

# Home Energy and Safety Guide

Customer Assistance Programs  
Details Inside



**SoCalGas**<sup>TM</sup>

*Glad to be of service*<sup>®</sup>

# Introduction

As the nation’s largest natural gas distribution utility, we deliver increasingly clean, safe and reliable energy to 21.1 million consumers through 5.9 million meters in more than 500 communities.

Our service territory encompasses approximately 24,000 square miles in diverse terrain throughout Central and Southern California, from Visalia to the Mexican border. This guide is designed to answer questions you may have regarding natural gas safety tips, energy savings 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.



For more information, visit  
[socalgas.com/Safety](https://socalgas.com/Safety).

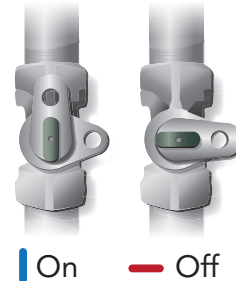
### Before an Emergency

- Know where your natural gas meter is located and keep a 12 inch or larger adjustable wrench with your emergency supplies or near your meter shut-off valve. Do not store the wrench on the meter or pipes.
- A shut-off valve should be installed at every natural gas appliance and may be required by state and/or local codes. If a leak occurs at a specific appliance, the valve allows you to turn off the natural gas at that appliance rather than shutting off all of your natural gas service.
- To keep 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—using heavy bolts and metal strapping.
- Check your safety devices, such as smoke and carbon monoxide detectors, to make sure they're functioning properly.
- Call SoCalGas or a qualified professional to inspect your furnace and other natural gas appliances for safe operation. Make sure flexible connectors aren't subject to damage or passing through floors, walls or ceilings.

### After an Emergency

- DON'T turn off your natural gas 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.

- If you turn off the natural gas at the meter, leave it off. Don't attempt to turn it back on yourself. Call SoCalGas to restore your service. Interior natural gas piping and appliances must be inspected for damage before service can be safely restored.



- Call SoCalGas to turn the natural gas back on, relight the pilots, and service your appliances. Note that certain repairs may have to be performed by your plumber or heating contractor. However, only our field employees are authorized to turn on the natural gas to your meter.
- 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. Don't 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.
- DON'T smoke, ignite a flame, or use any electrical appliances, light switches, or other devices that could cause a spark until you're certain there are no natural gas leaks.

### If you smell Natural Gas, Suspect a Leak, or Damage has Occurred, IMMEDIATELY EVACUATE THE AREA.

**CALL SoCalGas** at 1-800-427-2200 from a safe location.

**CALL 911** promptly from a safe location if there is damage resulting in a natural gas leak that may endanger life, cause bodily harm, or damage property.

**DON'T** smoke, light a match or candle, or create any other flame.

**DON'T** turn electrical appliances or lights on or off, operate motorized equipment or vehicles, or use any device that could cause a spark.

**DON'T** attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity, which may ignite the gas.

**REPORT** any pipeline damage by calling SoCalGas immediately at 1-800-427-2200. Even a slight gouge, scrape, or dent to a pipeline may harm the integrity of the pipe or cause a dangerous leak in the future.



## Recognize a Natural Gas Leak

Be alert to any of the signs you may see, hear, or smell when there is a leak.



### Look

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, dead or dying vegetation over or near pipeline areas, fire, or an explosion near a pipeline



### Listen

If you hear unusual sounds like hissing or whistling



### Smell

If you smell the distinctive odor\* of natural gas

\* Some persons may not be able to smell the odor because they have a diminished sense of smell due to a respiratory illness or another physical condition, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), or because the odor is being hidden by other odors present. In addition, certain pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

## Maintaining Your Natural Gas Lines

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

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 problems from corrosion and leakage. For more information, visit [socalgas.com/Maintenance](https://socalgas.com/Maintenance).

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



## Contact 811

### Before you Dig — It's Free!

If you plan to install a fence, plant a tree, or dig for any reason, follow these steps to help prevent serious injuries, property damage, loss of service, and fines.



**Mark out** your proposed project area with white paint or other suitable markings.



**Contact 811** Underground Service Alert (USA) at [California811.org](https://California811.org) or dial **811** to submit a location request at least two business days before digging, not including the date of notification. SoCalGas will be contacted, as well as other utility owners, to mark the location of all utility-owned lines for FREE. Check utility responses to your **811** ticket by visiting [DigAlert.org](https://DigAlert.org) or [USANorth.org](https://USANorth.org).



**Wait to dig** until we have marked our natural gas pipelines or you've been advised that the area is clear.



**Confirm** the utilities have marked the proposed work area.



To expose the exact locations of the marked utility, **use only hand tools** at least 24 inches on each side of the field marking(s). If the utility line size is specified, use only hand tools 24 inches plus one-half the specified size on each side of the marking(s).

**USA ticket is valid for 28 days. If work continues beyond that, the ticket must be updated before the 28-day period ends.**

**NOTE:** SoCalGas is responsible for marking natural gas pipelines up to the natural gas meter. To locate and mark customer-owned lines, which typically run from the meter to natural gas equipment, contact a qualified pipe-locating professional.



You are responsible for maintaining all natural gas lines after the meter.

SoCalGas-Owned Pipeline



Customer-Owned Pipeline

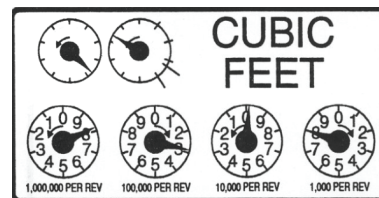
## About the Natural Gas Meter

SoCalGas has upgraded most of 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. For more information, visit [socalgas.com/AdvancedMeter](https://socalgas.com/AdvancedMeter).

For those without an Advanced Meter, meters are read on or about the schedule 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. For safety, always securely confine your dogs 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, the large dials marked 1,000 per revolution and higher (small dials are for test purposes only). When a hand is between two numbers, record the lower number. The sample above shows 8298. 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 on your bill). The difference between the two numbers is the amount of natural gas you have used in hundreds of cubic feet.

## Tampering with a Natural Gas Meter

Tampering with a natural gas meter or piping could cause a fire or an explosion. California Penal Code Section 498 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 with intent to obtain utility services without paying full charge. Installation and/or connection of any pipe, tube, device, or appliance to any part of the meter or associated pipes up to and including the meter service tee is prohibited, will be removed, and may result in additional charges.

Do not use the natural gas meter, riser, pipes, or related equipment for electric bonding or grounding because it is unsafe and not permitted. Use caution when touching 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 California Public Utilities Commission (CPUC), General Order 112-F, 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, resulting in higher natural gas rates. If you are aware of anyone tampering with natural gas meters or pipes, you should report it to SoCalGas. Your call will be kept confidential.

## Proposition 65 Warning

WARNING: Being at or near our facilities, equipment, and worksites, as well as using natural gas, can expose you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm, including formaldehyde and carbon monoxide, from the inhalation of or contact with natural gas or its combustion products. For more information, visit [P65Warnings.ca.gov](https://www.p65warnings.ca.gov).

## Excess Flow Valve (EFV)

An EFV is a safety device installed on natural gas distribution pipelines to automatically close and restrict the flow of natural gas in the event an underground pipe is severed or if there is a significant increase in the flow of natural gas to the meter. These conditions are typically caused by digging or construction but can also be caused by damage to your natural gas meter by a vehicle impact.

An EFV is installed on the service pipeline that runs underground between the natural gas main (usually located in or near the street, alley, or easement) and the SoCalGas meter on the customer's property.

Visit [socalgas.com/SafetyValves](https://socalgas.com/SafetyValves) to learn more or if you're interested in having an EFV installed.

## Safe Access for Meter Inspections and Maintenance

For your safety, SoCalGas must be able to access all of its natural gas pipe 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 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.

Visit [socalgas.com/SafeAccess](https://socalgas.com/SafeAccess) to learn more.

## Provide Clear Access to Pipelines

SoCalGas uses advanced safety inspection tools to monitor pipeline conditions and to verify that the pipelines are being maintained safely. In order to perform these inspections, we must be able to access our pipelines. The area around our pipelines must be clear of shrubs, trees, fences, and structures.

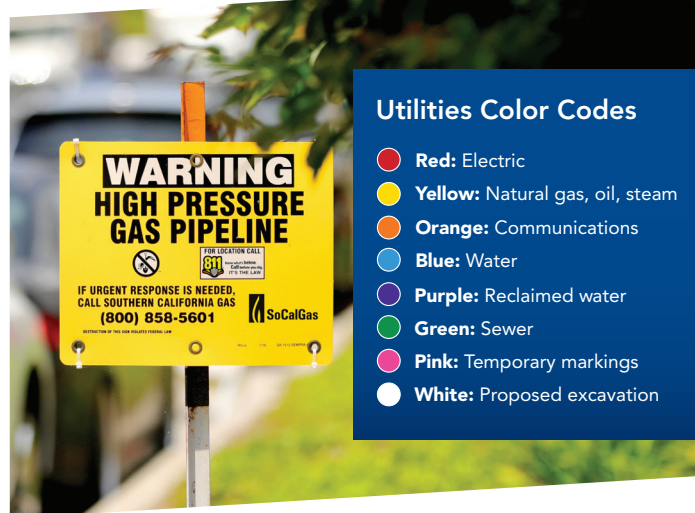
## Pipeline Maintenance and Safety

We routinely patrol, test, repair, and replace our natural gas pipelines. Our employees also undergo ongoing technical training and testing. We monitor natural gas for quality and add a distinctive odor to aid in the detection of leaks. We also maintain an ongoing relationship with emergency response officials to prepare for and respond to any pipeline emergency.

For more information on our integrity management plan outline, visit [socalgas.com/PipelineSafety](https://socalgas.com/PipelineSafety).

## Locate Major Pipelines Near You

Most pipelines are buried underground. Pipeline markers identify the approximate locations of major pipelines and include our emergency number. Markers do not indicate the depth or number of pipelines in the area.



You can view the approximate locations of major natural gas pipelines at [socalgas.com/Map](https://socalgas.com/Map) or at the National Pipeline Mapping System (NPMS) [npms.phmsa.dot.gov](https://npms.phmsa.dot.gov). These maps indicate the general location of pipelines and should never be a substitute for contacting 811.

## 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 made at least two or more business days prior to the service closure. To restore service, advance notice of at least one business day is required. Call 1-800-427-2200 to schedule service or visit [socalgas.com/Fumigation](https://socalgas.com/Fumigation).

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.

## 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 dangerous gas that you cannot smell, taste or see. It can build up in a home or other structure when natural gas appliances are not working properly or when combustion gases are not being safely vented to the outside.

## 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.

To learn more about carbon monoxide poisoning and ways to prevent it, visit [socalgas.com/CarbonMonoxide](https://socalgas.com/CarbonMonoxide).

# Appliance Safety



## Appliance Maintenance is Always the Customer's Responsibility

Properly caring for appliances helps to keep them operating safely and efficiently. Here are some important tips:

- Have your natural gas appliances serviced annually by SoCalGas or other qualified professional.
- 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 and can be a safety hazard.
- Elevate natural gas appliances installed in garages so that burners and burner-ignition devices are a minimum of 18 inches (450 mm) above the floor unless exempted as "flammable vapor ignition resistant" by local building codes.



# Appliance Safety Tips

## Cooking Ranges

- Keep range top, oven and broiler areas 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.

## Clothes Dryers

- 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 and vinyl are not approved for natural gas dryers as they pose a significant fire hazard.
- Clean the lint trap before or after every load to prevent fire hazards and keep your dryer running efficiently.
- Inspect the exhaust duct regularly to ensure that it has not become crushed, kinked or restricted.
- Keep the area around the exhaust opening and adjacent surrounding areas free from the accumulation of lint.

## Furnace Space Heaters

### 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.
- Don't place rugs, furniture, or combustible items over or near the grill and do not block airflow.

### Wall Furnace

- Clean inside the burner compartment of built-in, vented wall furnaces once a month when in use to prevent lint build-up. Have your furnace safety checked annually by SoCalGas or a qualified professional.

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

## Water Heaters

- 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. Place the lower strap at least four inches above the thermostat according to state and local codes. Kits are available at hardware stores and we recommend having a qualified professional install it.
- Lowering your temperature setting can help prevent scalding accidents and may 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. Refer to your water heater manufacturer's recommendation for safe water heater temperature settings.

## Attic Insulation

- Keep insulation away from all heat sources, furnaces, water heaters, recessed light fixtures, fan motors, doorbell transformers, chimneys, flues, and vents.
- Install a barrier made of non-combustible material around the above-mentioned heat sources.
- Keep insulation away from all bare wires or knob and tube wiring.
- Keep the air supply openings to the forced air furnace free of any insulation.
- Leave attic and eave vents uncovered.
- Periodically check attic for insulation movement.
- Contact a state-licensed insulation contractor if you have any questions about proper installation.

## Natural Gas Fireplace Log

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

## Appliance Safety Recalls

The U.S. Consumer Product Safety Commission periodically announces safety recalls for appliances and equipment. Information about product recalls that may affect natural gas appliances is available at [cpsc.gov](http://cpsc.gov) or by calling 1-800-638-2772.

# Energy Efficiency



## Residential Rebates

Shopping for a new appliance? Get your rebate instantly when you buy through [socialgas.com/Marketplace](https://socialgas.com/Marketplace)\*. Simply choose a qualifying energy-efficient product, verify that the instant rebate is already applied, and complete your purchase after confirming you're a SoCalGas customer.

Already purchased an appliance? Visit [socialgas.com/Rebates](https://socialgas.com/Rebates)\*\* to see if your appliance qualifies for an energy-efficient rebate.

## Energy-Efficiency Starter Kit

This complementary kit includes three faucet aerators (one for your kitchen, two for bathrooms) and a low-flow shower head. Low-flow shower heads and faucet aerators are great ways to help save energy and water. These devices allow air to enter the water stream, maintaining a high-pressure flow while reducing water usage. Request your kit today at [socialgas.com/StarterKit](https://socialgas.com/StarterKit).

## Energy Savings

Find tips to help save energy in your home, from making energy-efficient improvements to adjusting thermostat settings and upgrading older appliances. Learn more at [socialgas.com/Save](https://socialgas.com/Save).

## Ways to Save

By using our Ways to Save tool, you can complete the My Energy Profile survey for a no-cost household energy analysis. You can also receive personalized energy-saving tips and recommendations for energy-efficient appliance rebates to help reduce your home energy usage. Learn more at [socialgas.com/WaysToSave](https://socialgas.com/WaysToSave).

\* The SoCalGas Marketplace (including rebates) is funded by California utility customers and administered by SoCalGas under the auspices of the CPUC through a contract awarded to Enervee Corporation. Terms Apply

\*\* This program is funded by California utility customers and administered by Southern California Gas Company (SoCalGas) under the auspices of the California Public Utilities Commission. Program funds, including any funds utilized for rebates or incentives, will be allocated on a first-come, first-served basis until such funds are no longer available. This program may be modified or terminated without prior notice. The selection, purchase and ownership of goods and/or services are the sole responsibility of the customer. Customers who choose to participate in this program are not obligated to purchase any additional goods or services offered by manufacturer, vendor, service provider, or any other third party. **SoCalGas makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and/or services selected by customer. SoCalGas does not endorse, qualify, or guarantee the work of any third party.** Eligibility requirements apply; see the program conditions for details.



# Customer Assistance Programs

## Discounts and Bill Assistance



### California Alternate Rates for Energy (CARE)\*

A 20 percent monthly discount is available for eligible, income-qualified customers through the CARE program. For more information or to apply, visit [socalgas.com/CARE](https://socalgas.com/CARE) or call 1-800-427-2200, or TDD/TTY 1-800-252-0259.

### Energy Savings Assistance Program\*

Energy-saving home improvements are available at no cost to eligible homeowners and renters. For more information, visit [socalgas.com/Improvements](https://socalgas.com/Improvements) or call 1-800-331-7593.

### Medical Baseline Allowance Program\*

Receive more natural gas at the lowest rate if you or 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](https://socalgas.com/Medical) or call 1-800-427-2200.

### Gas Assistance Fund (GAF)\*

One-time grant to income-qualified customers who need help paying their natural gas bill. Funds are available on a first-come, first-served basis until funds are depleted. For more information, visit [socalgas.com/GAF](https://socalgas.com/GAF).

### Past Due Bill Forgiveness

Customers enrolled in the CARE program could also qualify for past due bill forgiveness through the Arrearage Management Plan. Customers must have an active service account with SoCalGas for a six-month period before enrolling in the plan. Learn more at [socalgas.com/Forgiveness](https://socalgas.com/Forgiveness)

### Low-Income Home Energy Assistance Program (LIHEAP)

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

\* The CARE program, the Energy Savings Assistance Program and the Arrearage Management Plan are funded by California utility customers and administered by Southern California Gas Company (SoCalGas) under the auspices of the California Public Utilities Commission. The Gas Assistance Fund is a joint effort of SoCalGas and United Way of Greater Los Angeles. United Way works with non-profit organizations throughout our service territory to administer the program. The Medical Baseline Allowance program is funded by California utility customers and administered by SoCalGas under the auspices of the California Public Utilities Commission. Eligibility requirements apply; see the program conditions for details.



# Bill Payments

**ACCOUNT NUMBER** 987 654 3210 4  
**SERVICE FOR**  
 JOHN Q SMITH  
 2345 SOCALGAS AVE  
 LOS ANGELES CA 99999

**DATE MAILED** Nov 9, 2023 Page 1 of 2  
**1-800-427-2200** English  
 1-800-342-4545 Español  
 1-800-252-0299 TTY  
 M-F, 7am-6pm Sat, 7am-6pm  
 24 Hour Emergency Services Available  
 socalgas.com

**Account Summary**  
 Amount of Last Bill \$60.05  
 Payment Received -60.05  
 Current Charges +70.08  
**Total Amount Due \$70.08**

**Current Charges**  
 Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 30 Therms  
 Meter Number: 09612355 (Next scheduled read date Dec 9 2023) Cycle: 10  
 Billing Period: 10/09/23 - 11/09/23 Days Meter Number Current Reading Previous Reading Difference x Factor = Total Therms  
 10/09/23 - 11/09/23 30 09612355 9841 9794 47 1,000 1,003 48

**GAS CHARGES**  
 Customer Charge 30 Days x \$16438 4.93  
 Gas Transportation (Details below)  
 Baseline Over Baseline  
 Therms used 30 18  
 Rate/Therm \$ 63566 \$ 96806  
 Charge \$ 19.07 + \$ 17.43 = 36.50

**Usage History (Total Therms used)**  
 Nov 22 Oct 23 Nov 23  
 Total Therms used 50 45 48  
 Daily average Therms 1.7 1.6 1.6  
 Days in billing cycle 30 29 30

**Your Usage: 48 Therms**  
 BASELINE 30 Therms \$1.0167 /Therm  
 OVER BASELINE 18 Therms \$1.3447 /Therm

**Taxes & Fees ON GAS CHARGES**  
 State Regulatory Fee 48 Therms x \$0.0166 0.8  
 Public Purpose Surcharge 48 Therms x \$0.1060 4.83  
 Los Angeles City Users Tax \$54.76 x 10.00% 5.48  
**Total Taxes and Fees on Gas Charges \$10.39**  
**Total Current Charges \$70.08**

**DATE DUE** Dec 3, 2023  
**AMOUNT DUE** \$70.08

**SoCalGas**  
 JOHN Q SMITH  
 2345 SOCALGAS AVE  
 LOS ANGELES CA 99999

**SoCalGas**  
 PO BOX C  
 MONTEREY PARK CA 91756-5111

**80 9876543210 00006460 40 9876543210 0000073947**

5. Customer Charge – based on days of service.
6. Gas Transportation Charge – the cost to deliver your natural gas.
7. Gas Commodity Cost – the cost of natural gas purchased by SoCalGas on behalf of its customers.
8. Taxes and Fees – this includes the CPUC-mandated Public Purpose Surcharge, as well as any state or local fees and taxes. Customers enrolled in the California Alternate Rates for Energy (CARE) program will see the discount reflected as a separate line item, and CARE customers have a reduced Public Purpose Surcharge. Learn more at [socalgas.com/CARE](https://socalgas.com/CARE).

- ## Your Personalized Natural Gas Usage
9. Usage History – the bar graph shows your natural gas usage over the past 13 months (if available). Log in to or sign up for My Account at [MyAccount.socalgas.com](https://MyAccount.socalgas.com) for more detailed usage information.

10. Your Usage – the gauge visually depicts your natural gas usage and the total cost per therm for this billing cycle. Your Baseline Therms are displayed in blue (Baseline Transportation Rate per therm, plus Natural Gas Commodity Cost) and your Over Baseline Therms are displayed in orange (Over Baseline Transportation Charges, plus Natural Gas Commodity Cost).

11. You may receive important messages, including information about Assistance Programs and tools that could help you manage your energy usage.
12. Go paperless through My Account to view and pay your bills Online, enroll in weekly Bill Tracker Alerts, and more.



For more information, visit [socalgas.com/ReadYourBill](https://socalgas.com/ReadYourBill).

## How to Read Your Natural Gas Bill

### General Information

1. Your account number and service address.
2. The Account Summary section shows your previous balance and payment, plus any current charges.
3. Your bill due date and the total amount due.

### How Your Current Charges are Calculated

Rates are regulated and approved by the CPUC. The Current Charges section on your bill is based on three components multiplied by the number of units of natural gas you used, plus taxes and fees:

4. Total Therms – calculates the total units of natural gas you used during the defined billing period. This number is used to calculate the total cost of your natural gas service.

## Benefits of SoCalGas My Account

- **Easily Manage Your Bill**  
View and pay your bill, schedule one-time or automatic payments, and more. You can also choose paperless billing and receive an email notification when your bill is ready each month.
- **Receive Personalized Bill Tracker Alerts**  
Monitor your natural gas consumption, take steps to reduce your usage, and help avoid surprises on your bill with Bill Tracker Alerts.
- **Get Customized Energy-Savings Tips**  
Complete your Energy Profile through our Ways to Save tool and get a household energy analysis and customized energy-efficiency recommendations.

To learn more and register, visit [socalgas.com/MyAccount](https://socalgas.com/MyAccount).

## Level Pay Plan

Eligible customers may sign up for a Level Pay Plan, which averages their annual natural gas consumption and costs over a 12-month period. Customers then pay an average bill amount each month for a six-month interval, instead of actual charges. Learn more at [socalgas.com/LevelPayPlan](https://socalgas.com/LevelPayPlan).

## Third Party Notification

If you or someone you know has difficulty remembering to pay the natural gas bill each month, our Third Party Notification program may be able to help prevent service disconnection.

For more information, visit [socalgas.com/ThirdParty](https://socalgas.com/ThirdParty).

## Need More Time to Pay?

If you need extra time to pay your natural gas bill, we're here to help. You can request an extension in My Account. Visit [socalgas.com/WaysToPay](https://socalgas.com/WaysToPay) for more information.

# Services



## Self-Service Options

You can conveniently schedule, view, and cancel service appointments, as well as start, stop, or transfer service—all online.

## Residential Service Appointments

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

Learn more at [socalgas.com/Schedule-Service](https://socalgas.com/Schedule-Service).

### Standard Appointment – No Charge

For all day arrivals:

- Morning
- Afternoon
- Evening



Scan the QR code or visit [socalgas.com/ScheduleService](https://socalgas.com/ScheduleService), or call 1-800-427-2200 to learn more.

# 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 or TDD/TTY 1-800-252-0259.

## Customer Contact Center

If you need assistance, please visit [socalgas.com](https://socalgas.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

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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)

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**Mail Payments to:** SoCalGas, P.O. Box C,  
Monterey Park, CA 91756

**Write Us at:** SoCalGas, P.O. Box 1626,  
Monterey Park, CA 91754-8626

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