These tools will help you better understand how you're using gas and where you could potentially save money.
- More Privacy and Security:** Customers who, in the past, had to provide SoCalGas with a key to their gates, leave latches unlocked or confine their dogs to allow meter reading will only need to provide entry for periodic maintenance. To increase privacy and security, only encrypted gas usage information will be transmitted from the meters.
- Greater Accuracy:** Advanced meters can also improve billing accuracy, reducing the potential for errors.
- Help the Environment:** Advanced meters will take 1,000 SoCalGas vehicles off the road every day. Our energy savings, combined with our customers' conservation efforts, can reduce vehicle miles by 6.3 million miles per year, reducing approximately 140,000 tons of greenhouse gases per year through 2017, when project installation is completed.
- Enable Future Technology:** In the future, advanced meter technology will enable you to sign up for alerts, providing up-to-date information on your energy usage and billing status by text or email.
- Operational Efficiency:** The advanced meter project will enable operational and environmental savings over the life of the project, estimated to be more than double the value of our investment. Operational savings will be passed along to customers in overall rates.
- Where Can I Find More Information?**  
Visit [socialgas.com](http://socialgas.com) (search "ADVANCED") or call:
 

<b>Residential Customers:</b>	
English	1-800-427-2200
Spanish	1-800-342-2646
普通话	1-800-427-1429
粤语	1-800-427-1429
韩语	1-800-427-0471
Tagalog	1-800-427-0478
For other languages	1-800-427-1345
Hearing impaired (TDD)	1-800-252-0259
<b>Business Customers:</b>	
English	1-800-427-2200
Spanish	1-800-427-4029

**Why Advanced Meters?**  
SoCalGas has been providing safe and reliable service to the communities we serve for more than 140 years. This technology evolution is the next step in providing new and improved service for current and future customers.

**What if I don't want an Advanced Meter?**  
We support customer choice and recognize that some customers may prefer to have their gas meter manually read each month. If you have questions or would like to defer an advanced meter installation, please contact our Customer Contact Center at 1-800-427-2200.

March

**What are Advanced Meters?**  
Southern California Gas Company (SoCalGas) is upgrading its system by adding an advanced meter communications device to all residential and business natural gas meters. The advanced meter device will read and transmit your natural gas usage information back to SoCalGas. However, until our communications network is fully operational in your area we will need access to manually read your meter for a few more months.

**BENEFITS OF ADVANCED METERS**

- Manage Energy Use Better:** You will have access to more detailed information and analysis tools online through My Account at [socialgas.com](http://socialgas.com), where you can also view and pay your bill, schedule service and sign up for paperless billing. We will notify you when your more detailed information becomes available online.
- New "Ways to Save" section on socialgas.com:** Gas usage increases during cold months as your furnace and water heater use more energy. To help you keep your heating costs down, visit the new Ways to Save section on [socialgas.com](http://socialgas.com).
- Location Privacy and Security:** Customers who, in the past, had to provide SoCalGas with a key to their gates, leave latches unlocked or confine their dogs to allow meter reading will only need to provide entry for periodic maintenance. To increase privacy and security, only encrypted gas usage information will be transmitted from the meters.
- Greater Accuracy:** Advanced meters can also improve billing accuracy, reducing the potential for errors.
- Help the Environment:** Advanced meters will take 1,000 SoCalGas vehicles off the road every day, reduce 6.3 million vehicle miles and approximately 140,000 tons of greenhouse gases per year.
- New Bill Alerts:** In the summer of 2013, advanced meter customers will be able to sign-up for weekly alerts, providing up-to-date information on your energy usage, Bill-to-Date and Projected Next Bill via text or email.
- Operational Efficiency:** The advanced meter project will enable operational savings over the life of the project, estimated to be more than double the value of our investment. Operational savings will be passed along to customers in overall rates.
- Where Can I Find More Information?**  
Visit [socialgas.com](http://socialgas.com) (search "ADVANCED") or call:
 

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English	1-800-427-2200
普通话	1-800-427-1429
粤语	1-800-427-1429
韩语	1-800-427-0471
Tagalog	1-800-427-0478
For other languages	1-800-427-1345
Hearing impaired (TDD)	1-800-252-0259
<b>Business Customers:</b>	
English	1-800-427-2200
Spanish	1-800-427-4029

**What if I don't want an Advanced Meter?**  
SoCalGas supports customer choice and recognizes that some residential customers may prefer not to have an advanced meter installed and would rather have their gas meter manually read each month. If you do not want an advanced meter installed, you should immediately call our Customer Contact Center at 1-800-427-2200 and request to be added to the "advanced meter deferral list." If you defer installation now, SoCalGas will contact you once the California Public Utilities Commission (CPUC) has ruled on our advanced meter opt-out program. You can decide at that time, based on the rate approved by the CPUC, whether you want to formally opt-out and pay the applicable fees or allow the installation of an advanced meter at no incremental cost. \*Deferral list option applicable to residential customers only.

### Modifications:

- Expanded information on the Deferral List and pending opt-out program
- Made it clear that meter access will continue until the communications network is fully operational
- Provided more information on the new "Ways to Save" tool
- Added the Spanish translation

## Advanced Meter Installation Team Successful Door Hangers

October

FORM AM0537

 Southern California Gas Company  
A Semptra Energy utility

**NOTICE**  
IMPORTANT INFORMATION ON REVERSE

**ADVANCEDmeter**

Your new advanced meter was successfully installed today.

Hoy, su nuevo medidor avanzado se ha instalado con éxito.

您的先進計量表於今日成功安裝。

귀하의 고급 계량기는 오늘 성공적으로 설치되었습니다.

Hôm nay, chúng tôi đã gắn xong đồng hồ đo tiên tiến mới cho quý vị.

Date: / /

For the next several weeks, you may still see Southern California Gas Company (SoCalGas®) employees in the area completing installations and conducting quality assurance tests on our system. Once our network testing is completed, the meter will transmit your hourly gas usage information back to SoCalGas on a daily basis. We will notify you when your information is available to view through My Account at [socalgas.com](http://socalgas.com).

If you are not already enrolled in My Account, sign up today at [socalgas.com](http://socalgas.com).

(Continued on back)

FORM AM0537

 Southern California Gas Company  
A Semptra Energy utility

**NOTICE**  
IMPORTANT INFORMATION ON REVERSE

**ADVANCEDmeter**

To learn more, visit [socalgas.com](http://socalgas.com) (search "ADVANCED") or call:

Customer Contact Center 1-800-427-2200  
Hearing Impaired (TDD) 1-800-252-0259

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March

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Hôm nay, chúng tôi đã gắn xong đồng hồ đo tiên tiến mới cho quý vị.

Date: / /

For the next several weeks, you may see Southern California Gas Company (SoCalGas®) employees in the area completing installations and conducting quality assurance tests on our system. We will need safe access to manually read the meter until our communications network is fully operational. In the future, meter access will still be needed for periodic maintenance.

Once our network testing is completed, the meter will transmit your hourly gas usage information back to SoCalGas on a daily basis. We will notify you when your information is available to view through My Account at [socalgas.com](http://socalgas.com).

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(Continued on back)

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**What if I Don't Want an Advanced Meter?**

Southern California Gas Company (SoCalGas®) supports customer choice and recognizes that some residential customers may prefer not to have an advanced meter and would rather have the gas meter manually read each month. If you would like to have the advanced meter removed and be added to our deferral list, please contact our Customer Contact Center at 1-800-427-2200. Deferral list option applicable to residential customers only.

If you request to be added to the SoCalGas deferral list, we will notify you once the California Public Utilities Commission (CPUC) has ruled on our advanced meter opt-out program. You can decide at that time, based on the rate approved by the CPUC, whether you want to formally opt-out and pay the applicable fees or allow the re-installation of an advanced meter.

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### Modifications:

- Expanded information on the Deferral List and pending opt-out program
- Better defined meter access by letting customers know that manual reading of the meter will continue until the communications network is fully operational and periodic routine maintenance visits will still be needed
- Modified the door hanger size for ease of use by the Advanced Meter Installation team

## Advanced Meter Installation Team Unsuccessful Door Hangers

October

March

FORM AM1122

### NOTICE

**ADVANCEDmeter**

**SORRY WE MISSED YOU...**

Date: / /

A Southern California Gas Company employee was sent to upgrade your gas meter. Unfortunately, we were unable to complete the work at the meter.

**Reason your gas meter upgrade was not completed:**

- No one was home
- Manager not in office
- No adult on premises
- Meter was inaccessible due to:
  - Dog in yard
  - Locked gate/door
  - Meter blocked

When we return to complete this service, we will need to turn off your gas service. Therefore, we will need to enter the premises and relight appliances. Someone will need to be present for us to do this work.

Please call our Advanced Meter Customer Information Center to make access arrangements Monday through Friday, 7 a.m. to 8 p.m. or Saturday from 8 a.m. to 5 p.m. at 1-877-268-6211.

There is no charge to you for this service.

To learn more, visit [socialgas.com](http://socialgas.com) (search "ADVANCED").

For hearing impaired (TDD) call 1-800-252-0259.

FORM AM1122

### AVISO

**ADVANCEDmeter**

**LAMENTAMOS NO HABERLE ATENDIDO...**

Fecha: / /

Un empleado de Southern California Gas Company fue enviado a hacerle mejoras a su medidor de gas. Desafortunadamente, no pudimos hacer el trabajo en el medidor.

**Razón por la que no se hizo la mejora al medidor de gas:**

- No había nadie en la casa
- El administrador no estaba en la oficina
- No había un adulto en el lugar
- No se tuvo acceso al medidor debido a:
  - Perro en el patio
  - Entrada/puerta con candado
  - Medidor bloqueado

Cuando regresemos a hacer este servicio, necesitaremos interrumpir el servicio de gas. Por lo tanto, vamos a necesitar entrar al lugar y reencender los aparatos domésticos. Alguien necesita estar presente para que hagamos este trabajo.

Por favor llame a nuestro Centro de Información al Cliente de Medidores Avanzados para hacer los arreglos para el acceso, de lunes a viernes de 7 a.m. a 8 p.m. o sábado de 8 a.m. a 5 p.m. al 1-877-268-6211.

No se le cobra nada por este servicio.

Para enterarse de más, visite [socialgas.com](http://socialgas.com) (busque la palabra clave "AVANZADO").

Para personas con dificultades auditivas (TDD), llame al 1-800-252-0259.

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FORM AM1122

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  - Medidor bloqueado

Cuando regresemos a hacer este servicio, necesitaremos interrumpir el servicio de gas. Por lo tanto, vamos a necesitar entrar al lugar y reencender los aparatos domésticos. Alguien necesita estar presente para que hagamos este trabajo.

**Por favor llame a nuestro Centro de Información al Cliente de Medidores Avanzados para hacer los arreglos para el acceso al 1-877-268-6211.**

Lunes a viernes de 7 a.m. a 8 p.m. o sábado de 8 a.m. a 5 p.m.

No se le cobra nada por este servicio.

Para enterarse de más, visite [socialgas.com](http://socialgas.com) (busque la palabra clave "AVANZADO").

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### Modification:

- Updated the door hanger color for better distinction between successful and unsuccessful
- Highlighted AM Customer Information Center phone number for appointment scheduling

## Customer Service Field Successful Door Hangers Routine Meter Changes (RMCs) and Planned Meter Changes (PMCs)

October

FORM 0537



Sempra Energy *utility*

# NOTICE

## ADVANCEDmeter

Your new advanced meter was successfully installed today:

Hoy, su nuevo medidor avanzado se ha instalado con éxito:

您的先進計量表於今日成功安裝：

귀하의 고급 계량기는 오늘 성공적으로 설치되었습니다:

Hôm nay, chúng tôi đã gắn xong đồng hồ đo tiên tiến mới cho quý vị:

Date: / /

For the next several weeks, you may still see Southern California Gas Company (SoCalGas®) employees in the area completing installations and conducting quality assurance tests on our system. Once your advanced meter is installed, and our network testing is completed, the meter will transmit your gas usage information back to SoCalGas on a daily basis. We will notify you when your information is available to view through My Account at [socialgas.com](http://socialgas.com). You'll soon have more details about how you're using gas so you can better control your energy use and costs. If you are not already enrolled in My Account, sign up today at [socialgas.com](http://socialgas.com).

(Continued on back)

FORM 0537



Sempra Energy *utility*

# NOTICE

IMPORTANT INFORMATION ON REVERSE

## ADVANCEDmeter

To learn more, visit [socialgas.com](http://socialgas.com) (search "ADVANCED") or call:

Advanced Meter Customer Information Center 1-877-268-6211  
Hearing Impaired (TDD) 1-800-252-0259

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March

FORM 0537



Sempra Energy *utility*

# NOTICE

## ADVANCEDmeter


During routine maintenance, a new advanced meter was successfully installed. We will need safe access to manually read the meter until our communications network is fully operational. In the future, meter access will still be needed for periodic maintenance.

This upgrade will soon let you have access to frequent and detailed information about your energy use through My Account at [socialgas.com](http://socialgas.com). You will also have the ability to sign-up for weekly bill alerts, providing you with better control of your natural gas usage. If you are not already enrolled in My Account, sign-up today at [socialgas.com](http://socialgas.com).

Date: / /

(Continued on back)

FORM 0537



Sempra Energy *utility*

# NOTICE

IMPORTANT INFORMATION ON REVERSE

## ADVANCEDmeter

To learn more, visit [socialgas.com](http://socialgas.com) (search "ADVANCED") or call:

Customer Contact Center 1-800-427-2200  
Hearing Impaired (TDD) 1-800-252-0259

**What if I Don't Want an Advanced Meter?**  
Southern California Gas Company (SoCalGas®) supports customer choice and recognizes that some residential customers may prefer not to have an advanced meter and would rather have the gas meter manually read each month. If you would like to have the advanced meter removed and be added to our deferral list, please contact our Customer Contact Center at 1-800-427-2200. Deferral list option applicable to residential customers only.

If you request to be added to our deferral list, then SoCalGas will notify you once the California Public Utilities Commission (CPUC) has ruled on the advanced meter opt-out program. You can decide at that time, based on the rate approved by the CPUC, whether you want to formally opt-out and pay the applicable fees or allow the re-installation of an advanced meter.

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### Modifications:

- Expanded information on the Deferral List and pending opt-out program
- Better defined meter access by letting customers know that manual reading of the meter will continue until the communications network is fully operational and periodic maintenance visits maybe needed
- Modified the door hanger size for ease of use by the Customer Service Field team

## FAQ: Pocket Card

October

March

**ADVANCEDmeter**  
Frequently Asked Questions

**Q. Who is getting an advanced meter?**  
A. All residential and business customers will get an advanced meter. In fact, Southern California Gas Company (SoCalGas®) will upgrade nearly six million gas meters with a communication device, installing them across our 20,000 mile service territory. Installation will start in late 2012 and run through 2017.

**Q. What does installation of the advanced meter involve?**  
A. A SoCalGas employee will attach a communication device to the existing meter. In most cases, there will not be an interruption in your natural gas service and the installation will only take a few minutes to complete. In some instances, we may need to replace the meter.

Continued on back

**Q. How often does the meter transmit information back to SoCalGas and does it emit a radio frequency (RF)?**

**A.** The advanced meter transmits a signal for a fraction of a second per day (less than two minutes total per year) and the RF energy emitted is significantly less than many other devices we use every day like cell phones, laptop computers and microwave ovens.

**Q. How does SoCalGas protect my gas usage privacy?**

**A.** We maintain the confidentiality of our customers' information in accordance with appropriate privacy policies. Advanced meters do not transmit any personally identifiable information, and all transmissions of usage information are encrypted for added security.

**Q. How can I learn more about advanced meter?**

**A.** If you have additional questions please visit us at [socialgas.com](http://socialgas.com) (search "ADVANCED") or call our Advanced Meter Customer Information Center at 1-877-268-6211.

**Q. What if I do not want an advanced meter?**

**A.** If you would like to defer the advanced meter installation, please contact our Customer Contact Center at 1-800-427-2200.

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**ADVANCEDmeter**  
Frequently Asked Questions

**Q. How often does the meter transmit information back to SoCalGas and does it emit a radio frequency (RF)?**  
A. The advanced meter transmits a signal for a fraction of a second per day (less than two minutes total per year) and the RF energy emitted is significantly less than many other devices we use every day like cell phones, laptop computers and microwave ovens.

**Q. How does SoCalGas protect my gas usage privacy?**  
A. We maintain the confidentiality of our customers' information in accordance with appropriate privacy policies. Advanced meters do not transmit any personally identifiable information, and all transmissions of usage information are encrypted for added security.

**Q. How can I learn more about advanced meter?**  
A. If you have additional questions please visit us at [socialgas.com](http://socialgas.com) (search "ADVANCED") or call our Advanced Meter Customer Information Center at 1-877-268-6211.

**Q. What if I do not want an advanced meter?**  
A. If you would like to defer the advanced meter installation, please contact our Customer Contact Center at 1-800-427-2200.

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**ADVANCEDmeter**  
Preguntas frecuentes

**¿Cada cuánto transmite la información de uso de gas de vuelta a SoCalGas y emite energía de radiofrecuencia (RF)?**  
A. El medidor avanzado transmite una señal por una fracción de segundo cada día (menos de dos minutos al año) y la energía de radiofrecuencia (RF) emitida es significativamente menor que la de muchos otros dispositivos que usamos todos los días, como celulares, computadoras portátiles y hornos de microondas. Los medidores avanzados no transmiten información personalmente identificable, y todas las transmisiones de información de uso de gas se envían de forma segura y cifrada.

**¿Cómo protege SoCalGas mi privacidad de uso de gas?**  
A. Mantenemos la confidencialidad de la información de nuestros clientes de acuerdo con políticas apropiadas de privacidad. Los medidores avanzados no transmiten información personalmente identificable, y todas las transmisiones de información de uso de gas se envían de forma segura y cifrada.

**¿Cómo puedo aprender más sobre el medidor avanzado?**  
A. Si tienes preguntas adicionales, por favor visita [socialgas.com](http://socialgas.com) (busca "ADVANCED") o llama al Centro de Información al Cliente de Medidores Avanzados al 1-877-268-6211.

**¿Qué sucede si no quiero un medidor avanzado?**  
A. Si deseas diferir la instalación de un medidor avanzado, por favor contacta al Centro de Información al Cliente al 1-800-427-2200.

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### Modifications:

- Expanded information on the Deferral List and pending opt-out program
- Added information regarding manual reading of the meter will continue until the communications network is fully operational and periodic routine maintenance visits are still needed
- Added Spanish translation
- Enhanced layout from a single tear off page to a tri-fold sheet



## Deferral Door Hanger and Stickers

FORM 8602

**Southern California Gas Company**  
A Sempra Energy utility

### NOTICE

**ADVANCEDmeter**  
DEFERRAL CUSTOMER

Your gas meter was labeled to confirm that you do not want the advanced meter communications device installed.

If you have any questions, please contact our Customer Contact Center at 1-800-427-2200.

Thank you.

Date: / /

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FORM 8601

**Southern California Gas Company**  
A Sempra Energy utility

**ADVANCEDmeter**  
DEFERRAL CUSTOMER

### Modifications:

- No enhancements made thus far

## CGI 1 : Can't Get In Letter 1

**ADVANCEDmeter**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please call 1-877-268-6211 to make meter access arrangements.**

Dear Valued Customer,

A technician from Southern California Gas Company (SoCalGas®) was sent to upgrade your natural gas meter. Unfortunately, our technician was not able to gain access to the gas meter at this location.

**We need your immediate assistance to schedule this upgrade. Please call the SoCalGas Advanced Meter Customer Information Center to make access arrangements at 1-877-268-6211.**

Monday through Friday, 7 a.m. to 8 p.m., or Saturday, 8 a.m to 5 p.m.  
If you call after hours, please leave a message with your preferred contact phone number.

What if I don't want an advanced meter?

SoCalGas supports customer choice and recognizes that some residential customers may prefer not to have an advanced meter installed and would rather have their gas meter read manually each month.\* If you would like to defer advanced meter installation and be added to our deferral list, please contact our Customer Contact Center at 1-800-427-2200.

If you defer installation now, SoCalGas will contact you once the California Public Utilities Commission (CPUC) has ruled on our advanced meter opt-out program. You can decide at that time, based on the rate approved by the CPUC, whether you want to formally opt-out and pay the applicable fees or allow the installation of an advanced meter at no incremental cost.

We appreciate your prompt response.

Sincerely,  
*Patrick Petersilia*  
Patrick Petersilia  
Director, Advanced Meter Project

**CPUC Rule 25 requires customers to provide SoCalGas with safe access to the gas meter during all reasonable hours.**

\* Applicable to residential customers only.  
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**ADVANCEDmeter**

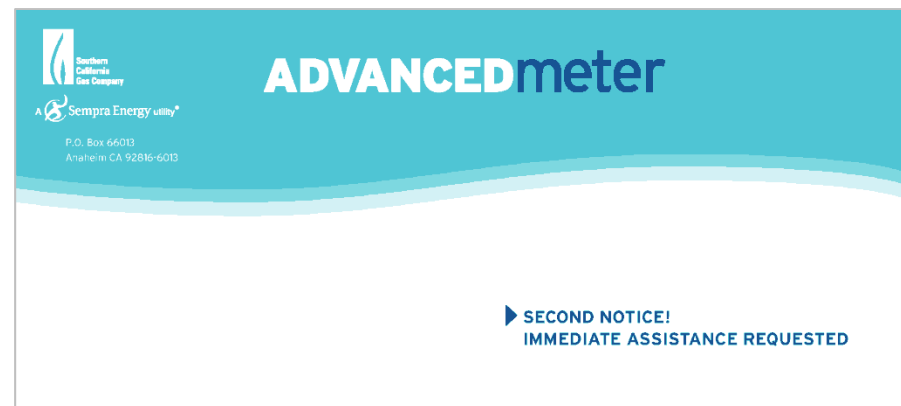
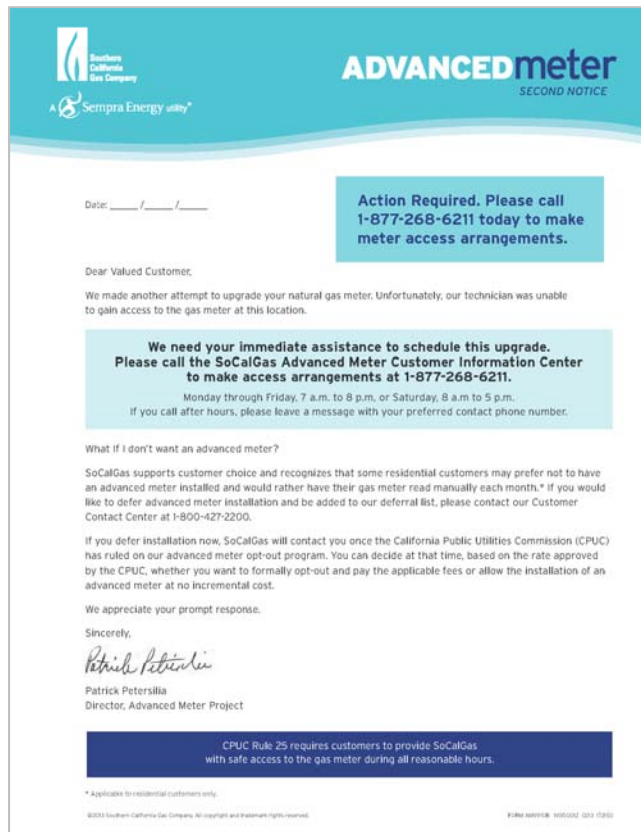
P.O. Box 68010  
Alhambra, CA 91809-0010

**YOUR ASSISTANCE IS REQUESTED**

### Modifications:

- ✓ No enhancements made thus far

## CGI 2: Can't Get In Letter 2



**Modifications:**

- No enhancements made thus far

## CGI E-mails

Advanced Meter CGI Emails

**First Email (V2.0):**

Subject Line: SoCalGas Customer Reminder

Dear SoCalGas Customer,

We have attempted to upgrade your natural gas meter and been unable to gain access to the meter on your property.

Please email us back at [AMCC@semprautilities.com](mailto:AMCC@semprautilities.com) with a day and time when a SoCalGas employee will be able to access your gas meter or call us at 1-877-268-6211 Monday through Friday, 7 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m., to make access arrangements.

If you do not want an advanced meter, please call our Advance Meter Customer Information Center at 1-877-268-6211 and ask to be placed on our "deferral list". The deferral list is only available to residential customers.

We appreciate your prompt response.

Sincerely,

  
Patrick Petersilla  
Director, Advanced Meter Project  
Southern California Gas Company

**Second Email (V2.0):**

Subject Line: SoCalGas Customer – Second Request

Dear SoCalGas Customer,


We have attempted several times to upgrade your natural gas meter and been unable to gain access to the meter on your property.

Please email us back at [AMCC@semprautilities.com](mailto:AMCC@semprautilities.com) with a day and time when a SoCalGas employee will be able to access your gas meter or call us at 1-877-268-6211 Monday through Friday, 7 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m., to make access arrangements.

If you do not want an advanced meter, please call our Advance Meter Customer Information Center at 1-877-268-6211 and ask to be placed on our "deferral list". The deferral list is only available to residential customers.

We appreciate your prompt response.

Sincerely,

  
Patrick Petersilla  
Director, Advanced Meter Project  
Southern California Gas Company

### Modification:

- ✓ Currently in development

## Energy Presentment

**Hello Michael** Welcome to My Account

Account: 1960 Post Plains (2123456789)

**Current Balance** \$243.84 [Pay Bill](#)

**Payment Arrangement**

**Next Payment** \$243.54 due 10/22/12 [View Payment](#)

**Scheduled Payments**

**Next Scheduled Payment** \$35.00 will be paid 11/01/12 [View Payment](#)

**Last Bill Amount** \$243.54 due 10/22/12 [View Bill](#)

**Last Payment** \$45.22 received 10/10/12 [View Payment](#)

**20% Discount**  
The CAGB program provides a 20% discount on the monthly gas bill for eligible households.

**Hi Michael, welcome to My Account**

Account: 1960 Post Plains (2123456789)

**Every plan starts with a GOAL!**

10% in savings could save you up to **\$25 per year**

Slider: 5% | 10% | 40% [Set My Goal](#)

[Start Saving](#)

**Compare to Your Neighbors**

My Usage	\$254
Similar Households	\$274
Most Energy Efficient Households	\$173

**Understand Your Usage**

Usage | Bills

Annual Total Cost

**Online Information and Tools**

- ✓ New My Account "Ways to Save" Online Customer Tools

## Energy Presentment Coming Attraction (June)



### Online Information and Tools

- ✓ Scheduled for future release is the new My Account “Ways to Save” Online Tools for Core Commercial and Industrial Customers

45 Day AM Ready Email



Modification:

✓ No feedback received at this time

## 60 Day AM Ready Letter



### Modifications:

- ✓ Currently in development





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# ADVANCEDmeter

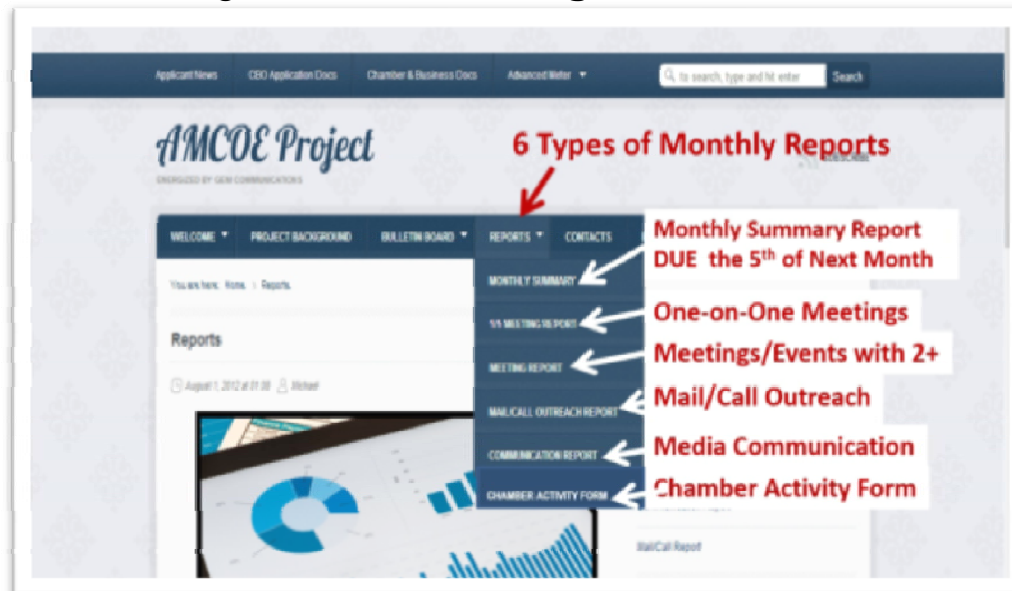
## Stakeholder Education & Community Outreach

- To date, 51 Community Based Organizations (CBOs) and Chambers contracted to support installation awareness the education and community outreach program
- CBO outreach efforts began in September 2012 in Lakewood and Cerritos
- Expanding efforts across SoCalGas service area tied to the advanced meter installation geography and timing
- By the end of 2013 we anticipate having more than 100 organizations onboard



1. APAC Service Center
2. Arcadia Chamber
3. Artesia Chamber
4. Arts Council of Kern
5. Asian Pacific Community Fund
6. Bell Gardens Chamber
7. Brawley Chamber
8. Burbank Chamber
9. Campesinos Unidos Inc
10. Cerritos Regional Chamber
11. Coachella Chamber
12. Coachella Valley Housing
13. Community Action Partnership of Kern
14. Desert Hot Springs Chamber
15. Desert Samaritans for Seniors
16. El Centro Chamber
17. El Monte Chamber
18. Escuela de la Raza
19. Filipino American Service Group
20. Find Food Bank
21. Greater Bakersfield Chamber
22. Greater Lakewood Chamber
23. Human Services Association
24. Indio Chamber of Commerce
25. Kern Economic Development Corp
26. Kern County Blank Chamber
27. Kern County Hispanic Chamber
28. LA Conservation Corp
29. La Cooperativa Campesina
30. La Quinta Chamber
31. Long Beach Community Action Partnership
32. MANA de Imperial Valley
33. Mexican American Opportunity Foundation
34. Monrovia Chamber of Commerce
35. Neighborhood House of Calexico
36. North of the River Chamber
37. Norwalk Chamber
38. Oldtimers Foundation
39. OCCC Community Center/Collaboration
40. Palm Desert Area Chamber
41. Palm Springs Chamber
42. Pasadena CC & Civic Association
43. San Gabriel Valley Economic Partnership
44. Sierra Madre Chamber
45. South Pasadena Chamber of Commerce
46. Southeast Community Development Corporation
47. Success in Challenges
48. The Greater Huntington Park Area Chamber
49. Todec Legal Center
50. Whittier Area Chamber
51. Yucca Valley Chamber

- As part of the contract, all CBOs and Chambers are required to submit a monthly report as well as a final recap of outreach activities
- CBOs and Chambers are sub contracted via Gem Communications
- Gem Communications handles contracts, reporting and payment directly with each organization



WEDNESDAY, OCTOBER 24, 2012

# Press-Telegram

489,999 READERS WEEKLY LONG BEACH, CALIFORNIA

## Southern California Gas Company's new meters will make energy usage clearer

By Pam

So installing TI month. A end of the performe won't nee

The adva day to au business ; will be av

"V latest tecl of the ach is a funda we want t

A about the manage g usage onl

TI communi more infc call 800-

[pam.hale](#)



### SoCal gas rolling out Advanced Meters

[recorder@portervillerecorder.com](mailto:recorder@portervillerecorder.com)

First, it was Smart Meters. Now, it's Adv Southern California Gas company is rollin having them installed in Tulare County in Mendoza said the Advanced Meter should meters, although they are similar.

"This new advanced meter automatically r information on a next day basis. Customer and see information related to their gas me meters have begun to be installed in South to be installed here during March and Apr installed.

There is no cost to the customer for the in should take about 15 minutes and will be j project. 4,000 Data Collection Units are b territory, with six of those installed in Port

Southern California Edison has basically c said Cal Rossi with SCE. "We're 99 perc SCE in the Valley. He said the installation any issues with the new meters. "I haven't

Mendoza described the gas meter as a "tra it will not be as sophisticated as the electri worker need to go into a person's backyar the program. "It affords them better privac Mendoza.

The advanced meter communication devic automatically read and transmit n residence the utility's data collectors.

The advanced meter is powered by two sp in pacemakers. Battery voltage is reported required to transmit the data is so low, the years.

For more on the Advanced Meters, go to s

### So Cal Gas Rolling Out New Advanced Meters

In an effort to save ratepayers some money, Southern California

Gas Com new adv service t months, T automatic transmit informati Customer their met see inform usage. I meters SoCalGas these ne Collection through territory. www.soc contact I manager



- As part of the 30-60 days prior to installation outreach efforts, local community media is provided with press materials detailing the project benefits and local installation timing
- To date media efforts have been focused surrounding installation in Southeast Los Angeles, Imperial and Coachella Valley
- Media efforts will expand to the Bakersfield, Los Angeles and San Gabriel Valley this month



### Southern California Gas to install wireless devices to meters in Ventura County

By Rachel McGrath  
February 25, 2013

Southern California Gas customers in Ventura County will start to have wireless communication devices fitted to their natural gas meters starting in June 2014.

The instal customers in March meters, w

### Letters: Gas company quietly installing 'advanced meters'

[mydesert.com](http://mydesert.com)  
Feb 1, 2013

It appears that SoCal Gas Co. is hoping to avoid all that inconvenient public scrutiny faced by Southern California Edison when the electrical utility announced its plans to install wireless "smart meters" a while back. The gas folks' approach is quite different.

Today an installer showed up to our home in Palm Springs and announced he was here to swap out our old gas meter for a new "advanced meter." Because I hadn't read anything about an impending change, I called the Gas Co. to confirm that the guy was legit. Sorry, they replied, my neighborhood wasn't scheduled for a swap anytime soon and they had no idea of who my visitor was.

By the time I was calling the police to have them drop by, the guy had finished and I now had a little radio transmitter on the meter. I suspect that others in my neighborhood had the same visit. So by the time the Gas Co. loudly announces its campaign to install these meters later this year, the horse will have already left the barn and any public protests about safety or other concerns will be useless. Very clever!

Nick Pace, Palm Spring

- Generated media responses for outlets in areas outside of the advanced meter installation schedule
- To date, received 2 media inquiries resulting from the installation of an advanced meter via SoCalGas maintenance meter work
  - Customers who receive an advanced meter via maintenance work do not receive an advanced notification letter but do receive a door hanger the day of installation
- Worked with media editors to clarify installation process for maintenance work resulting in the publishing of balanced media stories

- Create advanced meter awareness through a Radio Disney school assembly program reaching parents, teachers and students in an interactive forum
- Provides advanced meter information via parent packs
- To date, held 9 school assemblies in Lakewood, Cerritos, Bellflower, Pasadena, and Artesia
- Successful program and extending contract through end of 2013



- Participation at events throughout the SoCalGas service area to generate project awareness



- Palm Desert Home Show
- California Association of Counties
- Los Angeles County Fair
- 2013 World Ag Expo
- Indio Tamale Festival
- Arvin Health Fair
- Norooz in Pasadena
- Glendora Community and Business Expo
- Corona State of the City and Business Expo
- Altadena Chamber of Commerce 89th Annual Installation
- Contract Cities
- Association of Public Works
- League of Cities
- San Bernardino Route 66 Festival
- Inland Empire Disabilities Collaborative
- Panorama City Latino Expo
- City of Riverside Emergency Preparedness Fair
- Asian Business Association Business Summit
- Palm Springs Southern California Energy Expo
- Brawley Mayor's Breakfast and State of the City
- City of Montclair Fire and Safety Fair
- County of Los Angeles Public Works Women's Leadership Conference
- LA Green Festival
- Taste of Soul







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# ADVANCEDmeter

## Questions



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**ADVANCEDmeter**

**Thank You!**