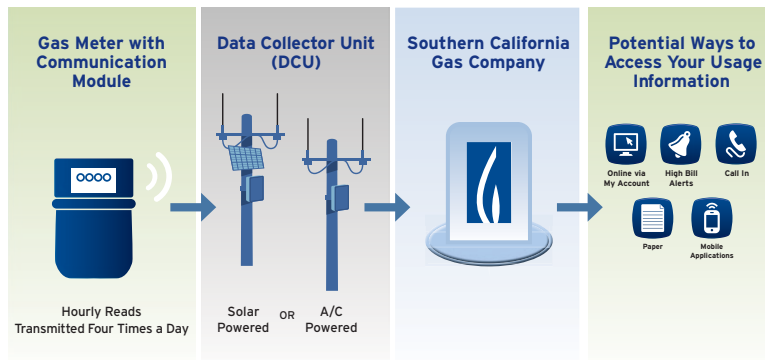


## What are Advanced Meters?

Southern California Gas Company (SoCalGas®) is upgrading our system by adding a communication device to all residential and business natural gas meters. We're calling this technology advanced meter. The advanced meter will automatically read and transmit your gas usage information to our customer service and billing center. The device, which will be installed on your existing analog meter, is battery-powered and turns on for a fraction of a second a day, for a total of less than two minutes a year. Advanced meters do not communicate with other meters, nor with appliances in your home. Finally, advanced meters cannot turn on or turn off your gas service. With this upgrade, you will have access to more frequent and detailed information about your gas consumption, enabling you to have better control over your energy usage and potentially save money.

SoCalGas is installing the advanced meter communication device on approximately 6 million natural gas meters from late 2012 through 2017. An installation schedule is available on [socialgas.com](http://socialgas.com) (search "ADVANCED"). Please note that these date ranges are estimated.



Images are for discussion purposes only.

## 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 decline an advanced meter installation, please contact our Customer Contact Center at **1-800-427-2200**.

\*Applicable to residential customers only.

## 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.
- **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 may only need to provide entry for periodic maintenance. To increase privacy and security, only encrypted gas usage information will be transmitted.
- **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 Efficiencies:** 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:

English	1-800-427-2200
Español	1-800-342-4545
Commercial (English):	1-800-427-2000
Commercial (Spanish):	1-800-427-6029
國語	1-800-427-1429
粵語	1-800-427-1420
한국어	1-800-427-0471
Tiếng Việt	1-800-427-0478
For other languages	1-888-427-1345
Hearing Impaired (TDD)	1-800-252-0259