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**SDG&E RESIDENTIAL CONTENT PACKAGE | FEBRUARY 2021**

Here are social posts, articles and photos you are welcome to use in email communications, websites or newsletters. Thank you for sharing this with your residents, customers & employees. There are several images with each posting. Please choose images that fit your audience and feel free to mix and match.

**This month’s topics**: Winter energy-saving tips, assistance programs, water heater safety

**Article 1: 10 WAYS to SAVE ON HEATING COSTS THIS WINTER**

Spending more time at home this winter means energy use could be higher and your monthly bill may be, too. SDG&E has some helpful tips on ways to save on your energy bill. We know that every little bit helps, especially now.

1. Being on the right pricing plan can make a difference on your bill. Compare pricing plans to ensure you are on the best plan for your household at [sdge.com/pricing](https://www.sdge.com/residential/pricing-plans).
2. Use appliances before 4 p.m. or after 9 p.m. when demand for power is lower.
3. Use your exhaust fans sparingly. Your bathroom fans and oven hoods are overlooked sources of heat loss in the winter because they can pull warmth from your home.
4. Get a more predictable bill by signing up for the Level Pay Plan at [sdge.com/LPP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/get-predictable-bill). Level Pay averages your bill every three months; you don’t pay less or more.
5. Let the sunshine in. Take advantage of the world’s best furnace — the sun! Open your curtains during the day to naturally heat your home.
6. When you’re asleep or not home, turn your thermostat back 7 to 10 degrees for eight hours and save around 10% a year on your heating and cooling costs.
7. Check your home’s insulation. It’s like a winter coat for your house. The heavier it is, the warmer your home will be.
8. Hot air rises so run your ceiling fan clockwise, at the lowest speed, to help push the warmth back down to you.
9. Use less hot water as it takes energy to heat up water; wash your clothes in cold water and install low-flow faucets and showerheads.
10. Move furniture and belongings away from heating vents so they can deliver all the heat you’re paying for.

Visit [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions) for more energy-saving ideas.

**Social posts: WAYS TO SAVE ENERGY AT HOME THIS WINTER**

1. Being on the right pricing plan can make a difference on your bill. Compare pricing plans to ensure you are on the best plan for your household at [sdge.com/pricing](https://www.sdge.com/residential/pricing-plans). #sdge #energytips4u
2. Get a more predictable bill by signing up for the Level Pay Plan at [sdge.com/LPP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/get-predictable-bill). Level Pay averages your bill every three months; you don’t pay less or more. #sdge #energytips4u
3. Hot air rises so run your ceiling fan clockwise, at the lowest speed, to help push the warmth back down to you. For more winter energy-savings tips visit [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions). #energytips4u #sdge
4. Move furniture and belongings away from heating vents so they can deliver all the heat you’re paying for. Find more winter energy-savings tips at [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions). #energytips4u #sdge
5. Keep a tab on your energy use. Find out how and when your home uses energy with online tools at [sdge.com/myaccount](https://myaccount.sdge.com). #energytips4u #sdge

**Images: WAYS TO SAVE ENERGY AT HOME THIS WINTER**

**A picture containing person, person, indoor, appliance

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**Article 2: ARE YOU BEHIND ON YOUR SDG&E BILL?**

If you have outstanding bills, and you are a CARE or FERA customer, you may be eligible for debt forgiveness through SDG&E’s Arrearage Management Payment (AMP) Plan. This plan offers qualified, current SDG&E customers financial assistance to help reduce past due account balances.

AMP is a 12-month payment plan that forgives 1/12 of a participant’s debt after each on-time payment of the current month’s bill. After 12 on-time payments of each current month’s bill, the participant’s debt will be fully forgiven up to a maximum of $8,000. Enrolled participants are protected from disconnection while participating. Find out if you qualify at [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp) or call an SDG&E AMP Service Specialist at 1-888-204-3576.

Find out if you qualify for other SDG&E Assistance programs at [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance).

Although business customers are not eligible for AMP, we may be able to offer flexible payment arrangements. Call our Business Care Center at 1-800-336-7343 for payment arrangements, energy-saving tips and pricing plan options, or visit [sdge.com/business](https://www.sdge.com/businesses/savings-center/tools-energy-tips).

**Social posts: ARE YOU BEHIND ON YOUR SDG&E BILL?**

1. If you’re behind on your SDG&E bill, you may qualify for financial assistance. Learn more at [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
2. SDG&E has a new debt forgiveness program. Get details at [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
3. Do you need help with your SDG&E bill? You may qualify for financial assistance. Learn more at [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
4. Hardship is everywhere right now – the last thing you need is to worry about your energy bill. Get help with your bill at [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance). #sdge #energytips4u

**Translated article 2: ¿ESTÁ ATRASADO EN SU FACTURA DE energía?**

Si tiene facturas pendientes y es cliente de CARE o FERA, puede ser elegible para perdón de deudas a través del plan Arrearage Management Payment (AMP) de SDG&E. Este plan ofrece asistencia financiera a clientes calificados y actuales de SDG&E para ayudar a reducir los saldos de cuentas vencidas.

AMP es un plan de pago de 12 meses que perdona 1/12 de la deuda de un participante después de cada pago mensual que se hace a tiempo. Después de hacer doce pagos a tiempo de facturas mensuales actuales, la deuda del participante será totalmente perdonada hasta un máximo de $8,000. Los participantes inscritos están protegidos contra la desconexión mientras participan. Para conocer su elegibilidad, visite [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp) o llame a un especialista de servicio AMP de SDG&E al 1-888-204-3576.  
Averigüe si califica para otros programas de Asistencia de SDG&E en [sdge.com/ asistencia](https://www.sdge.com/asistencia-para-clientes-residenciales).

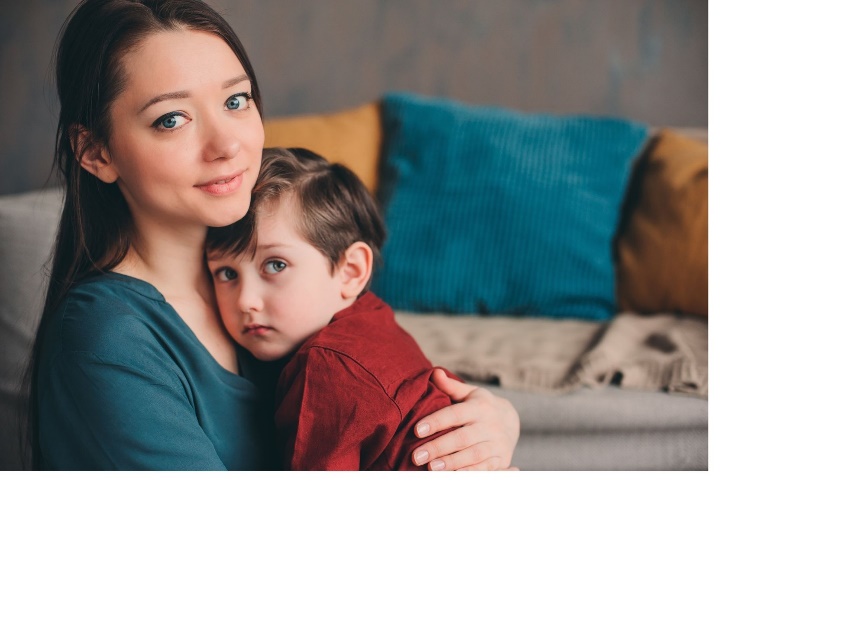
Aunque los clientes comerciales no son elegibles para AMP, es posible que podamos ofrecer arreglos de pago flexibles. Llame a nuestro Business Care Center al 1-800-336-7343 para arreglos de pago, consejos de ahorro de energía y opciones de planes tarifarios, o visite [sdge.com/business](https://www.sdge.com/businesses/savings-center/tools-energy-tips).

**Postas sociales:**

1. Si está atrasado en su factura de SDG&E, puede calificar para asistencia financiera. Más información en [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
2. SDG&E tiene un nuevo programa de condonación de deudas. Obtenga detalles en [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
3. ¿Necesita ayuda con su factura de energía? Puede calificar para asistencia financiera. Obtenga más información en [sdge.com/AMP](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/amp). #sdge #energytips4u
4. En este momento, hay dificultades en todas partes. Lo último que necesita es preocuparse por su factura de energía. Obtenga ayuda con su factura en [sdge.com/asistencia](https://www.sdge.com/asistencia-para-clientes-residenciales). #sdge #energytips4u

**Images: ARE YOU BEHIND ON YOUR SDG&E BILL?**

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**Article 3: 10 Water heater tips TO put safety and savings on tap**

Keep safety and energy savings on tap year-round with these simple tips for your home water heater.

1. Set the water heater thermostat to 120°F or less to save energy and reduce the risk of scalding. (If your dishwasher lacks a booster heater, a setting of 140°F may be needed.)
2. Hand-test water temperature before bathing or showering. A child’s bath water generally should be no hotter than 100°F.
3. Securely install water heater restraints to wall studs to prevent movement or toppling during an earthquake, as required by state law.
4. Keep flammable products away from the water heater and vent system to help prevent fire hazards.
5. Keep the area around the water heater clean and well-ventilated.
6. Fix leaky faucets to prevent heated water from dripping away.
7. Use cold water to wash clothes and rinse dishes when possible.
8. Run full loads in the clothes washer and dishwasher.
9. Install low-flow devices on faucets and showerheads — less water, less heating.
10. Wash clothes in cold water. It lowers microfiber pollution and cold water uses less energy. Up to 90% of the energy cost goes towards heating the water.

For more energy-saving and safety tips visit [[sdge.com/winter](https://www.sdge.com/winter-savings-safety-and-solutions)](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions).

**Social posts: Water heater tips TO put safety and savings on tap**

1. Turn down the temperature of your water heater to the warm setting (120°F). You'll not only save energy, you'll avoid scalding your hands. For more tips visit [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions). #sdge #energysavings4u
2. Keep flammable products away from the water heater and vent system to help prevent fire hazards. For more tips visit [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions). #sdge #energysavings4u
3. Fix leaky faucets to prevent heated water from dripping away. For more tips visit [sdge.com/winter](https://www.sdge.com/residential/savings-center/winter-savings-safety-and-solutions). #sdge #energysavings4u

**Images: 10 Water heater tips TO put safety and savings on tap**



