

UPGRADING OUR INFRASTRUCTURE

In 2010, the California Public Utilities Commission approved SoCalGas® to upgrade its metering system by adding a communications device to natural gas meters. This technology will automatically read and securely transmit your natural gas usage information to our customer service and billing center.

ADVANCING THE WAY WE SERVE YOU

With this upgrade, you will have access to more frequent and detailed information about your gas consumption at socalgas.com, providing you with information to better control your energy usage and the potential to save money.

SAFETY IS A PRIORITY

Safe and reliable delivery of natural gas is our top priority. With this upgrade, we will be able to increase the safety of natural gas usage within homes by providing quicker detection of higher-than-usual natural gas usage (in occupied or unoccupied facilities) allowing earlier investigation of possible problems as well as improved monitoring of gas pressure throughout the gas system.

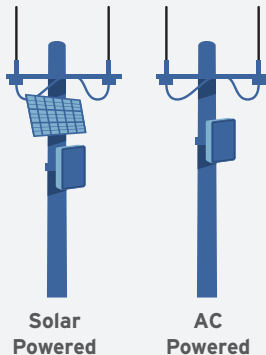
FIRST PHASE: INSTALLING THE ADVANCED METER COMMUNICATIONS NETWORK

Data collectors have been positioned on poles throughout our service area, enabling the Advanced Meter communications device to provide information back to SoCalGas.

- ▶ **Working With Your City** – We are collaborating with your city and other entities to find the best locations for installation of our data collector units (DCU). In some instances, SoCalGas will need to install new poles to attach the DCUs.
- ▶ **Working Efficiently** – You may see a SoCalGas-approved contractor in your neighborhood performing these installations, which may take between one and three days to complete. We will make every effort to minimize disruption to your neighborhood.

ABOUT THE NETWORK

DATA COLLECTOR UNIT (DCU)



- ▶ Approximately 4,600 DCUs will be installed throughout SoCalGas' service territory, which encompasses approximately 20,000 square miles throughout Central and Southern California, from Visalia to the Mexican border.
- ▶ The network equipment will be pole-mounted, 24 feet or higher.
- ▶ The data collector units may be alternating current (AC) or solar powered.

- ▶ **How Data Collector Units Work** – The safety of our customers, employees and the communities we serve is our top priority. We will mount all DCUs and their antennas to meet state and local requirements for wind and seismic safety. The DCU operates at 800/1900 cellular frequency, which comply with U.S. Federal Communications Commission (FCC) guidelines for human exposure to RF energy (FCC OET bulletin 65). The DCU is always powered on; however, it is in a sleep and/or listening mode similar to a personal computer. The DCU is only active about 30 minutes per day, when it forwards meter usage data over the cellular network or transmits information requested by the Advanced Meter communications device. SoCalGas collects only natural gas usage information, which is encrypted for added security. No personal customer information is ever collected or transmitted by the Advanced Meter communications device or DCU.

SECOND PHASE: ADVANCED METER UPGRADE

SoCalGas is scheduled to install the Advanced Meter communications device on approximately 6 million natural gas meters through 2017. This technology is the next step in providing new and improved service for current and future customers. The Advanced Meter device is battery-powered and turns on for only a fraction of a second a day, for a total of less than two minutes a year. Only your natural gas usage reading will be transmitted through the network. No other personally identifiable information will be transmitted.

RADIO FREQUENCY

The advanced meter modules operate in the 450 to 470 megahertz (MHz) bands, which comply with FCC guidelines as well to ensure human safety.

According to studies done by the organizations and agencies listed, there are no adverse short- or long-term health effects that have been shown to occur from the radio frequency signals produced by Advanced Meters or other such wireless networks. However, SoCalGas continually monitors regulatory and scientific developments related to human exposure to RF energy. SoCalGas relies upon the expert findings on science, related to RF exposures and potential health effects through the following organizations and agencies:

- World Health Organization (WHO)
- Federal Communications Commission (FCC)
- Occupational Safety and Health Administration (OSHA)
- U.S. Food and Drug Administration (USFDA)
- Electric Power Research Institute (EPRI)
- Institute of Electrical and Electronics Engineers (IEEE)

LEARN MORE

SoCalGas has been delivering clean, safe and reliable natural gas to customers for more than 140 years.

To learn more, visit socalgas.com

(search "ADVANCED") or call:

Residential Customers:

English 1-800-427-2200

Español 1-800-342-4545

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

Business Customers:

English 1-800-427-2000