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**SDG&E® RESIDENTIAL AND SMALL BUSINESS CONTENT PACKAGE | MAY 2023**

As a trusted community partner, we thank you for sharing our content and digital assets with your audiences – including residents, customers and employees – to help amplify our key messages in your email communications, websites or newsletters.

**Best practices for using our content, social media posts and images**

1. **IMAGES**

Choose IMAGES that are relevant for your audience and feel free to mix and match what we provide. For alternate IMAGES, [***Unsplash.com***](https://unsplash.com/) and [***Canva.com***](https://www.canva.com/photos/free/) offer free IMAGES that you can download.

1. **SDG&E logo**

You’re welcome to mention our name but, due to legal requirements, please do not use our logo in any marketing materials that you create. Please only use the SDG&E logo if we provide it to you in this package or it’s publicly available online like a social post or video. You can also retweet our public posts which you’ll find on [***twitter.com/sdge***](file:///C:\Users\lpelzek\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\T32A7OFC\twitter.com\sdge).

1. **Videos**

We have a library of videos you can share in your communications and SOCIAL POSTS when you visit [[**youtube.com/c/SanDiegoGasElectric/videos**](https://www.youtube.com/c/SanDiegoGasElectric/videos)](https://www.youtube.com/c/SanDiegoGasElectric/videos). If you’d like to sort our videos by topic, visit [**youtube.com/c/SanDiegoGasElectric**](https://www.youtube.com/c/SanDiegoGasElectric). Some videos are in Spanish. You’ll see some on TV, too!

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**This month’s topics:** Summer bills, Power Saver Rewards, go paperless, Residential Energy Solutions Program, AFN, energy saving tips for businesses, smart thermostats for businesses, training

1. **ARTICLE: CUT COSTS ON YOUR SUMMER ENERGY BILL**

Summer rates go into effect June 1 and when the weather heats up, your energy use will likely rise, too. Here are some helpful tips and tools to help you conserve energy this summer and become a power pro!

1. Shift your use: When possible, use large heat-generating appliances such as washers, dryers and dishwashers outside of the on-peak hours of 4 p.m. to 9 p.m. – when energy rates are the highest.
2. Get bill alerts: Energy Alerts are an easy way to monitor your energy use and bill before it arrives. Get weekly energy use alerts or customize your notifications for when your bill reaches a dollar amount that you set.
3. Keep your A/C fit: Check your air conditioner’s filter every 1-2 months. Dirty filters cause your system to work harder to keep you cool, wasting energy.
4. Block the heat and hot air: Weatherstrip and caulk drafty doors and windows to keep the cold air in and hot air out.

Resources to help you manage your summer bill

1. The Neighbor-to-Neighbor program provides eligible customers up to $600 to offset their outstanding bills. SDG&E customers may apply if they are experiencing serious illness, temporary unemployment, disability or unusual hardship. Learn more at [***sdge.com/NTN***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance).
2. A new, no-cost energy efficiency upgrade program for renters and owners of single-family homes is now available. The Residential Energy Solutions Program has no income restrictions and has the potential to help families achieve long-term savings on their energy bills. Get details at [***sdge.com/RES***](https://www.sdge.com/residential/savings-center/energy-saving-programs/res-program).
3. By signing up for Level Pay, you get a more predictable, consistent bill each month and spread out any bill spikes. Over a 12-month period, you’ll pay the same amount each month. Enroll at [***sdge.com/LPP***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/get-predictable-bill).

For more information on energy-saving tips and resources, visit [**sdge.com/MyEnergy**](https://www.sdge.com/energy-management-summer).

**SOCIAL POSTS: CUT COSTS ON YOUR SUMMER ENERGY BILL**

Use bullet 1, 2 or 3 above under Resources and add: #sdge #SDGEassist

**IMAGES: CUT COSTS ON YOUR SUMMER ENERGY BILL**

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1. **ARTICLE: earn a reward FOR Volunteering to CONSERVE ENERGY WITH SDG&E’S POWER SAVER REWARDS PROGRAM**

Help make California’s energy grid stronger, safer and more reliable for all Californians this summer – and get a reward for it too! The Power Saver Rewards program pays you for lowering your electricity use when energy is in high demand. When the temperatures rise, it pays to be flexible.

Here is how it works: On hot summer days, as more people use energy to stay cool, the electrical grid can become strained due to high demand. When this occurs, the statewide grid operator may call a Flex Alert or other grid emergency. As a result, the Power Saver Rewards program may be activated to help reduce energy use and strain on the grid.

If you are eligible and reduce your energy use during a Power Saver event between the on-peak hours of 4 p.m. – 9 p.m., you could receive a bill credit of $2.00/kWh. And the best part? The more energy you conserve, the more you can save! There are no penalties if you can’t conserve energy during an event, and you can opt-out of the program at any time.

If saving on your monthly energy bill, helping improve grid reliability and contributing to a cleaner environment sound good to you, the Power Saver Rewards program may be the right fit for your home. To learn more about this program, visit [***sdge.com/PowerSaver***](https://www.sdge.com/residential/savings-center/energy-saving-programs/reduce-your-use/power-saver-program) or call 1- 866- 291-9516.

**SOCIAL POSTS: earn a reward FOR Volunteering to CONSERVE ENERGY WITH SDG&E’S POWER SAVER REWARDS PROGRAM**

1. Get a reward when you reduce your energy use with Power Saver Rewards! To learn more, visit [***sdge.com/PowerSaver***](https://www.sdge.com/residential/savings-center/energy-saving-programs/reduce-your-use/power-saver-program). #sdge #SDGEassist
2. Help make California’s energy grid stronger, safer and more reliable – and get a reward for it too. SDG&E’s Power Saver Rewards program rewards you for lowering your electricity use when energy is most in demand. Visit [***sdge.com/PowerSaver***](https://www.sdge.com/residential/savings-center/energy-saving-programs/reduce-your-use/power-saver-program) for details. #sdge #SDGEassist
3. Want to save money on your energy bill? Consider participating in the Power Saver Rewards program. Get more information at [***sdge.com/PowerSaver***](https://www.sdge.com/residential/savings-center/energy-saving-programs/reduce-your-use/power-saver-program). #sdge #SDGEassist
4. Want to get a reward for saving energy, helping the environment and contributing to a stronger grid? Participate in Power Saver Rewards! Learn more about the program at [***sdge.com/PowerSaver***](https://www.sdge.com/residential/savings-center/energy-saving-programs/reduce-your-use/power-saver-program). #sdge #SDGEassist

**IMAGES: earn a reward FOR Volunteering to CONSERVE ENERGY WITH SDG&E’S POWER SAVER REWARDS PROGRAM**





1. **ARTICLE: REAP THE BENEFITS OF PAPERLESS BILLING!**

With paper-free billing, managing your bill is a snap. Not only is it more convenient, but you’ll also enjoy these additional benefits when you choose paperless billing:

1. Organization: You’ll clear the clutter and stacks of paper – maybe save some trees and even avoid a few papercuts!
2. Peace of mind: No need to worry about missing a payment. Sign up for email or text reminders when your bill is ready to view. Pay from anywhere, anytime – online or in the app.
3. Convenience: Everything you need is in one place. You can view your bill summary, access your billing and payments history, sign up for alerts, view outage maps and more.
4. Security: Your energy bill and personal information are secure and protected. A paper bill in your mailbox puts you at risk for identity theft.

Learn more at [***sdge.com/paperless***](https://www.sdge.com/residential/pay-bill/go-paperless)**.**

**SOCIAL POSTS: REAP THE BENEFITS OF PAPERLESS BILLING!**

1. Managing your energy bill is a snap with SDG&E’s paperless billing. Enroll in My Account and paperless billing at [***sdge.com/MyAccount***](http://www.sdge.com/myaccount). #sdge #SDGEassist
2. SDG&E’s paperless billing is safe and secure. A paper bill in your mailbox puts you at risk for identity theft. Learn more at [***sdge.com/paperless***](https://www.sdge.com/residential/pay-bill/go-paperless)**.** #sdge #SDGEassist
3. SDG&E’s paperless billing is convenient. Everything you need is in one place. You can view and pay your bill, access your billing and payments history, sign up for alerts, view outage maps and more. Learn more at [***sdge.com/paperless***](https://www.sdge.com/residential/pay-bill/go-paperless)**.** #sdge #SDGEassist

**IMAGES: REAP THE BENEFITS OF PAPERLESS BILLING!**

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1. **ARTICLE: energy savings for renters and homeowners**

To help its customers keep their energy costs down, SDG&E launched a new program for renters and owners of single-family homes. The Residential Energy Solutions (RES) program has no income restrictions. Eligible customers receive free products such as smart thermostats, low-flow showerheads, brushless fan motors, HVAC services like air duct testing and sealing – and more. SDG&E has also contracted with Synergy Companies to provide customers with energy efficiency audits from their experts. Customers can request a home visit at [***synergycompanies.com***](https://www.synergycompanies.com/utility-program/sdge-res) or by calling (888)-272-8394.

SDG&E offers other assistance programs, too:

* [**Neighbor-to-Neighbor**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance) – customers may receive up to $600 toward their past due energy bill
* [**CARE**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements) – customers can save 30% or more off their energy bill
* [**FERA**](https://www.sdge.com/FERA) – customers can receive an 18% discount on their electricity bill
* [**ESA**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements) – no-cost energy-efficiency upgrades to income-qualified customers
* [**Golden States Rebates**](https://www.sdgenews.com/article/sdge-customers-urged-take-advantage-rebates-500-energy-efficient-products-appliances) program – incentives of $20 - $500 to buy high-efficiency water heaters, smart thermostats or room air conditioners
* [**Arrearage Management Payment (AMP) Plan**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp) – debt forgiveness for past due bills for CARE and FERA customers

To learn more about SDG&E’s bill assistance programs, visit [***sdge.com/assistance***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance).

**SOCIAL POSTS: energy savings for renters and homeowners**

1. Visit [***sdge.com/assistance***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance)to find out if you qualify for SDG&E assistance programs and services including debt forgiveness, monthly discounts and payment arrangements. #sdge #SDGEassist
2. The Neighbor-to-Neighbor program provides qualified customers with up to $600 towards their past due energy bill. Get details at [***sdge.com/NTN***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance).
3. EligibleSDG&Ecustomers can save 30% or more on their energy bills. For more information, visit[***sdge.com/CARE***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements)**.** #sdge #SDGEassist
4. Eligible SDG&E customers can receive an 18% discount on their electricity bill. Learn more at [***sdge.com/FERA***](https://www.sdge.com/FERA)**.** #sdge #SDGEassist
5. SDG&E provides no-cost energy-efficiency upgrades to income-qualified customers. Get more information at [***sdge.com/ESA***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements)**.** #sdge #SDGEassist
6. Receive incentives up to $500 to buy high-efficiency water heaters, smart thermostats or room air conditioners. Learn more at [***sdge.com/rebates***](https://www.sdge.com/rebates). #sdge #SDGEassist
7. If you’re an SDG&E CARE or FERA customer, you may be eligible for debt forgiveness for past due bills. Learn more at [***sdge.com/amp***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #SDGEassist

**ARTICLE (translated): AHORROs PARA INQUILINOS Y PROPIETARIOS**

Para ayudar a sus clientes a mantener bajos sus costos de energía, SDG&E lanzó un nuevo programa para inquilinos y propietarios de viviendas unifamiliares llamado Soluciones de Energía Residencial (Residential Energy Solutions, RES). El programa no tiene restricciones de ingresos. Los clientes que califican para el programa recibirán productos gratuitos como termostatos inteligentes, cabezales de ducha de bajo flujo, motores de ventiladores sin escobillas, servicios para los sistemas HVAC como prueba y sellado de conductos de aire y más. Clientes también pueden solicitar una inspección de su vivienda por parte de un experto en eficiencia energética de Synergy Companies, una empresa que SDG&E ha contratado para administrar el programa. Para pedir una inspección, visite synergycompanies.com o llame al (888)-272-8394.

SDG&E también ofrece los siguientes programas de asistencia:

* [**CARE**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements) – Clientes pueden ahorrar un 30% o más en su factura de energía
* [**FERA**](https://www.sdge.com/FERA) – Clientes pueden recibir un 18% de descuento en su factura de electricidad
* [**ESA**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements) – ofrece actualizaciones de eficiencia energética en el hogar sin costo a clientes que califiquen según sus ingresos
* Programa [**Golden States Rebates**](https://www.sdgenews.com/article/sdge-customers-urged-take-advantage-rebates-500-energy-efficient-products-appliances) – ofrece reembolsos entre $20 y $ 500 para comprar calentadores de agua de alta eficiencia, termostatos inteligentes o acondicionadores de aire para habitaciones
* [**Plan de Pago de Gestión de Administración de Atrasos (AMP, por sus siglas en inglés)**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp) – condonación de deudas por facturas vencidas para los clientes que están inscritos en CARE y FERA

Para obtener más información sobre los programas de asistencia de SDG&E, visite [***sdge.com/assistance***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance).

**Postas sociales: AHORROs PARA INQUILINOS Y PROPIETARIOS**

* + - 1. Visite [***sdge.com/assistance***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance) para ver si califica para los programas y servicios de asistencia de SDG&E, incluida la condonación de deudas, descuentos mensuales y arreglos de pago. #sdge #SDGEasistencia
      2. El programa Neighbor-to-Neighbor ofrece hasta $600 en créditos para facturas vencidas a los clientes de SDG&E que califiquen. Obtenga más detalles en [***sdge.com/NTN***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/one-time-assistance-bill-assistance). #sdge #SDGEasistencia
      3. Los clientes de SDG&E que califiquen pueden ahorrar un 30% o más en sus facturas de energía. Para obtener más información, visite [***sdge.com/CARE***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements). #sdge #SDGEasistencia
      4. Los clientes de SDG&E que califiquen pueden recibir un descuento de 18% en sus facturas de electricidad. Obtenga más información en [***sdge.com/FERA***](https://www.sdge.com/FERA)**.** #sdge #SDGEasistencia
      5. SDG&E ofrece actualizaciones de eficiencia energética en el hogar sin costo para clientes con ingresos que califican según sus ingresos. Obtenga más información en [***sdge.com/ESA***](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs/no-cost-energy-efficient-home-improvements). #sdge #SDGEasistencia
      6. Reciba hasta $500 para comprar calentadores de agua de alta eficiencia, termostatos inteligentes o acondicionadores de aire para cuartos. Obtenga más información en [***sdge.com/rebates***](https://www.sdge.com/rebates). #sdge #SDGEasistencia
      7. Si es cliente de los programas CARE o FERA de SDG&E, puede ser elegible para la condonación de deudas por facturas vencidas. Obtenga más información en  [**sdge.com/amp**](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #SDGEasistencia

**IMAGES: energy savings for renters and homeowners**





1. **ARTICLE: SDG&E’s ACCESSIBLE INFORMATION, RESOURCES & SERVICES**

Did you know SDG&E has a variety of resources available to support customers with Access and Functional Needs?  If you or someone in your household:

1. Has a disability
2. Uses an electronic medical device for health, safety or independence
3. Is blind or has low vision
4. Or prefers to receive information in a language other than English, including American Sign Language (ASL) . . .

you can request additional resources. SDG&E is committed to supporting customers and making sure that everyone is offered equal access to information, resources and services. To learn more, visit [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). Customers are also encouraged to share their household’s individual needs online. The form that can be found at [***sdge.com/access-and-functional-needs-survey***](https://www.sdge.com/access-and-functional-needs-survey).

**SOCIAL POSTS: SDG&E’s ACCESSIBLE INFORMATION, RESOURCES & SERVICES**

1. SDG&E is committed to supporting their customers with various access and functional needs and making sure that everyone is offered equal access to information, resources and services. Learn more at [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). #sdge #SDGEassist
2. SDG&E is committed to providing all customers with accessible resources and services. To learn more, visit [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). #sdge #SDGEassist

**ARTICLE (TRANSLATED): INFORMACIÓN, RECURSOS Y SERVICIOS ACCESIBLES DE SDG&E**

¿Sabía que SDG&E tiene una variedad de recursos disponibles para ayudar a sus clientes con necesidades funcionales y de acceso? Si usted o alguien en su hogar:

1. Tiene una discapacidad
2. Utiliza un dispositivo médico electrónico para la salud, la seguridad o la independencia,
3. Es ciego o tiene visión baja
4. O si prefiere recibir información en español o una idioma que no sea inglés, incluyendo el lenguaje de señas americano (ASL, por sus siglas en inglés) . . .

puede pedir recursos adicionales. SDG&E se compromete a apoyar a los clientes y asegurarse de que a todos se les ofrezca el mismo acceso a la información, recursos y servicios. Para obtener más información, visite [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). También se alienta a los clientes de SDG&E a compartir las necesidades individuales de sus hogares en [***sdge.com/access-and-functional-needs-survey***](https://www.sdge.com/access-and-functional-needs-survey).

**Postas sociales: INFORMACIÓN, RECURSOS Y SERVICIOS ACCESIBLES DE SDG&E**

1. SDG&E se compromete a apoyar a sus clientes con diversas necesidades funcionales y de acceso y a asegurarse de que a todos se les ofrezca el mismo acceso a la información, los recursos y los servicios. Obtenga más información en [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). #sdge #SDGEasistencia
2. SDG&E se compromete a proporcionar recursos y servicios accesibles a todos los clientes. Para obtener más información, visite [***sdge.com/AFN***](https://www.sdge.com/access-and-functional-needs-afn). #sdge #SDGEasistencia

**IMAGES: SDG&E’s ACCESSIBLE INFORMATION, RESOURCES & SERVICES**  
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**BUSINESS SECTION:**

**ARTICLE: LOWER ENERGY USE IN YOUR PLACE OF BUSINESS**

There are ways to save money when it comes to your business’s energy use. Try these tips to help trim your energy bills.

1. Adjust your thermostat. Invest in a smart thermostat and enroll in SDG&E’s Smart Thermostat Program. You’ll be rewarded $50 for each thermostat you register (up to four thermostats). Get details at [***sdge.com/Business-Thermostat***](https://www.sdge.com/business-thermostat)**.**
2. Tune your HVAC. Just as a tune-up for your car can improve gas mileage, an annual tune-up of your heating and cooling system can improve efficiency and comfort. Schedule a no-cost energy audit at [***sdge.com/BES***](https://www.sdge.com/business-energy-solutions-program). You may also receive installed energy-efficient products at no cost or a discount!
3. Keep a consistent HVAC maintenance schedule. Not all businesses have the same needs for their HVAC systems. Talk to your preferred contractor to provide customized care your system needs to boost performance.
4. Install advanced control sensors. This improves a ventilation system’s operating power for energy efficiency. These controls count the number of people in a room and adjust the heat and air conditioning accordingly. Advanced controls can reduce energy use by up to 40%.
5. Check out the area around each vent for proper ventilation. Make sure there is adequate airflow. Move obstructions like furniture and curtains. Don’t keep vents closed to save energy. It can change the way the air is distributed and cause an imbalance to the operation of your HVAC system.

Get more helpful energy-saving and safety tips at [***sdge.com/MyBusiness***](https://www.sdge.com/business/savings-center/business-winter-savings-safety-and-solutions).

**Social posts: LOWER ENERGY USE IN YOUR PLACE OF BUSINESS**

1. Use any of the 5 tips above, then add: For more tips, visit [***sdge.com/MyBusiness***](https://www.sdge.com/business/savings-center/business-winter-savings-safety-and-solutions)**.** #sdge #SDGEassist

**Images: LOWER ENERGY USE IN YOUR PLACE OF BUSINESS**

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**ARTICLE: TAKE ADVANTAGE OF NO-COST TRAINING FROM ENERGY EXPERTS**

Did you know that SDG&E provides webinars for business owners and trade professionals, so you can learn new skills at your own pace? And most are at no cost. You or your employees can learn about the latest in green building practices, technology and energy-saving solutions from industry experts. Certifications and continuing education units are available for many classes. Check out the class listing at [**sdge.com/EnergyClasses**](https://www.sdge.com/energyclasses).

**SOCIAL POSTS: TAKE ADVANTAGE OF NO-COST TRAININGS FROM ENERGY EXPERTS**

1. Did you know SDG&E provides energy education and training webinars at no cost? These on-demand webinars are offered at introductory, intermediate and advanced levels. See the webinar list at [***sdge.com/EnergyClasses***](https://www.sdge.com/energyclasses). #sdge #SDGEassist
2. Learn the latest in green building design, operations, maintenance and technology at no-cost energy webinars led by industry experts. See the on-demand webinar list at [***sdge.com/EnergyClasses***](https://www.sdge.com/energyclasses). #sdge #SDGEassist
3. Enroll in a no-cost, on-demand energy topic webinar. Energy education and training can give you and your employees the knowledge and skills that customers value. Check out the webinar list at [***sdge.com/EnergyClasses***](https://www.sdge.com/energyclasses). #sdge #SDGEassist

**imageS: TAKE ADVANTAGE OF NO-COST TRAININGS FROM ENERGY EXPERTS**

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