A drawing of a face

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**SDG&E RESIDENTIAL CONTENT PACKAGE | SEPTEMBER 11, 2020**

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**: Wildfire safety, Public Safety Power Shutoffs, utility scams, Electric Vehicle Credit, customer assistance programs, ways to save on your energy bill, energy-saving and energy conservation tips, homeowner energy series webinars

**Article 1: WILDFIRE SEASON IS HERE**

In recent years, California experienced some of the most destructive wildfires ever seen, and this year will not be an exception. SDG&E makes every effort to help protect the region against the threat of wildfires and its highest priority is the safety of its customers, employees and communities. SDG&E continues to improve and strengthen their equipment and structures and build a wildfire safety program that includes the following:

* Implementing over 100 cameras to monitor weather and fires
* Managing over 230 weather stations provide readings of wind speed, humidity and temperature
* Upgrading 26,000 wooden power poles to fire-resistant steel poles
* Inspecting and trimming 455,000 trees near power lines
* Year-round aerial inspections of power and gas lines via 25 drones
* Deploying 4 helicopters to help with water drops and patrolling electrical lines

**Public Safety Power Shutoffs (PSPS)**

If dangerous conditions are present, SDG&E may shut off power as a last resort to keep the community safe. Public Safety Power Shutoffs can last until fire risk conditions no longer pose a threat. SDG&E’s electric enhancements have led to a 25% – 30% reduction of customers impacted by PSPS compared to 2019. Download the new SDG&E app, “Alerts by SDG&E”, to stay informed about PSPS events at [sdge.com/pspsapp](https://www.sdge.com/alerts-sdge). You can track affected addresses during a Public Safety Power Shutoff even if you are not a direct customer of SDG&E.

**SDG&E Community Resource Centers**

SDG&E’s ten facilities serve as locations where impacted residents can get fire preparedness materials, ice, water, snacks, car power converters, small solar-powered batteries and radios and up-to-date outage information. Learn more at [sdge.com/resource-centers](https://www.sdge.com/wildfire-safety/community-resource-centers).

**SDG&E’s Wildfire Safety Drive-Thru Fairs**

You’ll receive safety tips and information on how to stock an emergency kit, develop an emergency plan and design or modify the space around your home to help resist wildfire, without ever leaving your car. Preparedness backpacks and buckets will be distributed on a first come, first serve basis while supplies last. One backpack per car. Learn more at [sdge.com/fairs](https://www.sdge.com/wildfire-drive-thru-safety-fairs).

**Social posts: WILDFIRE SEASON IS HERE**

1. When dangerous fire conditions exist, SDG&E may implement a Public Safety Power Shutoff. Download the new app, “Alerts by SDG&E”, to stay informed about PSPS events at [sdge.com/pspsapp](https://www.sdge.com/alerts-sdge). #sdge #energytips4u
2. When SDG&E anticipates a power shutoff to last an extended period, they may open Community Resource Centers in affected areas. Learn more at [sdge.com/resource-centers](https://www.sdge.com/wildfire-safety/community-resource-centers). #sdge #energytips4u
3. Attend SDG&E’s drive-thru wildfire safety fair in your car and receive a preparedness backpack or bucket while supplies last. For dates and locations, visit [sdge.com/fairs](https://www.sdge.com/wildfire-drive-thru-safety-fairs). #sdge #energytips4u

**Images: WILDFIRE SEASON IS HERE**





**PSPS app:**

**A screenshot of a cell phone

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**Safety fair:**



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**Article 2: AVOID BEING A VICTIM OF ULITLITY SCAMS**

A new wave of scammers is targeting SDG&E customers, threatening to turn off electric service unless they pay their bill immediately with a prepaid card. A common scam tactic is pretending to be SDG&E and asking to be paid with Green Dot MoneyPak. This is a way to send cash with prepaid or bank debit cards. Then, the customer is asked to use these prepaid debit cards or a wire transfer to pay their utility bill right away. The customer is asked to call a different phone number to provide the card information which allows the thieves to steal your money. Scammers may also play a recorded message and menu options that are like SDG&E’s to confuse victims. SDG&E’s official Customer Care Center phone number is 1-800-411-7343.

SDG&E will **never** call a customer to ask for payment information nor send an email with a QR code for payment. If a caller claims to work for SDG&E and asks for **payment over the phone**, it is a scam. Hang up immediately. Only provide financial information by telephone if **you** initiate the call. After you hang up, you can call SDG&E at 1-800-411-7343 to verify information about your account. You can also view your account details, bills and payments with SDG&E’s mobile app or at sdge.com/myaccount.

There may be occasions when SDG&E will use automated messages to communicate changes to your account. But you’ll always be directed to log in to My Account to make the changes on your own.

Unfortunately, scams rise during times of uncertainty like the COVID-19 pandemic. If you’ve been a victim of fraud, call SDG&E at 1-800-411-7343 to report it. Visit [sdge.com/scams](http://www.sdge.com/scams) for more information on how to spot a scam.

**Social posts: AVOID BEING A VICTIM OF ULITLITY SCAMS**

1. Did you know a new wave of scammers is targeting SDG&E customers? These scammers are threatening to cut off customers’ service unless they pay their utility bills immediately with prepaid cards. Avoid being a victim of utility scams. Visit [sdge.com/scams](http://www.sdge.com/scams) for tips. #sdge #energytips4u
2. If a caller claims to work for SDG&E and asks for payment over the phone, it is a scam. Hang up immediately. You should only provide financial information by telephone if **you** initiate the call. Once you hang up, you can call SDG&E at 1-800-411-7343 to verify your account information. For more information on how to spot a scam, visit [sdge.com/scams](http://www.sdge.com/scams). #sdge #energytips4u
3. Utility scams are on the rise and targeting SDG&E customers. The most common tactic is for a scammer to play recorded messages and menu options that mimic SDG&E’s. Don’t be the next victim. Visit [sdge.com/scams](http://www.sdge.com/scams) to learn how to spot a utility scam. #sdge #energytips4u

**Article 2 (translated): EVITE SER VÍCTIMA DE ESTAFAS DE SERVICIOS Públicos**

Una nueva ola de estafadores está atacando a clientes de SDG&E, amenazando con cortar el servicio a menos que paguen su factura inmediatamente con una tarjeta de prepago. Una táctica de estafa común es pretender ser SDG&E y pedir que se le pague con Green Dot MoneyPak. Esta es una manera de enviar dinero en efectivo con tarjetas prepagadas o de débito bancarias. Luego, se le pide al cliente que use estas tarjetas de débito prepagadas o una transferencia bancaria para pagar su factura de servicios públicos de inmediato. Después de ese paso, se le pide al cliente que llame a un número de teléfono diferente para proporcionar la información de la tarjeta que permite a los ladrones robar su dinero. Los estafadores también pueden reproducir un mensaje grabado y opciones de menú que son como los de SDG&E para confundir a las víctimas. El número de teléfono oficial del Centro de atención al cliente de SDG&E es 1-800-411-7343.

SDG&E nunca llamará a un cliente para solicitar información de pago ni enviar un correo electrónico con un código QR para el pago. Si una persona llama, dice que trabaja para SDG&E y pide un pago por teléfono, es una estafa. Cuelgue inmediatamente. Solo proporcioné información financiera por teléfono si usted inició la llamada. Después de colgar, puede llamar a SDG&E al 1-800-411-7343 para verificar la información de su cuenta. Los clientes también pueden ver los detalles de su cuenta, facturas y pagos con la aplicación móvil de SDG&E o en sdge.com/myaccount.

Desafortunadamente, las estafas aumentan en tiempos de incertidumbre como la pandemia de COVID-19. Si ha sido víctima de fraude, llame a SDG&E al 1-800-411-7343 para reportarlo. Visite [www.sdge.com/scams](http://www.sdge.com/scams) para obtener más información sobre cómo detectar una estafa.

**Postas sociales: EVITE SER VÍCTIMA DE ESTAFAS DE SERVICIOS Públicos**

1. ¿Sabía que una nueva ola de estafadores está atacando a los clientes de SDG&E? Estos estafadores amenazan con cortar el servicio de los clientes a menos que paguen sus facturas de servicios públicos inmediatamente con tarjetas de prepago. Evite ser víctima de estafas de servicios públicos. Visite [www.sdge.com/scams](http://www.sdge.com/scams) para obtener consejos. #sdge #energytips4u
2. Si una persona llama, dice que trabajar para SDG&E y pide un pago por teléfono, es una estafa. Cuelgue inmediatamente. Solo debe proporcionar información financiera por teléfono si usted inició la llamada. Una vez que cuelgue, puede llamar a SDG&E al 1-800-411-7343 para verificar la información de su cuenta. Para obtener más información sobre cómo detectar una estafa, visite [www.sdge.com/scams](http://www.sdge.com/scams). #sdge #energytips4u
3. Las estafas de servicios públicos están en aumento y están atacando a los clientes de SDG&E. La táctica más común es que un estafador reproduzca mensajes grabados y opciones de menú que imiten los de SDG&E. No sea la próxima víctima. Visite www.sdge.com/scams para más información sobre como detectar una estafa de servicios públicos. #sdge #energytips4u

**Images: AVOID BEING A VICTIM OF ULITLITY SCAMS**





**Article 3: ELECTRIC VEHICLE OWNERS: GET THE CREDIT YOU DESERVE**

If you *like* the acceleration of your EV, you’ll *love* the thrill of an EV credit! If you recently purchased or leased an electric plug-in vehicle or are thinking about making the switch to clean driving soon, be sure you apply for SDG&E’s special, **limited time EV credit**. Clean driving has many rewards; this special offer is just one of them. Learn more at [sdge.com/EVCredit](https://www.sdge.com/limited-ev-purchase-credit) or watch this [video](https://www.youtube.com/watch?v=aK-nxy2PW_0&feature=youtu.be). Plus, learn about special SDG&E pricing plans for EV owners at [sdge.com/EVPlans](https://www.sdge.com/residential/pricing-plans/about-our-pricing-plans/electric-vehicle-plans).

**Social posts: ELECTRIC VEHICLE OWNERS: GET THE CREDIT YOU DESERVE**

1. If you *like* saving the earth driving your electric vehicle (EV), you’ll *love* saving money with an SDG&E EV credit! Get details at [sdge.com/EVCredit](https://www.sdge.com/limited-ev-purchase-credit). #sdge #energytips4u
2. If you bought or leased an electric plug-in vehicle between March 1, 2019, and now – you may qualify for SDG&E’s EV Climate Credit. Learn more at [sdge.com/EVCredit](https://www.sdge.com/limited-ev-purchase-credit). #sdge #energytips4u
3. Are you an electric vehicle driver or thinking about it? Find out if you qualify for SDG&E’s limited time EV credit. Watch the video at [bit.ly/3md3fn2.](https://bit.ly/3md3fn2) #sdge #energytips4u
4. If you *like* saving money with your electric vehicle, you’ll *love* your EV credit from SDG&E! Learn more at [sdge.com/EVCredit](https://www.sdge.com/limited-ev-purchase-credit). #sdge #energytips4u

**Images: ELECTRIC VEHICLE OWNERS: GET THE CREDIT YOU DESERVE**



**A car parked in a parking lot

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**Article 4: ways to save on your energy bill**

Temperatures are still rising, but your energy bills shouldn’t. Here are a few tips to help reduce your energy use and lower your utility bill.

Understand your energy usage

Log in or enroll into SDG&E’s My Account at <myaccount.sdge.com> and click the ‘My Energy’ tab for access to your monthly and hourly breakdowns energy use as well as personalized energy-savings tips for your home. By understanding your energy usage, it’s easier to identify ways to save. This is especially important if you are on a Time-of-Use pricing plan when electricity costs more between the hours of 4 p.m. and 9 p.m.

Review your pricing plan options

You have options when it comes to the pricing plan that is best suited for your household and lifestyle. Within [My Account](myaccount.sdge.com), you can review your pricing plan options, and in most cases, compare your annual costs for each available plan.

Take advantage of SDG&E assistance programs

SDG&E offers programs to help you with your monthly utility bills – from discounts on your energy to flexible payment options. Visit [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance) to find out if you qualify. You can also call 1-800-411-7343 to set up a doable payment plan.

In addition to these tools and resources, there are also several energy savings tips, like powering down your electronics when not in use, that help lower your bill. Learn more tips at [sdge.com/summer](https://www.sdge.com/residential/summer).

**Social posts: ways to save on your energy bill**

1. Log in to SDG&E’s My Account at [myaccount.sdge.com](https://sempra-my.sharepoint.com/personal/lpelzek_semprautilities_com/Documents/User%20Folders/Desktop/myaccount.sdge.com) to see when you use energy and identify ways to save. You can also review your pricing plan options. #sdge #energytips4u
2. SDG&E offers programs to help you with your monthly utility bills – from discounts on your energy to flexible payment options. Visit [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance) to find out if you qualify. #sdge #energytips4u
3. Having trouble paying your energy bill no matter how much you try to save? SDG&E has resources and programs to help you at [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance). You can also call 1-800-411-7343 to work out a payment plan. #sdge #energytips4u

**Images: ways to save on your energy bill**

**A person looking at a computer

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**A person sitting on a table

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**Article 5: NO-COST HOME ENERGY SERIES WEBINARS FOR HOMEOWNERS**

Register today for all three webinars! Learn how to design the most successful and cost-effective whole-home energy project and understand how your home uses energy. This class will also discuss when to start with solar and potential solar financing. Special attention will be given to updates on SDG&E’s time-of-use pricing plans, utility bills and how you can cool your home without spending a fortune on energy costs.

Session 1: Home Evaluation: Understanding Your Home’s Energy Usage and Your Utility Bill

Date: Tuesday, September 29, 2020

Time: 4:00 p.m. – 7:00 p.m.

Register at [seminars.sdge.com](https://seminars.sdge.com/prod/emc00/EventSearch.htm?mid=2&EvtID=17184)

Where do you begin when it comes to upgrading the energy efficiency of your home? SDG&E has moved to new pricing plans, but do you know which plan is best for you?  To help answer these questions, you need information about your home and your energy usage. Learn specifically what to look for and how to evaluate your home’s energy systems. Learn how to decipher your energy bill so you can gather the key information to guide home-energy project decisions. This session will leave you empowered to become the expert of your home.

**Social posts: NO-COST HOME ENERGY SERIES WEBINARS FOR HOMEOWNERS**

1. Are you a homeowner and want to learn how to manage your energy use? Sign up for SDG&E’s no-cost webinar at [seminars.sdge.com](file:///C:\Users\RSandov1\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\G6FG5ICH\seminars.sdge.com). #sdge #energytips4u
2. Have you wanted to learn a new skill or brush up on one? SDG&E offers no-cost webinars on various energy-related topics. Register at [seminars.sdge.com](file:///C:\Users\RSandov1\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\G6FG5ICH\seminars.sdge.com). #sdge #energytips4u
3. Enroll in one of SDG&E’s many no-cost energy topic webinars today! Energy education and training can give you the knowledge and skills that customers and businesses value. Check out their webinar list at [seminars.sdge.com](https://sempra-my.sharepoint.com/personal/lpelzek_semprautilities_com/Documents/User%20Folders/Desktop/seminars.sdge.com). #sdge #energytips4
4. Did you know you can enroll in energy education and training webinars at no cost? These webinars are offered at introductory, intermediate and advanced levels. See the webinar list at [seminars.sdge.com](https://sempra-my.sharepoint.com/personal/lpelzek_semprautilities_com/Documents/User Folders/Desktop/seminars.sdge.com). #sdge #energytips4u
5. Enroll in one of SDG&E’s many no-cost energy topic webinars today! Energy education and training can give you the knowledge and skills that customers and businesses value. Check out their webinar list at [seminars.sdge.com](https://sempra-my.sharepoint.com/personal/lpelzek_semprautilities_com/Documents/User%20Folders/Desktop/seminars.sdge.com). #sdge #energytips4u

**Images:** **NO-COST HOME ENERGY SERIES WEBINARS FOR HOMEOWNERS**

**A person sitting at a table using a computer

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**A dog sitting on the keyboard of a computer

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**Article 6: SDG&E OFFERS BILL DISCOUNT PROGRAMS TO HELP CUSTOMERS**

SDG&E wants you to know that they are here to support you and your family in these challenging times. If you’re affected by COVID-19 and worried about paying your energy bill, SDG&E can extend payments to fit your needs. There are also customer assistance programs, like CARE and FERA, that can save you 30% or more on your monthly bill. If you have a qualifying medical condition, you could also earn a bill discount with the Medical Baseline program. The Low-Income Home Energy Assistance Program (LIHEAP) is federally funded and helps low-income households with their energy bills. Find out more about these programs at [sdge.com/assistance](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance). We’re all in this together.

**Social posts: SDG&E OFFERS BILL DISCOUNT PROGRAMS TO HELP CUSTOMERS**

1. Need help paying your SDG&E bill? CARE is a program that can provide you with a monthly discount on your bill of up to 30% or more. Find out if you qualify at [sdge.com/care](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs). #sdge #energytips4u
2. If you recently lost your job, even if you’re receiving unemployment benefits, you may qualify for a reduced SDG&E bill through CARE. Read about the program qualifications at [sdge.com/care](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/assistance-programs). #sdge #energytips4u
3. If you are affected by COVID-19 and need help paying your energy bill, you may qualify for the FERA program. Applicants who have three or more people living in their household could be eligible for a monthly bill discount. Learn if you qualify at [sdge.com/FERA](https://www.sdge.com/FERA). #sdge #energytips4u
4. Do you or someone in your household have a qualifying medical condition or need medical equipment in your home? If you do, SDG&E’s Medical Baseline Allowance program can help you get more electricity and natural gas at a lower cost. Find out more at [sdge.com/medicalbaseline](https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/health-senior-support/qualifiying-based-medical-need). #sdge #energytips4u

**Images: SDG&E OFFERS BILL DISCOUNT PROGRAMS TO HELP CUSTOMERS**

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**A picture containing person, building, person, boy

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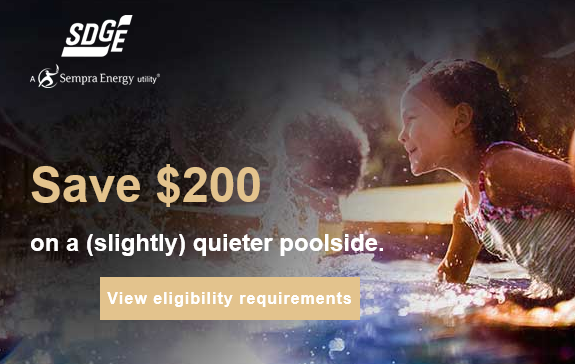
**TIPS (these can also be used as social posts): HOW TO REDUCE ELECTRICITY USE DURING HEATWAVES**

Below are actions you can take to reduce your electricity use, especially during peak hours from 4 p.m. to 9 p.m.

1. Keep your lights off, including exterior lights that may be on a timer, as long as it’s safe.
2. Set your thermostat to 78 degrees or higher, health permitting, and turn your air conditioner off when not at home. Move any furniture blocking vents to be sure air is flowing efficiently.
3. Charge your laptop and cell phone and use large appliances like clothes washers before 3 p.m. or after 9 p.m.
4. Reduce pool pump filtering.
5. Hang dry your clothes instead of using your dryer.
6. Unplug energy vampires when not in use, such as televisions, game consoles and coffee makers.
7. Use a fan(s) instead of your air conditioner.
8. Cover your windows to keep sunlight from heating your home.
9. Cook using your stove, microwave or outside grill instead of your oven.
10. Limit opening your refrigerator and freezer doors.

**Social posts: MISCELLANEOUS – ALL CATEGORIES**

1. Now, you can get a $200 instant rebate when you replace your pool pump with an ENERGY STAR®-certified variable speed model. ENERGY STAR® pool pumps use 65% less energy, have a quieter pump operation for a more relaxing poolside experience, run cooler and last longer. Visit [sdge.com/rebates](https://www.sdge.com/rebates) for eligible models and participating retail and distributor locations. #sdge #energytips4u



1. Ways to save energy tip #7: Set your refrigerator’s temperature to 38 degrees Fahrenheit. To minimize the cost of running your fridge, make sure its temperature isn’t set too cold. For more tips visit [sdge.com/summer](https://www.sdge.com/residential/summer). #sdge #energytips4u
2. Ways to save energy tip #3: Dirty or dusty refrigerator coils cause your fridge to work harder and use more energy. Vacuum the coils once a year and leave 3 inches of space between your fridge and the wall to allow heat to escape. For more tips visit [sdge.com/summer](https://www.sdge.com/residential/summer). #sdge #energytips4u
3. In the last year, unsafe digging resulted in almost 350 local gas emergencies. If you’re initiating a project that requires excavation, remember to call 811 or visit [DigAlert.org](https://digalert.org/) to have SDG&E mark the location of buried gas and electric lines free of charge. #sdge #energytips4u
4. Call 811 before you dig at least two days in advance. Gas pipelines and electric lines can be located anywhere – under streets, sidewalks or even your yard. Learn more at [sdge.com/811](https://www.sdge.com/more-information/safety/gas-safety/dial-811-you-dig). #sdge #energytips4u
5. With more people staying home due to the pandemic, home renovations and gardening activities have been on the rise. But did you know California law requires you to call 811 before you do any digging? This will help prevent gas line strikes that can result from unsafe digging from construction and landscaping activities. Visit [DigAlert.org](https://digalert.org/) to submit a ticket. #sdge #energytips4u

A picture containing grass, outdoor, field, standing

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A picture containing outdoor, shovel, rock, piece

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