

## Energy bill assistance programs: Help is available



Managing energy bills can be challenging. Did you know that SDG&E® offers several assistance programs to help customers reduce their energy costs and improve energy efficiency?

### 1. Payment arrangements

If you're having trouble paying your energy bill, you can request an extension to help avoid interruptions to your service. Flexible payment arrangements are also available to help you pay down past-due balances. Learn more at [sdge.com/PaymentArrangements](https://sdge.com/PaymentArrangements).

### 2. California Alternate Rates for Energy (CARE) program

The CARE program provides a 30% or more discount on monthly energy bills for eligible households. Eligibility is based on household size and income, or participation in certain public-assistance programs. Applying is quick and easy, with no documentation required. Find out if you qualify at [sdge.com/CARE](https://sdge.com/CARE).

### 3. Family Electric Rate Assistance (FERA) program

FERA offers an 18% discount on electric bills for households that exceed CARE income limits but still meet FERA guidelines. **Now, the eligibility criteria have changed from**

**previously requiring a minimum of three people in the household to now requiring just one!** Learn more at [sdge.com/FERA](https://sdge.com/FERA).

### 4. Energy Savings Assistance (ESA) program

The ESA program provides no-cost, energy-efficient home improvements to income-qualified customers. Services and products may include attic insulation, energy-efficient refrigerators, weatherstripping and more. The program aims to reduce energy use and help lower bills. Find details at [sdge.com/ESA](https://sdge.com/ESA).

### 5. Medical Baseline Allowance

Customers with certain medical conditions may qualify for additional energy at the lowest rates through the Medical Baseline Allowance program. This helps offset the cost of operating medical equipment or maintaining necessary heating and cooling. Learn more at [sdge.com/Medical](https://sdge.com/Medical).

Learn about these programs and more at [sdge.com/assistance](https://sdge.com/assistance). Eligibility requirements apply; see the program conditions for details.

Program funds, including any funds utilized for rebates or incentives, will be allocated on a first-come, first-served basis until such funds are no longer available. These programs may be modified or terminated without prior notice.

## Stay away from downed power lines

During rainstorms, power lines may become damaged or fall, potentially posing a threat to those nearby. It is crucial for customers to stay safe, be vigilant and take necessary precautions to avoid potential dangers associated with downed power lines.

SDG&E recommends customers follow the below safety measures:

- 1. Stay away.** Always assume that downed power lines are energized. Keep a safe distance and do not attempt to approach or touch the downed line.
- 2. Call SDG&E and 9-1-1.** If you come across a downed power line, call **9-1-1** and SDG&E at **1-800-411-7343**. Do not attempt to handle the situation yourself.
- 3. If you are in your car remain inside.** Do not attempt to leave your vehicle. Call **9-1-1** and SDG&E at **1-800-411-7343**.

SDG&E's top priority is the safety of our customers and employees, which is why crews are on standby ready to respond to any downed power lines or power outages. If you see SDG&E crews working in the field, please slow down and move over a lane, if possible. For more safety tips, visit [sdge.com/safety](https://sdge.com/safety).

## Energy-saving hacks to help reduce your energy bill

Want to save money while helping the planet? Discover easy tips that can make your home more energy efficient and your wallet happier! Check out these quick tips to reduce your energy use and costs:

**1. Control humidity:** Dry winter air pulls moisture from your skin, making you feel colder. Instead of reaching for the thermostat, use a humidifier to keep your home humidity between 30-50%. You may feel warmer with some humidity in the air.

**2. Use space heaters:** Make sure your space heater has a tip-over safety

switch, is operated on a hard-level surface and is turned off when you leave the room. Plug the heater directly into the wall to avoid overloading an extension cord.

**3. Use small appliances:** Instead of using the oven, use small appliances such as a microwave, toaster oven, air fryer or slow cooker which use less energy.

**4. Complete annual maintenance:** Fix leaky faucets and pipes. Hot water leaks cause increased demand on the water heater which increases natural-gas use. And test air ducts for leaks.

Leaky ducts can cost between 10-30% in heating costs.

### 5. Reduce drying time:

Giving your clothes an extra spin in the washer can save up to half the drying time.

**6. Take shorter showers:** Reducing shower time by just one minute can save you money on your energy bill. You'll save money on water and energy for heating it.

Actual savings may vary and will depend on various factors, including geographic location, weather conditions, equipment installed, usage rates and similar factors. Completing multiple energy-saving measures will not necessarily result in cumulative savings.

## Programas de asistencia para tu factura de energía: ¡Sí hay ayuda disponible!

Manejar los costos de energía puede ser difícil. ¿Sabías que SDG&E tiene varios programas de asistencia para ayudarte a reducir tus gastos y usar la energía de manera más eficiente?

### 1. Planes de pago

Si estás teniendo dificultades para pagar tu factura, puedes pedir una extensión para evitar interrupciones en tu servicio. También hay planes de pago flexibles para ayudarte a reducir saldos atrasados. Más información en [sdge.com/PaymentArrangements](https://sdge.com/PaymentArrangements).

### 2. Programa CARE (California Alternate Rates for Energy)

CARE ofrece un descuento del 30% o más en las facturas mensuales de energía para hogares que califican. La elegibilidad se basa en cuantos miembros en hogar y los ingresos, o en la participación en ciertos programas de asistencia pública. La solicitud es rápida y fácil y no requiere documentación. Descubre si calificas en [sdge.com/CARE](https://sdge.com/CARE).

### 3. Programa FERA (Family Electric Rate Assistance)

FERA brinda un descuento de 18% en facturas eléctricas para hogares que superan los límites de ingresos de CARE, pero que aún cumplen con los requisitos de FERA. ¡Ahora las reglas cambiaron! Antes se

necesitaba un mínimo de tres personas en el hogar; ahora basta con una sola persona. Más detalles en [sdge.com/FERA](https://sdge.com/FERA).

### 4. Programa ESA (Energy Savings Assistance)

El programa ESA ofrece mejoras de eficiencia energética en el hogar sin costo para clientes que califican por ingresos. Algunos servicios incluyen aislamiento en el ático, refrigeradores eficientes, burletes para puertas y más. La meta del programa es reducir el uso de energía y ayudarte a bajar tus facturas. Para más información visite [sdge.com/ESA](https://sdge.com/ESA).

### 5. Programa Medical Baseline Allowance

Las personas con ciertas condiciones médicas pueden calificar para recibir energía adicional a la tarifa más baja a través del programa Medical Baseline Allowance. Esto ayuda a compensar el costo de operar equipos médicos o mantener la calefacción o el aire acondicionado necesarios. Más información en [sdge.com/Medico](https://sdge.com/Medico).

Descubre más sobre estos programas en [sdge.com/asistencia](https://sdge.com/asistencia). Se aplican requisitos de elegibilidad; revisa las condiciones de cada programa.

Los fondos del programa (incluyendo fondos usados para reembolsos o incentivos) se otorgan por orden de llegada hasta que se agoten. Los programas pueden modificarse o terminar sin aviso previo.

## Exciting news, SDG&E customers!

Adding solar + battery storage, an EV charger or a solar hot water heater to your home just got a lot easier and more affordable. GoGreen Home



Energy Financing, a program administered by the state of California, brings energy upgrades within reach through finance offerings with below-market interest rates, affordable monthly payments and no hidden fees or lien on your property. GoGreen Home has expanded to include financing for clean energy projects like EV chargers and bundled solar + battery storage so you can generate and store your own energy. To explore projects, find a contractor and pick the financing option that works best for you, visit our one-stop shop at [GoGreenFinancing.com/residential](https://GoGreenFinancing.com/residential).

Do you have a disability or use a medical device requiring electricity for your health and safety? Let us know at [sdge.com/AFN](https://sdge.com/AFN).



## How to read your gas and electric meters

Meters measure your energy use. If you'd like to know how to read them, visit [sdge.com/read-your-meter](https://sdge.com/read-your-meter).

- Electric meters have scrolling digital displays that show your kilowatt-hour (kWh) use, date, time and other system information.
- Gas meters have dials that can be read like the hands on a clock to measure natural-gas use.



## Cómo leer sus medidores eléctricos y de gas

Los medidores miden su consumo de energía. Si desea saber cómo leerlos, visite [sdge.com/read-your-meter](https://sdge.com/read-your-meter).

- Medidores eléctricos tienen pantallas digitales de desplazamiento que muestran su uso de kilovatios-hora (kWh), fecha hora y otra información del sistema.
- Medidores de gas tienen diales que se pueden leer como las manecillas de un reloj para medir el uso de gas natural.