



A  Sempra Energy utilitySM



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ENERGY NOTES

PLAN AHEAD FOR OUTAGE SAFETY

SDG&E is committed to providing safe and reliable energy. Sometimes, however, unexpected outages occur anyway. For example, recent windstorms that left thousands of people without power proved how important it is to always be prepared for outages. Here are five steps you can take now to plan for safety, in case the lights go out.



1. Prepare an emergency kit. Include: flashlights; fresh batteries; a portable, battery-powered radio for outage updates; first-aid items; a cellular phone or a telephone that doesn't plug into an electrical outlet; and a list of emergency phone numbers.
2. Have an emergency plan in place. If you depend on life support or other medical equipment, you may need a standby generator or reliable transportation.
3. Learn how to manually open electric garage doors and security gates.
4. Install a battery backup system for smoke alarms that are wired to your home's electrical system.
5. Get more outage safety tips by calling us at 1-800-411-SDGE (7343) or visiting www.sdge.com.

An outage safety kit should include flashlights, fresh batteries and a portable, battery-powered radio.

Reduce your refrigerator's hunger for power

Is your refrigerator-freezer too hungry for power? Here are a few ways you can curb that appetite and control your energy costs.

- Clean the condenser coils at least twice a year. They're the dust-collectors on the back or bottom front of your refrigerator.
- Set the thermostat at 38°F to 40°F for the refrigerator, and 0°F for the freezer.



You can stock up on energy savings by following a few simple tips for refrigerators and freezers.

- Keep door seals clean. Replace seals that are cracked or loose.
- Make sure the refrigerator-freezer is standing level so the doors seal well.
- Place your refrigerator-freezer in a dry, cool, well-ventilated spot.
- Open the doors only when necessary to prevent excess loss of cold air.
- In low-humidity areas, turn off the anti-sweat heater switch.
- Keep your refrigerator full, but don't overload it. Check your owner's manual for the correct capacity.
- If you have an extra refrigerator or freezer that you could do without, unplug it. You could save \$200 to \$300 per year.

For more energy-saving ideas, call **1-800-411-SDGE (7343)** and ask for our free brochure, "Facts About Refrigerators and Freezers." It's also available online at www.sdge.com.

SERVING YOU 24 HOURS A DAY

On January 7, 2003, one of the worst windstorms in local history brought gusts of up to 80 miles per hour, knocking down power poles and electric cables. More than 160 separate power outages occurred, affecting about 110,000 customers. SDG&E crews worked around the clock to repair the damage and restore service. In addition, Customer Contact Center representatives answered more than 40,000 calls - the largest single-day call volume in SDG&E history.

Regardless of the weather, we strive to provide safe, reliable energy and exceptional customer service 24 hours a day, every day. For free safety information or other assistance with your energy needs, call **1-800-411-SDGE (7343)** or visit www.sdge.com.

TRACK DOWN SAVINGS *WITH A HOME ENERGY SURVEY*

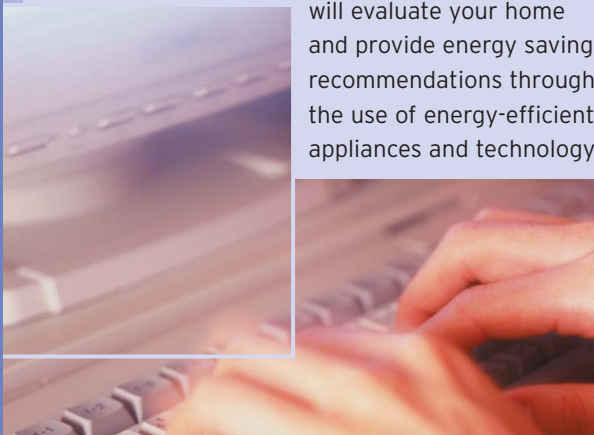
You needn't be a sleuth to track down where your energy goes. Just take one of SDG&E's free home energy surveys. You'll gain clues about how you use energy now and how you can save energy and money in the future.

To take the online energy survey, visit www.sdge.com and click on "Energy Tools." It takes about 25 minutes to complete, and you'll get the results immediately.

Another do-it-yourself survey option is the mail-in audit, which you can obtain by calling **1-800-411-SDGE (7343)**. Return the completed survey to us and we'll send you an analysis of your home energy use.

Or, call us to schedule an appointment for an in-home energy survey. A specially trained representative

will evaluate your home and provide energy saving recommendations through the use of energy-efficient appliances and technology.



You've got options

For your convenience, there's more than one way to pay your SDG&E bill – and to get help paying it, if you need help:

- 1. Electronic options.** Choose one of two quick and easy electronic payment options to save time and postage. With **Automatic Pay**, your SDG&E bill payment is deducted automatically from your checking account. With **SDG&E Pay-By-Phone**, you call a toll-free number to pay your bill from your checking account. You can enroll for either program on-line at www.sdge.com.
- 2. Regular mail.** Use the envelope provided with your bill and include a check or money order.
- 3. Office visits.** Pay your bill by cash, check or money order at any of SDG&E's 11 offices or 34 authorized payment locations.
- 4. Level Pay Plan.** SDG&E can average the highs and lows of your energy bills so that your payments are more predictable.
- 5. Payment arrangements.** Call us right away if you think it may be difficult to pay your bill or if your account is past due. We may be able to help you work out a payment plan.
- 6. Financial help.** We can put you in touch with agencies that may help you pay your energy bill if you have a limited income, an unexpected financial hardship, or family members who are elderly, disabled or under 3 years old.

For more information about any of these bill payment options, call **1-800-411-SDGE (7343)** 24 hours a day, seven days a week, or visit www.sdge.com.

Visit www.sdge.com to take SDG&E's online energy survey. It's a quick way to see your current energy use and learn potential ways to save.



Un kit de seguridad para casos de apagones debe incluir linternas, baterías nuevas y un radio portátil de baterías.

Planee de antemano la seguridad en caso de apagones

Los recientes vendavales que dejaron miles de personas sin servicio eléctrico comprobaron la importancia que tiene estar siempre preparados para un apagón. He aquí cinco medidas que puede tomar ahora mismo para planear la seguridad, en caso de que se vaya la luz.

1. Prepare un kit de emergencia. Incluya: linternas; baterías nuevas; un radio portátil de baterías para estar al tanto de la información sobre el apagón; artículos de primeros auxilios; un teléfono celular o un teléfono que no se conecte a un enchufe eléctrico; y una lista de números telefónicos de emergencia.
2. Tenga preparado un plan de emergencia. Si depende de equipo de mantenimiento vital u otro equipo médico, quizá necesite tener un generador o transportación confiable de reserva.
3. Aprenda a abrir manualmente las puertas eléctricas del garaje y puertas de seguridad.
4. Instale un sistema de baterías de respaldo para las alarmas contra el humo que estén conectadas al sistema eléctrico de su hogar.
5. Obtenga más consejos de seguridad para casos de apagones llamándonos al 1-800-311-SDGE (7343).

LO ATENDEMOS LAS 24 HORAS DEL DÍA

El 7 de enero de 2003, uno de los peores vendavales en la historia local trajo ráfagas de hasta 80 millas por hora, derribando postes y cables eléctricos. Ocurrieron más de 160 diferentes apagones, que afectaron a 110,000 clientes aproximadamente. Las cuadrillas de SDG&E trabajaron día y noche para reparar los daños y restaurar el servicio. Además, los representantes del Centro de Servicio contestaron más de 40,000 llamadas - el mayor volumen de llamadas recibidas en un sólo día en la historia de SDG&E.

Llueva o truene, nos esforzamos por proveer energía segura, confiable y un excepcional servicio al cliente las 24 horas del día, todos los días de la semana. Para asistencia gratuita de seguridad o con sus necesidades de energía, llame al 1-800-311-SDGE (7343).

Usted tiene opciones

Hay más de una forma para pagar su factura de SDG&E – y de obtener ayuda para pagarla, si necesita la ayuda:

1. **Opciones electrónicas.** Escoja una de dos opciones de pago electrónico para ahorrar tiempo y dinero. Con **Automatic Pay**, el pago de su factura de SDG&E se deduce automáticamente de su cuenta de cheques. Con **SDG&E Pay-By-Phone**, llama usted a un número sin costo para pagar la factura con su cuenta de cheques.
2. **Correo normal.** Mándenos su pago con un cheque o giro en el sobre que le enviamos junto con su factura.
3. **En nuestras oficinas.** Pague su factura en efectivo, con cheque o con giro en cualquiera de las 11 oficinas o 34 lugares autorizados para recibir pagos de SDG&E.
4. **Level Pay Plan.** SDG&E puede promediar los altibajos de sus facturas de energía para que sus pagos sean más previsibles.
5. **Arreglos de pago.** Llámenos inmediatamente si cree que puede tener dificultades para pagar su factura o si su cuenta está vencida. Quizá podamos ayudarle a elaborar un plan de pagos.
6. **Ayuda financiera.** Podemos ponerlo en contacto con dependencias que quizá puedan ayudarlo a pagar su factura de energía si tiene un ingreso limitado, un apuro financiero inesperado, o miembros de la familia que sean de la tercera edad, estén discapacitados o sean menores de 3 años de edad.

Para mayor información acerca de cualesquiera de estas opciones para pagar las facturas, llame al 1-800-311-SDGE (7343) 24 horas al día, siete días a la semana.