

Pipeline Safety: Contact 811 Before You Dig

Why it matters:

Digging near underground pipelines without proper precautions can cause severe injuries, costly repairs, service disruptions and fines exceeding \$50,000.



Before you dig

- **Mark** the area: Use white paint or suitable markings.
- **Call 811** or visit digalert.org at least two business days before digging (required by California law).
- **Wait** for utility markings: SDG&E® will mark pipelines and confirm via the Electronic Positive Response (EPR) system.
- **Confirm** markings: Natural gas lines are marked with yellow flags.
- **Use** hand tools within 24 inches of both sides of the markings (plus half the pipe size if specified) to carefully expose the gas line before using power tools.

If you suspect or cause a gas leak

Evacuate immediately and call SDG&E (1-800-611-7343) and **911**.

Do NOT:

- Operate electrical devices or phones
- Smoke or light flames
- Use machinery or vehicles near the leak
- Attempt repairs

Report all damage immediately

Call SDG&E at 1-800-411-7343 for any pipeline damage - no matter how small. Even minor scrapes, dents or coating damage can lead to dangerous leaks in the future.

Recognizing a gas leak

- **See:** Dirt or debris blowing, dead vegetation, fire/explosion or exposed pipeline
- **Hear:** Hissing, whistling or roaring sounds
- **Smell:** Distinctive odor of natural gas (odor fade may occur)

Important contacts

- Pipeline Emergency: 1-800-411-7343
- Before You Dig: Call 811 or visit digalert.org
- More info: sdge.com/PipelineSafety

Get payment and bill assistance

Need help paying your energy bill? We offer bill and payment assistance, including bill discounts, debt forgiveness and flexible payment arrangements.



- Our customer assistance programs, like CARE and FERA, can save you 30% or more on your bill.
- The Neighbor-to-Neighbor Fund provides up to \$150 toward your energy bill if you are experiencing temporary financial hardship.
- Our Energy Savings Assistance Program (ESA) offers free, energy-efficient home improvements.
- The Arrearage Management Payment Plan (AMP) allows debt forgiveness for past due account balances. Learn more at sdge.com/AMP.

Find out if you qualify for any of these programs at sdge.com/assistance.

Obtenga asistencia con pagos y facturas

¿Necesita ayuda para pagar su factura de energía? Ofrecemos varias formas de asistencia, incluido programas de descuento, la condonación de deudas y arreglos de pagos flexibles.

- Nuestros programas de asistencia al cliente, como CARE y FERA (por sus siglas en inglés), pueden ahorrarle un 30% o más en su factura.
- El programa Neighbor-to-Neighbor proporciona hasta \$150 para su factura de energía si está pasando por dificultades financieras temporales.
- Nuestro Programa de Asistencia para el Ahorro de Energía (ESA, por sus siglas en inglés) ofrece mejoras gratuitas en el hogar relacionadas con la eficiencia energética.
- El Plan de Pagos para la Gestión de Atrasos (AMP, por sus siglas en inglés) ofrece la condonación de deudas para saldos vencidos. Obtenga más información en sdge.com/AMPesp.

Consulte nuestro sitio web para saber si reúne los requisitos para estos programas y más en sdge.com/asistencia.

SDG&E's accessible information, resources and services

SDG&E is committed to supporting all our customers, including those who may need additional assistance.

Do you or does someone in your household have a disability? Or use an electronic medical device for health, safety or independence? Let us know at sdge.com/AFN-survey.

SDG&E has several accessible resources, including:

- Communications in more than twenty languages, including American Sign Language (ASL), during a Public Safety Power Shutoff
- Billing statements in large font or braille for those who are blind or have low vision
- Assistance programs like bill discounts, debt forgiveness and flexible payment programs for those who qualify at sdge.com/assistance
- And more!

Visit sdge.com/AFN to learn more about SDG&E's accessible resources, programs and services.

WINTER ENERGY-SAVING TIP

Be water wise - The longer you run hot water, the higher your energy use and bills. Per [EPA.gov](https://www.epa.gov), running your hot faucet for five minutes uses about as much energy as 22 hours of light from a 60-watt light bulb!

Protecting your privacy

You count on us to deliver clean, reliable and safe energy. You also count on us to protect your personal information. At SDG&E, privacy is fundamental to our business and we are committed to protecting your privacy.



Visit sdge.com/privacy for policy and procedure updates that reflect legal requirements and/or best practices. Plus, you can view our privacy notice and learn how we safeguard your energy usage information.



During adverse weather conditions, a Public Safety Power Shutoff (PSPS) may be called to help reduce the risk of wildfire. Learn more at sdge.com/PSPS.

Proposition 65 warning

SDG&E is a regulated public utility that provides energy service to 3.7 million people through 1.49 million electric meters and 905,000 natural gas meters in San Diego and southern Orange counties. Our service area spans 4,100 square miles. For a map of our service area, go to sdge.com/about-us.

Natural gas and treated-wood utility poles are used throughout our service area. In accordance with Proposition 65, the following warnings are provided:

Natural gas combustion

WARNING: Entering this area can expose you to chemicals including formaldehyde, which is known to the state of California to cause cancer, and carbon monoxide, which is known to the state of California to cause birth defects or other reproductive harm. For more information go to www.P65warnings.ca.gov.

Treated-wood utility poles

WARNING: Entering this area can expose you to chemicals including pentachlorophenol, which is known to the state of California to cause cancer. For more information go to www.P65warnings.ca.gov.

Advertencia de la Proposición 65

SDG&E es una empresa de servicios públicos regulada que ofrece servicio de energía a 3.7 millones de personas a través de 1.49 millones de medidores eléctricos y 905,000 medidores de gas natural en los condados de San Diego y sur de Orange. Nuestra área de servicio abarca 4,100 millas cuadradas. Para ver un mapa de nuestra área de servicio visite a sdge.com/about-us-esp.

En toda nuestra área de servicio se utilizan gas natural y postes de madera tratados para servicios públicos. De conformidad con la Proposición 65, se proporcionan las siguientes advertencias:

Combustión del gas natural

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluyen formaldehído, conocido por el estado de California como causante de cáncer, y monóxido de carbono, conocido por el estado de California como causante de defectos congénitos u otros daños reproductivos. Para obtener más información, visite a www.P65warnings.ca.gov.

Postes de madera tratados para servicios públicos

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluye pentaclorofenol, conocido por el estado de California como causante de cáncer. Para obtener más información, visite a www.P65warnings.ca.gov.