

Celebrate Earth Month! Plant a garden, use a refillable water bottle, ride your bike, help clean a local beach, unplug and spend time outdoors.

APRIL 2021

3 reasons electric vehicles are the perfect choice for you

You might not realize it, but there are lots of reasons an electric vehicle (EV) could be the perfect fit for you. Whether you're looking for the ideal road trip companion or just looking for something you can rely on day-to-day, there's an EV that has just what you're looking for. Here are three reasons to LOVELECTRIC and embrace the EV lifestyle.

1. EVs go wherever you want to go.

EVs are more than capable of taking you on your daily drives. Many EVs have ranges of more than 200 miles per charge. Plus, our service territory has over 3,000 public chargers. You can find these at Park & Ride locations, and will soon be available at schools, parks and beaches.

2. They're low maintenance.

EVs have significantly lower maintenance costs because they don't

need oil changes, coolant, transmission fluid, belts or other costly engine parts. Estimates show EV drivers can save up to 30% on annual maintenance costs. Check out more savings at sdge.com/ev-compare.

3. There are many low-cost options now.

With federal, state and local incentives, the cost to purchase or lease EVs can be much lower. Make sure to check out what's available at sdge.com/ev-incentives, including the new statewide Clean Fuel Reward that offers up to \$1,500 when you purchase or lease a new EV.

Falling in love has never been easier. For more resources and information about why it's time to love electric vehicles, visit sdge.com/lovelectric.



Protect yourself from SDG&E scam artists

Criminals impersonating SDG&E® come up with new ways to defraud people and we've noticed a spike in scammers targeting our customers. The scams we're seeing involve threatening to turn off a customer's power unless they make an immediate payment for a past-due bill. Some of these phone calls are made to look as if they're coming from our official number - this is called ID-spoofing.

Here are things you need to know:

1. SDG&E will never contact customers to get their credit card or banking information over the phone, nor would we ever send our employees to knock on doors for payment. Never provide financial information unless YOU made the call.

2. If someone claims to work for SDG&E to enter your home or business, ask them to show you their company identification card, ensure they're wearing an SDG&E official uniform and

look to see if they arrived in an SDG&E-marked company vehicle.

3. If you have a past-due balance, we'll always provide past-due notices in writing before shutting off service. We have programs to help with payment arrangements, too.

4. If you get a phone call from a person claiming to work for SDG&E and the caller asks for payment over the phone, it is a scam. Hang up.

5. Some thieves contact customers via email, cell or text and demand payment via Bitcoin or prepaid cards. In this scam, the con artist emails an online payment method featuring SDG&E's logo and a QR code (similar to a bar code).

New scams arise every day. Arm yourself with information by visiting sdge.com/avoid-scams so you don't become the next victim. If you believe you might have been a victim of fraud, please call us immediately at **1-800-411-7343**.



SDG&E's commitment to sustainability

April is Earth Month and to celebrate, we want to share with our customers several goals that will help us to deliver on our commitment to sustainability. Our new, comprehensive strategy includes goals in environmental stewardship, clean transportation, grid modernization, community engagement and company operations to support California's clean energy ambitions. We're focused on setting the standard for sustainability in several critical areas:

- Steadily evolving our robust wildfire mitigation operations
- Implementing an aggressive vehicle electrification plan
- Managing our natural gas system to zero leaks
- Innovating our grid to reduce emissions
- Expanding our clean technology portfolio with energy storage and microgrids
- Dedicating ourselves to environmental stewardship

To read our full report and detailed sustainability goals, visit sdge.com/sustainability.

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/lovelectric to learn about the benefits of driving electric.



A Sempra Energy utility

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, visit cpuc.ca.gov/climatecredit.

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 electric 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, 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 factura o mejoras en el hogar. Los programas de asistencia de SDG&E ayudan a reducir su factura 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 factura. 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 factura de electricidad. 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, 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/Asistencia.

Safety guidelines for outdoor business operations

Businesses are critical to helping drive economic growth and shaping the future of our region. If your business is operating outdoors, ensure you are following these essential safety guidelines so we can continue to provide customers with safe and reliable energy and service.

- Always maintain clear access to gas and electric utility equipment ensuring our crews have quick access in case of emergencies or essential maintenance.
- Don't block access to any utility infrastructure including poles, manholes, transformers and curbside-gas meters, because this could create delays in emergency response.
- Don't place outdoor dining chairs, tables, parklets and other items on top of underground facilities, or where they block access to poles and other utility infrastructure. Any business equipment must be quickly and easily moved, if needed, for utility response.
- When your business is open, keep a 3-foot clearance from all utility equipment.
- If your business is closed, ensure an 8-foot clearance is always available around utility infrastructure.

For more guidelines to help your business operate outdoors safely, please visit sdge.com/outdoor.

Payment Arrangements are available for those in need

If you're having trouble paying your bill, SDG&E can help you make flexible payment arrangements. Contact our Customer Care Center at **1-800-411-7343** for more information. We're here to help.



Arreglos de pago están disponibles para aquellos que lo necesiten

Si tiene problemas para pagar su factura, SDG&E puede ayudarle a realizar arreglos de pago flexibles. Comuníquese con nuestro Centro de Atención al Cliente al **1-800-311-7343** para obtener más información. Estamos aquí para ayudar.