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DECEMBER 2005

ENERGY NOTES

## EASING THE IMPACT *of higher gas prices*

With natural gas prices everywhere approaching record-high levels this winter, SDG&E® is encouraging customers to take advantage of programs and services that can help limit the effects on their energy bills.

“Many customers will be seeking relief from rising natural gas prices, so we’ve expanded our services that make it easier to manage energy use and bills,” says Ed Guiles, SDG&E chairman and chief executive officer. “SDG&E has initiated procedures that will enable more people to participate in special assistance programs, added funds to our 2005 energy-efficiency rebate programs for homes, and expanded our 2006 energy-efficiency programs.”

New income guidelines and streamlined procedures for SDG&E assistance programs include:

- Increasing the income limits for the assistance programs providing discounts on energy bills, so more people can qualify to participate.
- Simplifying procedures for energy-efficiency and bill-discount programs for low-income customers to enable more customers to participate in the programs.
- Installation of more high-efficiency furnaces, offered free – along with other home weatherization services – to income-qualified customers.
- Flexible credit procedures for low-income customers having difficulty paying their bills, including a no shut-off policy for residential customers that pay a minimum payment and agree to enroll in the Level Pay Plan, or enter into a mutually agreeable payment plan by calling **1-800-411-SDGE**.
- Increased funding for programs that help pay energy bills for customers in need.

In addition, regardless of customer income, SDG&E offers rebates for qualifying furnaces, water heaters and other energy-efficiency measures; easy-to-use energy analysis tools; tips on how to save energy; and bill payment options.

*(Continued inside – see “Easing the impact...”)*



Ed Guiles, chairman and chief executive officer of SDG&E, discusses this winter’s natural gas price situation with company employees.

# For every \$1 you give to help your neighbors stay warm this winter, **SDG&E WILL GIVE \$4**

*"My husband and I were just making it on two Social Security checks, but when he passed away in September, there was just one income. I got further behind on my light and gas bill, and couldn't pay it all off. I needed help covering my bill, and the Neighbor-to-Neighbor program helped me tremendously."*

— CLARA W., 68, SAN DIEGO

For people who are facing temporary financial hardships, rising energy costs are an added burden. This winter could be especially difficult, with analysts predicting natural gas prices to increase 45% to 55% compared to last winter. Your contribution to the **Neighbor-to-Neighbor fund** will help pay the energy bills of people who are temporarily struggling to make ends meet due to sudden unemployment, serious illness or other unexpected events. And this winter, for every \$1 you donate to the program, SDG&E investors will donate \$4, up to \$200,000.

The Neighbor-to-Neighbor program gives a one-time credit of up to \$200 on the SDG&E bills of qualified customers. Since 1983, the program has given nearly \$1 million to thousands of people in need.

To contribute, write a check made out to "United Way of San Diego County, Neighbor-to-Neighbor Fund," and send it to United Way, P.O. Box 501722, San Diego, CA 92150-1722.

## CALL TO PREVENT payment problems



If you anticipate difficulty paying your SDG&E bill, call as soon as possible to work out payment arrangements or find out about programs that can help.

If you think you may have trouble paying your SDG&E bill, call us right away at **1-800-411-SDGE (7343)**. When you call before the past-due notice expires, we can work out payment arrangements to help you avoid interrupted service and reconnection costs. We can also help you find programs that provide bill payment assistance and energy-saving home improvements for income-qualified, elderly or disabled people.

## *Easing the impact...*

*(continued from cover)*

Longer-term efforts under way to help buffer SDG&E customers against escalating natural gas prices include: having put natural gas into storage when prices were lower; working with industries to increase the use of alternate- and renewable-energy resources instead of natural gas to generate electricity; and working with state regulators to increase the diversity of suppliers to the Western market.

For details about SDG&E programs, services and energy-saving ideas, call **1-800-411-SDGE** or visit [www.sdge.com/winter](http://www.sdge.com/winter).

# Improve your home, SAVE ENERGY AND EARN REBATES OF \$10 TO \$200

Your home energy-efficiency improvements may qualify for rebates in addition to saving you energy and money for years to come. SDG&E recently increased funding for its 2005 Home Energy-Efficiency Rebate Program to help customers counteract escalating natural gas prices this winter. The following rebates are available on a first-come, first-served basis for qualifying measures purchased and installed by Dec. 31, 2005, or until program funds are no longer available.

For details, visit the "Residential" section of [www.sdge.com](http://www.sdge.com), and click on "Residential Rebates and Services." To verify rebate availability and product requirements, contact SDG&E's Energy Information Center at 1-800-644-6133 or [info@sdge.com](mailto:info@sdge.com). Helping you save energy is part of SDG&E's commitment to providing exceptional customer service.

## 2005 HOME ENERGY-EFFICIENCY PROGRAM REBATES\*

ENERGY STAR®-qualified central natural gas furnace	\$200/unit
ENERGY STAR®-labeled programmable thermostat	\$10/unit
Efficient natural gas storage or electric water heater	\$30/unit
High-efficiency clothes washer	\$35 or \$75/unit
ENERGY STAR®-qualified dishwasher	\$30/unit
Attic or wall insulation	\$0.15/square foot

\*Rebates apply only to new equipment that meets eligibility requirements and that is installed in SDG&E customers' existing single-family detached homes, attached homes (up to four-plex), condominiums and mobile homes. Funding is limited and subject to change. Be sure to verify rebate qualifications with SDG&E before buying equipment.



SDG&E's holiday lighting tips can help you and your family celebrate the season safely.

## Add sparkle - and safety - to the season

Festive lights add sparkle to the holidays. Be sure to celebrate safely by following these simple tips:

1. Check seasonal lights for frayed cords, loose connections and broken sockets, then replace – don't repair – damaged ones.
2. Only buy lights that bear the certification mark of a nationally recognized testing laboratory, such as Underwriters Laboratories, listed at [www.oshasc.gov/dts/otpc/nrtl](http://www.oshasc.gov/dts/otpc/nrtl).
3. Spread seasonal lights among different wall sockets, extension cords and circuits to prevent electrical overloads and fires.
4. Never use indoor lights outdoors.
5. Attach outdoor lights with hooks. Never staple, nail or tack electric cords.
6. Plug all outdoor lighting into ground fault circuit interrupter outlets only – the ones with small test and reset buttons.
7. Keep outdoor extension cord connections dry by taping them.
8. Make sure tree light bulbs don't touch needles, branches or water.
9. Shine colored directional lights onto a metallic tree instead of hanging electric lights on it.
10. Unplug holiday lights before leaving home or going to bed.

For more energy safety tips, visit [www.sdge.com](http://www.sdge.com) or call 1-800-411-SDGE (7343). SDG&E is committed to providing you with safe, reliable energy.



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DICIEMBRE DE 2005

## NOTICIAS DE ENERGÍA



### LLAME PARA PREVENIR problemas de pago

Si cree que pueda tener problemas para pagar su factura de SDG&E®, llámenos enseguida al **1-800-311-SDGE (7343)**. Cuando llame antes de que se venza el aviso de pago, podemos hacer arreglos de pago para ayudarle a evitar la interrupción del servicio y los costos de reconexión. También podemos ayudarle a encontrar programas que brindan ayuda para el pago de facturas y hacer mejoras que ahorran energía en el hogar para las personas que reúnan los requisitos de ingreso, que sean adultos mayores o que estén discapacitados.

Si anticipa tener dificultades para pagar su factura de SDG&E, llame lo antes posible para idear un plan de pagos o enterarse acerca de programas que pueden ayudar.

### CÓMO REDUCIR EL IMPACTO de un aumento en los precios del gas

Con los precios del gas natural alcanzando dondequiera niveles sin precedentes este invierno, SDG&E, está sugiriendo a los clientes que aprovechen los programas y servicios que pueden ayudar a limitar los efectos en sus facturas de energía.

“Muchos clientes estarán buscando alivio de los precios del gas natural en aumento, por lo que hemos ampliado nuestros servicios para facilitar el control del consumo y las facturas de energía,” afirma Ed Guiles, Presidente y Director General de SDG&E. “SDG&E ha iniciado procedimientos que harán posible que más personas participen en programas especiales de asistencia, añadió fondos a nuestros programas de reembolso para la eficiencia energética de hogares para 2005, y amplió nuestros programas de eficiencia energética para 2006.”

Los nuevos lineamientos de ingreso y agilización de procedimientos para los programas de asistencia de SDG&E incluyen:

- Un aumento en los límites de ingreso para los programas de ayuda que proporcionan descuentos en facturas de energía, para que más personas puedan reunir los requisitos para participar.
- Simplificando los procedimientos para los programas de eficiencia energética y descuento en la factura para clientes de bajos ingresos con el objeto de posibilitar que más clientes participen en los programas.
- Instalación de calefactores más eficientes en energía, ofrecidos gratuitamente – junto con otros servicios de impermeabilización para el hogar – para clientes con ingresos que reúnan los requisitos.

- Procedimientos flexibles de crédito para clientes residenciales que tengan dificultades para pagar sus facturas, incluyendo una política de no interrupción del servicio para los clientes residenciales que hagan un pago mínimo y convengan en inscribirse en el plan de pago nivelado Level Pay Plan, o que convengan en un plan de pago mutuamente acordado llamando al **1-800-311-SDGE**.
- Aumento en el fondo para programas que ayudan a pagar las facturas de energía de clientes necesitados.

Además, sin importar el ingreso del cliente, SDG&E ofrece reembolsos en la compra de calefactores, calentadores de agua y otras medidas eficientes en energía que reúnan los requisitos; herramientas para el análisis de la energía fácil de usar; sugerencias sobre cómo ahorrar energía; y opciones para el pago de facturas.

Los esfuerzos a largo plazo en marcha para ayudar a los clientes de SDG&E contra la escalada de precios del gas natural incluyen: haber almacenado el gas natural cuando los precios estaban más bajos, trabajar con la industria para aumentar el uso de recursos alternos –y de energía renovable– en lugar de gas natural para generar electricidad; y trabajar con reguladores estatales para aumentar la diversidad de proveedores al mercado occidental.

Para detalles acerca de los programas, servicios e ideas que ahorren energía de SDG&E, llame al **1-800-311-SDGE** o visite [www.sdge.com/winter](http://www.sdge.com/winter).