



A  Sempra Energy utility®

*Serving you today.  
Planning for tomorrow.®*

JANUARY 2008

A commitment to reliability helped SDG&E win recognition as the “best in the West” for electric service reliability for the second year in a row. SDG&E received the 2007 ReliabilityOne™ award in the Western Region from PA Consulting Group last fall.



## 2008 ENERGY OUTLOOK: Keeping the focus on reliability

To meet your energy needs now and in the future, SDG&E® plans to keep advancing key projects in 2008.



*“We’ve been steadily building a mix of resources to keep pace with our customers’ growing demand for energy.”*

— Debra Reed  
SDG&E President and  
Chief Executive Officer

“We’ve been steadily building a mix of resources to keep pace with our customers’ growing demand for energy,” says Debra Reed, SDG&E president and chief executive officer. “Our long-term plan for providing reliable

service to the region includes helping customers reduce their energy use, adding more renewable energy, lining up new energy supplies and increasing our capacity to deliver energy.”

Multi-year efforts moving ahead in the new year include:

- **Energy-efficiency programs.** SDG&E offers numerous ways for customers to save energy and money.
- **Renewable energy.** SDG&E is working to supply an increasing amount of customers’ energy needs from more environmentally sustainable sources, such as wind, solar, geothermal and biomass power, but new transmission lines are needed.
- **Otay Mesa Energy Center.** SDG&E signed a 10-year contract to purchase competitively priced power from this 573-megawatt plant, which is targeted to come online in summer 2009.
- **“Peaker” plants.** To prepare for the region’s periodic peak-power needs, SDG&E signed power-purchase agreements with two companies to supply 138 megawatts of quick-start generation from three small, efficient units that are scheduled to come online in summer 2008.
- **Sunrise Powerlink<sup>SM</sup>.** SDG&E is seeking approval from regulators for a 150-mile transmission line that is needed for reliability and increased access to renewable energy.

For updates on SDG&E’s progress, visit [www.sdge.com/news](http://www.sdge.com/news).

# Help available for customers in need

If you have limited income or special needs, you may qualify for help with your energy bills or other types of assistance. SDG&E customer assistance programs include:

- **A 20% discount** on monthly gas and electric bills for income-qualified households.
- **More electricity at a lower rate** for income-qualified households with three or more persons.
- **Free energy-saving home improvements** from SDG&E for customers who meet income guidelines and other requirements.
- **Bill payment assistance** for customers who are facing temporary financial hardships and who are not eligible for state or federal assistance.
- **Emergency bill payment assistance and a home weatherization service** for income-qualified customers through the federally funded Low Income Home Energy Assistance Program (LIHEAP).
- **Extra energy at the lowest (baseline) rates** for people with certain medical conditions.

For more information about SDG&E customer assistance programs, call **1-800-411-SDGE (7343)** or visit [www.sdge.com/assistanceservices](http://www.sdge.com/assistanceservices).



**If you have limited income or special needs, you may qualify for an SDG&E customer assistance program.**

# Hay ayuda para los clientes que la necesiten

Si tiene usted un ingreso limitado o necesidades especiales, tal vez califique para recibir ayuda con sus facturas de energía u otro tipo de asistencia. Los programas de asistencia al cliente de SDG&E incluyen:

- **Un 20% de descuento** en las facturas mensuales de gas y electricidad para los hogares que reúnen los requisitos de ingreso.
- **Más electricidad a una tarifa más baja** para los hogares de tres o más personas, que reúnan los requisitos de ingreso.
- **Mejoras gratuitas que ahorran energía en el hogar** para los clientes de SDG&E que cumplan con los lineamientos de ingreso y otros requisitos.
- **Asistencia para el pago de facturas** para clientes que enfrentan dificultades financieras temporales y que no tienen derecho a asistencia estatal o federal.
- **Asistencia de emergencia para el pago de facturas y un servicio para la protección del hogar contra la intemperie** para clientes que reúnan los requisitos de ingreso a través del Programa de Ayuda Energética para Hogares de Bajos Recursos (LIHEAP) que está financiado con recursos federales.
- **Energía adicional a las tarifas (iniciales) más bajas** para personas con ciertas afecciones.

Para más información acerca de los programas de asistencia al cliente de SDG&E, llame al **1-800-311-SDGE (7343)** o visite [www.sdge.com/sp](http://www.sdge.com/sp).

## QUICK TIPS: Save on home heating

One of the quickest, easiest ways to save money on your winter energy bills costs nothing, yet can save you up to 20%. Just lower the furnace thermostat by 3 degrees to 5 degrees, and turn it off before leaving the house. For more tips on reducing winter energy bills, go to [www.sdge.com/winter](http://www.sdge.com/winter) or call SDG&E's Energy Information Center at **1-800-644-6133**.