



A  Sempra Energy utility®

**A Guide
to Services
for Your
Business**



www.sdge.com/business



Taking Care of Business

As a business owner, managing daily operations is your main concern. That is why SDG&E® offers programs and services to help you lower your business energy use and control costs, so that you can put more focus on your business.

Please take a few moments to learn about the many programs and services available. Helping your business manage its energy usage is one of the ways that SDG&E works to provide exceptional customer service.

For more information, call our Business Contact Center 24 hours a day, seven days a week, at **1-800-336-7343** or visit www.sdge.com/business.

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Here for you, every day.

SDG&E works every day to deliver the energy you need. Following is some general information about your SDG&E service.

How to Contact Us

For your convenience, SDG&E representatives are available 24 hours a day, seven days a week.

Business Contact Center – 1-800-336-SDGE (7343)

Knowledgeable customer service representatives are committed to resolving issues specific to our business customers. Representatives can provide business customers with customized solutions for all energy needs.

Energy Information Center – 1-800-644-6133

For detailed information about how SDG&E energy-efficiency programs and services can help your business save energy and money.

In Case of Emergency – 1-800-611-SDGE (7343)

Report power outages, power lines that are sparking, dangling or down, and natural gas leaks.

Website – www.sdge.com/business

Access a wealth of information and services online.

E-mail – info@sdge.com

Send us an e-mail if you have questions about our programs and services.



On-Time Service Guarantee

SDG&E guarantees on-time arrival for the most commonly requested service calls when scheduled at least one day in advance, or you'll receive a credit of \$15 to \$50 on your next SDG&E bill. The guarantee covers service turn-ons, gas appliance adjustments, meter rereads when you ask to be present, new meter installations, and inquiries about carbon monoxide, voltage and energy use.

How to Start, Stop or Transfer Service

Call **1-800-336-7343** to start, stop or transfer your service; please notify us at least five workdays prior to the service need. The process takes a few minutes. You may also start, stop or transfer service online at www.sdge.com/customer. For special services, including requests for 5 or more accounts and/or requests for multiple fumigation orders, please e-mail orders@semprautilities.com or fax your request to **858-636-7755**.

Where to Address Service Concerns

If you have concerns about our service, contact the California Public Utilities Commission by phone at **1-800-649-7570**, on their website at www.cpuc.ca.gov, or by mail at the Consumer Affairs Branch, 505 Van Ness Ave., Room 2250, San Francisco, CA 94102.

Rebates and Incentives to Help You Save

SDG&E's programs and services for business* can help you save energy, save money and help the environment. To find out which of the programs below can best help your business, call the Energy Information Center at 1-800-644-6133 or visit www.sdge.com/esc.

Energy-Efficiency Rebates

SDG&E offers many rebates and incentives to help offset the cost of energy-efficient equipment upgrades that can help lower your energy consumption. Rebates are available for heating, cooling, lighting, foodservice and more. A list of programs can be found at www.sdge.com/esc.

Demand Response Incentives for Saving

SDG&E has special demand response programs that provide incentives and technical assistance for conserving energy during temporary critical times. For a list of opportunities, please visit www.sdge.com/esc and follow the links to "Rebates and Savings."

On-Bill Financing

Zero-percent financing is available to eligible customers on qualifying energy-efficient business equipment improvements. Upgrade costs are typically offset with select SDG&E rebates and incentives. And you can conveniently repay this 0% loan through your monthly SDG&E bill. Visit www.sdge.com/obf or call 1-800-644-6133 to inquire about your eligibility for this program.

Design Incentives and Assistance for New Construction

You may qualify for incentives of up to \$150,000 for nonresidential new construction projects that exceed California Title 24 requirements by 10% or more through our Savings By Design program. Free design assistance, seminars and information resources are also available. More information is



available at www.sdge.com/savingsbydesign, or visit the California Energy Commission's website at www.energy.ca.gov/title24 for more information on state efficiency standards.

Energy Seminars

Throughout the year, SDG&E hosts free seminars and training workshops to help your business get more using less energy. Learn about incentives and rebates available to businesses, the best practices in energy efficiency, or see what's new in energy-efficient technology. Topics include HVAC, lighting, motors and boilers, compressed air systems and much more. For more information, visit www.sdge.com/training or call 1-800-336-7343.

***PLEASE NOTE:** Energy-efficiency programs and services are subject to change without notice. For rebate and incentive programs, SDG&E accepts applications on a first-come, first-served basis until funds are spent. Rebate and incentive amounts, availability and requirements may change during the year, so check with SDG&E first for up-to-date information. SDG&E is not responsible for any particular contractor selected or equipment/materials installed, or for purchases not meeting applicable qualifications. Programs are funded by California ratepayers and are administered by SDG&E under the auspices of the California Public Utilities Commission.

Bill Payment Options

For your convenience, SDG&E offers several payment options to help make paying your bill quick and simple. There is no charge to use any of our payment options. To receive an enrollment form for any of these services or find the closest authorized payment location, call us or visit www.sdge.com/customer.

E-Payment Options

My Account

Save time and postage with this secured online bill payment and account management tool. Eliminate paper bills and set up monthly automatic payments. You'll also have access to 25 months of account history. Get more information at www.sdge.com/myaccount.

Online Banking

If you pay all of your bills at an online payment site such as a bank, credit union, brokerage firm or other financial institution, you may now be able to receive your bill from SDG&E electronically. Please check directly with your financial institution to see if they offer e-bills from SDG&E.

Automatic Pay

Have your SDG&E bill automatically deducted from your bank account about 10 days after your monthly bill is mailed to you. It's easy and your payment is never late. More information on payment options can be found at www.sdge.com/customer.

Pay By Phone

Pay your SDG&E bill directly from your bank account by calling 1-800-619-7343, from any touch-tone phone in the United States. You decide when to make the payment. You can still choose to pay by mail or in person at any SDG&E branch office or authorized payment location.



Other Payment Options

Pay By Mail

Mail your payments to the following address:

SDG&E, PO Box 25111, Santa Ana, CA 92799-5111

Pay In Person

Pay in person at one of our conveniently located payment locations. The nearest locations along with addresses and hours of operation can be found online at www.sdge.com/customer.

Bill Payment Assistance

If you need temporary payment assistance, SDG&E offers two options that may make it easier to pay your monthly bill.

Level Pay Plan

Using Level Pay you'll have more predictable energy bills each month, based on your historic usage. Find out what your Level Pay amount would be—and enroll online—by visiting www.sdge.com/levelpay.

Payment Arrangements

If you are unable to pay your energy bill in full, please call the Business Contact Center at 1-800-336-7343. Our customer service representatives will work with you to make payment arrangements that fit your needs.

Helping You Save Energy and Money

No matter what industry you're in, energy plays a vital role. SDG&E's energy-efficiency services for smaller businesses can help you save both energy and money. To get more information about our energy-efficiency programs, visit www.sdge.com/esc, call **1-800-644-6133** or send an e-mail to EIC@semprautilities.com.

Energy Analysis

Knowing how your business uses energy is the first step to saving energy. SDG&E offers a free energy analysis of your business—via the Internet or an on-site audit.

For the online analysis, visit www.sdge.com/analyzer. The online tool can give you an immediate view of your energy use and how you can save.

For an on-site audit, call our Energy Information Center at **1-800-644-6133**. A representative will evaluate your facility's potential energy savings. The on-site audit may be particularly helpful if you have old, inefficient or high-maintenance equipment, or are considering retrofits for your facility.

No matter which energy analysis option you choose, you'll receive a follow-up report with recommendations for top energy-saving opportunities for your business.

Energy Waves

View a 17-month snapshot of your business' energy use online with Energy Waves. You can link multiple accounts under one user ID to view all of your energy consumption data at once.

Energy Waves allows users to graphically display consumption history, view meter information and download data. In addition, customers with time-of-use (TOU) meters can view, download, and/or graphically display time-of-use information, demand information and historical 15-minute consumption data. To register, visit www.sdge.com/energywaves.



Other Services and Resources

SDG&E offers a great deal of energy information and a number of services to help increase your profitability. Most all of this information can be found online at www.sdge.com/business or by calling the Business Contact Center at 1-800-336-7343. A brief overview on additional information and services can be found [here](#).

Free Brochures and Fact Sheets

SDG&E offers helpful brochures and fact sheets for your business on a variety of topics, including energy efficiency, gas and electric safety, power outage preparation, billing and customer service. Download a brochure or fact sheet at www.sdge.com/forms.

E-mail Updates

SDG&E offers information about energy efficiency, rebates and special programs and services that can help you manage your energy use and related costs. Register now at www.sdge.com/email to receive specialized newsletters on a variety of topics of your choosing.

Community Business Support Services

SDG&E actively supports community organizations that serve small businesses. These include the City of San Diego's Office of Small Business, the Small Business Development and International Trade Center, Women's Business Center of California, Service Corp of Retired Executives, San Diego Area Green Business Program, and numerous chambers of commerce, local business improvement districts and trade associations in a wide variety of fields. To learn more about how these agencies can help you, look for the listings at www.sdge.com/business.

Rate Information

Rates for business customers vary based on different types of uses. The most common rates for small commercial customers are “A” for electric and “GN-3” for gas. Larger electric customers that are over 20 kW are assigned to a rate called “AL-TOU”. Your business may be eligible for various rate options; detailed information is available on our web site at www.sdge.com/yourbill or by calling the Business Contact Center at **1-800-336-7343**.

Smart Meters

SDG&E is replacing all electric meters and upgrading natural gas meters to smart meters beginning February 2009 through the end of 2011. These new meters will allow two-way communication between SDG&E and our customers. Because of the two-way capability, smart meters will provide the foundational technology that, in the future, can help customers learn more about how and when they use energy, and potentially change the way energy is used. To find out when smart meter installations will be happening in your community, or to learn more, visit www.sdge.com/smartmeter.

Solar Energy for Your Business

Power your business with clean, renewable energy from the sun and help reduce your energy costs. You'll help the environment while cashing in on special incentives. For more information visit www.sdge.com/solar.

Planning Utility Service for Your Building Project

If you plan to construct a new facility or upgrade an existing building, contact SDG&E's service order planners at the earliest conceptual stages by calling **1-877-789-9866** or go to www.sdge.com/builderservices.

Call Before You Dig – Free Underground Utility Locator Service

Remember to call Underground Service Alert at **811** at least two workdays before beginning any digging project. At no cost to you, SDG&E's locator will mark out the location of underground gas and power lines to help you avoid potential hazards and service disruptions.



Power Emergency Notification Service

Businesses can receive advance notice of projected power emergencies by e-mail and/or pager. Alerts are based on information provided by the California Independent System Operator (ISO), which controls most of the state's electric transmission grid. To enroll in the power emergency notification service, visit www.sdge.com/poweralerts.

Interactive Outage Map

SDG&E offers an interactive map that provides detailed information on specific outages including the location, cause and estimated restoration time. To view the map or to access outage preparedness information, visit www.sdge.com/outages.

Safety Information

Helping you be safe around energy is one of the key goals of everyone at SDG&E. Our website contains safety tips and services designed to help you and your family stay safe at home and at work. For more information about emergency preparedness and gas and electric safety visit www.sdge.com/safety.

Timely Tips For Business Energy Savings

Taking a few proactive steps to reduce energy usage can conserve natural resources, lower energy costs and save money. Here are some tips to help you save energy all year long.

Year-Round Tips

Throughout the year:

- Follow all recommended maintenance schedules for your equipment. This can save you money since properly maintained equipment operates more efficiently and lasts longer. To create a master calendar for preventive maintenance, refer to the owner's guides. If an owner's guide is missing, contact the equipment manufacturer or a qualified local repair service for assistance.
- As you add or replace equipment, update your master maintenance calendar.

When daylight-saving time starts and ends:

- Adjust timer controls and programmable thermostats.
- Check all lighting timers to be sure they are turning interior and exterior lights on and off at appropriate times.
- Clean all lamps, reflectors and lenses.

Before closing for weekends, holidays, or two or more days:

- Set back thermostats for heating or air conditioning (unless you have a programmable thermostat already set to do this automatically.)
- Turn off all lights except safety and security lights.
- Turn off all unused office equipment, including computers, monitors, printers, copiers, fax machines and scanners.
- On electric water heaters, check time-of-use controllers to be sure the water heater is set to turn off at closing time and on at opening time.
- If your water-heating system includes a circulation pump, turn it off.

Before replacing or adding equipment:

- Contact the SDG&E Energy Information Center at 1-800-644-6133 or go to www.sdge.com/esc for details about rebates for new energy-efficient equipment and other energy solutions that can help you save time, energy and money.

Winter Tips

Before the winter heating season starts:

- Have a qualified technician test, clean and adjust your heating equipment.
- Perform maintenance recommended by the manufacturer and usually found in the owner's manual, including: (1) replace dirty air filters; (2) clean blower coils and heat exchanger surfaces; and (3) adjust belt drives, dampers, valves and linkages.
- Check thermostat accuracy.
- Identify and repair leaky or disconnected ducts.
- Caulk cracks around windows, doors and other openings.

During the winter heating season:

- Keep programmable thermostats set to turn heat on 30 minutes before people arrive and off 30 to 60 minutes before they leave. Set it no higher than 68°F during occupied periods.
- Close curtains, shades and blinds at night and during unoccupied periods to help your building retain heat. Keep them open on sunny days.
- Gradually decrease the temperature setting if occupants feel some areas are too warm.

Summer Tips

Before the summer cooling season starts:

- Have a qualified technician test, clean and adjust your air-conditioning equipment.
- Perform routine maintenance recommended by the manufacturer and usually found in the owner's manual, including: (1) replace dirty air filters; and (2) clean intake screens, condenser coils, supply registers and return grilles.
- Remember for budgeting purposes that the price per kilowatt-hour of electricity is approximately 20% higher from May 1 through Sept. 30 than during the rest of the year. This is due to a seasonal rate plan enacted by the California Public Utilities Commission in 2001 to encourage conservation and prevent outages.

During the summer cooling season:

- Keep programmable thermostats set to turn air conditioning on 30 minutes before people arrive and off 30 to 60 minutes before they leave. Set it no lower than 78°F during occupied periods.
- Shade windows, doors and skylights with awnings, sunscreens and blinds.
- Shut off exhaust fans when the rooms they serve are unoccupied (unless health codes require constant ventilation).
- Turn off air conditioning when not needed.

SDGE

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