



A Sempra Energy utility®

When you want relief from summer heat – without running your air conditioner – find a Cool Zone near you. Visit sdge.com/cool-zones for listings and an interactive map, or call the County of San Diego at 858-505-6608.

SEPTEMBER 2018

Don't fall for scammers pretending to be SDG&E® employees

Scammers work year-round to defraud people, and sometimes these con artists pretend to be SDG&E® employees. Criminals who impersonate utility employees often threaten to take immediate and drastic actions, such as shutting off power, as a way to create a sense of urgency and get victims to pay quickly before realizing it's a scam. Customers can often identify scammers by the way they demand payment, including pre-paid debit cards, green dot cards, and cryptocurrencies, such as Bitcoin. **NOTE:**



SDG&E will never ask you for pre-paid debit cards or cryptocurrencies as payment.

Phone impersonation

If you receive a phone call from a person claiming to work for SDG&E and the caller asks for payment over the phone, it's a scam. We never proactively contact customers to get their credit card, banking or other financial information over the phone. Even if you have a past-due balance that needs to be paid, remember we'll always provide past-due notices in writing before shutting off service. If in doubt, call SDG&E.

Text messages and mobile apps

Clever scammers have begun to solicit money from customers via mobile devices. Mobile apps and text messaging make it easier than ever for criminals to demand and collect payment. Mobile payment apps are convenient, and busy or distracted customers can fall prey to scams. **Note: SDG&E will never ask you to use mobile payment apps as a way to pay your bill.**

SDG&E employee onsite? Ask for company ID

From time to time, we hear about people dressed in what appears to be an SDG&E or service uniform, visiting a customer's business or home. The fake employees tell the customer they need to perform a routine inspection. Then one of the imposters distracts the customer while the other steals cash and other valuables.

Next time someone claiming to work for SDG&E seeks to enter your home or business, make sure that person is wearing an SDG&E uniform and ask to see the company identification card. Look to ensure that person arrived in an SDG&E-marked company vehicle.

Customer Service Hotline/Self Help

Scammers often set up temporary phone numbers that sound just like a real call center. You may be greeted with "Welcome to SDG&E" and the menu options may seem the same, but these are fake call center recordings. Never use a number given to you by a caller. Always validate and get published numbers from our website or directory service.

Don't be the next victim

New scams arise every day. Arm yourself with information by visiting sdge.com/avoid-scams. If you're still suspicious, call us at 1-800-411-7343.

POWER CONTENT LABEL

ENERGY RESOURCES	2017 SDG&E POWER MIX	2017 SDG&E ECOCHOICE MIX	2017 CA POWER MIX**
Eligible Renewable	44%	100%	29%
- Biomass & biowaste	2%	0%	2%
- Geothermal	0%	0%	4%
- Eligible hydroelectric	0%	0%	3%
- Solar	21%	100%	10%
- Wind	21%	0%	10%
Coal	0%	0%	4%
Large Hydroelectric	0%	0%	15%
Natural Gas	39%	0%	34%
Nuclear	0%	0%	9%
Other	0%	0%	<1%
Unspecified sources of power*	17%	0%	9%
TOTAL	100%	100%	100%

* "Unspecified sources of power" means electricity from transactions that are not traceable to specific generation sources.

** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the identified year.

For specific information about this electricity product, contact:

San Diego Gas & Electric
800-411-7343

For general information about the Power Content Label, contact the California Energy Commission at:

California Energy Commission
844-454-2906
<http://www.energy.ca.gov/pcl/>

Get more time to pay your bill

With the hot summer weather stretching into weeks at a time, you probably used your central A/C a lot more than you planned. If you need help paying your bill, we can help. Before the past-due notice expires, you can make payment arrangements online, by phone or in person. Simply log in to My Account at sdge.com/myaccount and click "Get more time to pay your bill"; call 1-800-411-7343; or visit one of our branch offices, sdge.com/locations.



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Get rebates for smart thermostats and other energy-efficient products at marketplace.sdge.com. And remember, changing your A/C thermostat from 72 to 78 degrees can save you up to 12 percent on cooling costs. Find more tips at sdge.com/summer.

Proposition 65 warning

SDG&E is a regulated public utility that provides energy service to 3.6 million people through 1.4 million electric meters and 873,000 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/more-information/our-company/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.

How to read your gas and electric meters

Meters measure your energy use. If you'd like to know how to read them, you'll find instructions posted on our website. Visit sdge.com/readmeters to download a short, illustrated guide on how to read:

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

To request assistance in reading your gas and electric meters, visit one of our branch offices. You'll find branch office locations posted online at sdge.com/locations, or by calling us at 1-800-411-7343.



You'll find a guide to reading your electric meter's digital displays (top) and gas meter dials (bottom) at sdge.com/readmeters.

Advertencia de la Proposición 65

SDG&E es una empresa de servicios públicos regulada que ofrece servicio de energía a 3.6 millones de personas a través de 1.4 millones de medidores eléctricos y 873,000 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 vaya a sdge.com/more-information/our-company/about-us.

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, vaya 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, vaya a www.P65Warnings.ca.gov.

Clip to contribute to Renewable Resource Trust Fund

You can make voluntary contributions at any time to a state trust fund aimed at growing California's renewable energy supplies. Here's one way to donate the next time you pay your SDG&E bill:

1. Write a check made payable to "**Renewable Resource Trust Fund.**"
2. Clip out this article.
3. Put your donation and this article in the same envelope you use to mail your SDG&E bill payment.

We'll forward your donation to the California Energy Commission, which administers the fund. Donations support the commission's Renewable Energy Program for producing more electricity from sustainable resources, such as wind, solar, geothermal and biomass energy. Contributions are not tax deductible.

For more information, visit energy.ca.gov/renewables/history or contact the Renewable Energy Call Center toll-free at 1-844-454-2906 or by email at renewable@energy.ca.gov.

