



A Sempra Energy utility

Download SDG&E's new mobile app for an easier way to pay your bill and track energy use. Download on the App Store or Google Play.

APRIL 2020

Plant trees in safe spots to help prevent outages and fires

With trees, beauty is more than branch deep. Trees help clean the air, prevent erosion and conserve watersheds. They can add shade, greenery, fresh fruit or flowers - even property value. When branches or roots touch overhead or underground electric equipment, however, it can cause problems with safety and reliability.

Pair the right tree in the right place. By knowing how trees grow - and where to plant them - you can help prevent electric shock hazards, power outages and fires.

- You'll find five types of trees that are popular locally and compatible with overhead power lines in our Tree Care for Power Safety brochure at sdge.com/treesafety.



- Browse our tree planting selection guide to learn more about trees you're considering.

Know what's below. Before you break ground:

- Contact DigAlert at **811** or digalert.org at least two working days in advance. DigAlert's free service will locate and mark underground utility-owned gas lines so you can avoid dangerous and costly damage.

Never prune trees near electric equipment.

It can cause severe shock or death if you touch an electric line or any object that's in contact with an electric line. State law requires any tree pruning within 10 feet of power lines must be done by a line-clearance-qualified arborist.

Report concerns. Call **1-800-411-7343** to request an inspection if you're concerned about vegetation growing close to a power line or transformer. If a tree poses a hazard, we'll prune it on a priority basis. For regularly scheduled vegetation management work in your area, visit sdge.com/treesafety.



SDG&E Coronavirus Response: Supporting Customers through the Pandemic

SDG&E has taken numerous actions to protect our customers and employees, help impacted customers and minimize service disruptions. To learn more visit sdge.com/coronavirus

SDG&E Respuesta al Coronavirus: Apoyando nuestros clientes a través de la pandemia

SDG&E ha tomado numerosas medidas para proteger a nuestros clientes y empleados, ayudar a los clientes afectados y minimizar las interrupciones del servicio. Para obtener más información, visite sdge.com/coronavirus. Use la función de traducción en la página para leer en español.

Tree safety by the numbers

460,000+ trees inspected per year for clearance from power lines throughout our service area.

180,000 trees pruned per year (approximately).

8,000 potentially hazardous and incompatible trees removed per year (approximately).

325 certified arborists and professionals working year-round to maintain clearances between vegetation and electric equipment, including overhead and underground power lines, transmission towers and power poles.

18 years that the Arbor Day Foundation® has recognized SDG&E® as a Tree Line USA® Utility for best practices in tree care, worker training and public education.

Don't be left in the dark by Mylar balloons

Mylar balloons (also known as foil balloons) are colorful, festive decorations. The metallic coating that gives them their bright color is also what can cause a power outage if the balloon makes contact with a power line.

Around this time every year, there is a surge in Mylar balloon incidents with the electrical system. SDG&E® asks that everyone do their part to help prevent Mylar balloon-related outages by following a few easy tips:

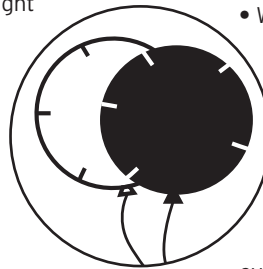
- Keep Mylar balloons indoors
- If your celebrations take you outdoors,

keep your balloons securely fastened or attached to a weight

- When the fun is done, dispose of a Mylar balloon by fully deflating it so that it doesn't get loose and float away. Partially-inflated Mylar balloons can easily become airborne.

If you notice a Mylar balloon, or any object, entangled in an overhead power line, please call **9-1-1** or SDG&E at **800-411-7343**. Do not try to remove it yourself.

Over the past five years, Mylar balloons have been the cause of more than 500 power outages to our region's electrical system.



Did you know that cars and trucks are the largest source of greenhouse gas emissions in the state? Find out how to reduce your driving costs while curbing greenhouse gas emissions and improving air quality. Visit sdge.com/its-on to learn about the benefits of driving electric.

*If you've already signed up for outage notifications, double-check that your contact information is correct.



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California is fighting climate change! Look for a bill credit in the gas section of your bill this month. Your electric credit will be applied to your August and September bills. To learn more, see enclosed letter.

Need help with your energy bill?

You may qualify for a bill discount or home improvements. SDG&E's assistance programs help lower your monthly energy bill while keeping your home comfortable.

California Alternate Rates for Energy (CARE) Program: Save 30% or more every month on your bill. Find out if you qualify at sdge.com/CARE.

Family Electric Rate Assistance (FERA) Program: If you don't qualify for CARE and your household has 3 or more people, you may qualify for FERA. You could receive an 18% discount on your energy bill. Visit sdge.com/FERA to learn more.

Energy Savings Assistance (ESA) Program: You may qualify to receive free energy-saving improvements for your home, such as new appliances like refrigerators, furnace repair, lighting, insulation and more. Find details at sdge.com/ESAP.

Online applications are easy, fast and convenient. To learn more, visit sdge.com/Assistance.



¿Necesita ayuda con su recibo de energía?

Usted puede calificar para un descuento en su recibo o mejoras en el hogar. Los programas de asistencia de SDG&E ayudan a reducir su recibo mensual de energía mientras mantiene su hogar cómodo.

Programa de Tarifas Alternativas de Energía de California (CARE, por sus siglas en inglés): Ahorre un 30% o más cada mes en su recibo. Averigüe si califica en sdge.com/CARE.

Programa de Asistencia de Tarifa Eléctrica Familiar (FERA, por sus siglas en inglés): Si no califica para CARE y su hogar tiene 3 o más personas, puede calificar para FERA. Podría recibir un 18% de descuento en su recibo de energía. Visite sdge.com/FERA para obtener más información.

Programa de Asistencia para el Ahorro de Energía (ESA, por sus siglas en inglés): Puede calificar para recibir mejoras gratuitas para el ahorro de energía en su hogar, tales como electrodomésticos nuevos como refrigeradores, reparación de hornos, iluminación, aislamiento y más. Encuentre los detalles en sdge.com/ESAP.

Las aplicaciones en línea son fáciles, rápidas y convenientes. Para obtener más información, visite sdge.com/Assistance.

Did you know? Our Air-Crane helitanker helps fight San Diego fires. It holds **2,650 gallons** of water or fire suppressant – the equivalent of **5 fire engines!** It can be airborne within **15 minutes** and takes only **45 seconds** to refill its tank.

Have you downloaded the new SDG&E mobile app?

Make your life a little easier with our new mobile app. We redesigned our app with you in mind because having the right tools to manage your account is important.

Four reasons to download the app:

1. Tired of remembering passwords? The app can identify you and log you in with fingerprint or face recognition.
2. Short on time? Pay your energy bill on the spot, anywhere, anytime.
3. Experiencing a power outage? Report it in a snap with the app. You can also view the current outage map in your area.
4. Looking for a better way to stay in control of your energy costs? Use the app's self-service features to track and review your energy use, and sign up for alerts

Download the new app in the App Store or Google Play, or learn more at sdge.com/mobileapp.

Clip to contribute to the Renewable Energy Program

You can make voluntary contributions to a state trust fund aimed at growing California's renewable resources. 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 to produce more electricity from sustainable resources, such as wind, solar, geothermal and biomass energy. Contributions are **not** tax deductible.

For more information, visit bit.ly/36p06yf, contact the Renewable Energy Call Center at **1-844-454-2906** or email renewable@energy.ca.gov.

