



A Semptra Energy utility

Download our new PSPS App today! When a Public Safety Power Shutoff (PSPS) happens, it's important to stay informed. Our new free app provides vital up-to-date information about outage locations, estimated restoration times, Community Resource Centers and more. Visit sdge.com/pspsapp to download the app and learn more.

SEPTEMBER 2020

How to locate major pipelines near you

Pipeline markers indicate the locations of most major pipelines near you. Since most pipelines are buried underground, pipeline markers are intended to let you know the approximate locations of major pipelines and include our emergency number. **However, markers don't indicate the depth or number of pipelines* in the area or their exact locations.**

We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines.

Access our online map at: sdge.com/safety/gas-safety/natural-gas-safety-map.

You can view the location of all transmission pipelines in the United States through the National Mapping System at <https://pvnpm.phmsa.dot.gov/PublicViewer/>.



Important notice about My Account online automatic payments:

Our autopay options will be changing on September 30, 2020. Spending limits and some payment date settings, like paying on the same date every month, will no longer be available. If you are affected by these changes, please update your settings to continue using autopay, otherwise it will be canceled. Visit sdge.com/OAP to learn more.

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/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.

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/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.

Need help with your energy bill?



You may qualify for a bill discount or home improvements. 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 electricity bill. Visit sdge.com/FERA to learn more.

The Low-Income Home Energy Assistance Program (LIHEAP)

offers up to \$1,000 in financial assistance towards your energy bill. Learn more at sdge.com/LIHEAP.

Online applications are easy, fast and convenient.

To learn more, visit sdge.com/Assistance.

*NOTE: If you receive natural gas service from SoCalGas®, please contact SoCalGas directly regarding gas-related services and information available to you.

Safety & Prevention Information

How to recognize a pipeline leak

Be alert to any of the signs you may see, hear or smell when there is a natural gas leak.



SEE
If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, dry patch of grass, fire or explosion near a pipeline.



HEAR
If you hear unusual sounds like hissing or whistling.



SMELL
If you smell the distinctive odor* of natural gas.

*Some people may not be able to smell the odor of natural gas. They may have a weaker sense of smell, they may have become used to a smell if they have been exposed to it for a long period of time or another odor is masking the smell of natural gas. Additionally, certain conditions in pipe and soil can cause odors to fade.



What to do if you suspect a natural gas leak

If you smell a natural gas odor, hear the sound of natural gas escaping or see other signs of a leak:

IMMEDIATELY EVACUATE the area, and from a safe location call **911** and SDG&E® at **1-800-611-7343**.**

DON'T smoke, light a match, candle or other flame.

DON'T turn electrical appliances or lights on or off, operate motorized equipment or vehicles or use any device that could cause a spark.

DON'T attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.

Call 811 before you dig. It's free!

If you plan to install a fence, plant a tree or dig for any reason, protect your family, neighbors and the gas and electric lines near you by following these important safety steps:



MARK OUT
your proposed project area in white.



CALL 811
at least two working days before you dig, not including the date of notification.



WAIT TO DIG
until we mark our gas and electric lines and you are advised that the area is clear.



USE ONLY HAND TOOLS
within 24 inches on each side of each marked utility line to carefully expose the exact locations of all lines.

NOTE: SDG&E does not mark customer-owned natural gas lines, which typically run from the meter to natural gas equipment. To have customer-owned lines located and marked before a project, contact a qualified pipe-locating professional.

Pipeline maintenance and your safety

SDG&E pipelines deliver natural gas to approximately 863,000 residential and business customers. We routinely perform pipeline safety tasks – including patrolling, testing, repairing and replacing pipelines – and have ongoing technical training and testing for employees. Our integrity management plans outline our ongoing safety and maintenance activities and are available for review.

Clear access to pipelines

We use advanced safety inspection tools to monitor pipe condition and to verify that the pipelines are being maintained safely. In order to perform these important inspections, SDG&E must be able to access its pipeline right-of-way. The area around our pipelines must be clear of shrubs, trees, fences and other structures.



REPORT any pipeline damage by calling SDG&E immediately at **1-800-611-7343**. Even a slight gouge, scrape or dent to a pipeline may harm the integrity of the pipe or cause a dangerous leak in the future.

CALL 911 promptly after evacuating the area if the damage results in a natural gas leak that may endanger life, cause bodily harm or property damage.

For more safety and prevention information, visit sdge.com/safety.

**NOTE: If you receive natural gas service from SoCalGas®, please contact SoCalGas directly regarding gas-related services and information available to you.

**NOTA: Si recibe servicio de gas natural de SoCalGas®, por favor, póngase en contacto con SoCalGas directamente respecto a los servicios y la información relacionada con el gas que está a su disposición.

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