



Download SDG&E's mobile app at sdge.com/app. You can set energy use and cost alerts, pay your bill, track power outages and restoration times and update your emergency contact information.

JANUARY 2022

New gas and electric pricing effective January 1

At the start of each year, SDG&E® is required to update energy pricing to reflect the costs of providing clean, safe and reliable service. Several rate updates are happening at the same time. This includes approved costs for infrastructure and reliability improvements, fire hardening, operational expenses, climate adaptation and resiliency and customer assistance programs - as well as the costs to purchase gas and electricity on behalf of SDG&E customers.

Effective January 1, electric and natural gas rates increased for SDG&E customers. How much your bill increases depends on several factors, including how much energy you use, when you use energy and weather conditions.

To learn more about the factors impacting rates, please visit sdgenews.com. If you are having difficulty paying your energy bill, we have many programs and services to help. Please visit sdge.com/assistance.



Nueva tarificación de gas y electricidad a partir del 1 de enero

Al comienzo de cada año, SDG&E debe actualizar los precios de la energía para reflejar los costos de proporcionar un servicio limpio, seguro y confiable. Varias actualizaciones de tarifas están ocurriendo simultáneamente, e incluyen los costos aprobados para mejoras de infraestructura y confiabilidad, endurecimiento contra incendios, gastos operativos, adaptación al cambio climático y resiliencia y programas de asistencia al cliente. Además incluye los costos para comprar gas y electricidad en nombre de los clientes de SDG&E.

A partir del 1 de enero, las tarifas de electricidad y de gas natural aumentaron para los clientes de SDG&E. El aumento que podría ver en su factura depende de varios factores, incluyendo la cantidad de energía que usa, cuándo usa energía y las condiciones climáticas. Para obtener más información sobre los factores que afectan las tarifas, visite sdgenews.com. Si tiene dificultades para pagar su factura de energía, tenemos varios programas y servicios para ayudarlo. Visite sdge.com/asistencia.

Stay safe in stormy weather



When stormy weather is headed your way, be aware and be prepared for high winds and heavy rainfall. Don't touch downed power lines; call **911**. Get more safety tips at sdge.com/safety.



Reduce heating costs this winter

Spending more time at home this winter means energy use and your monthly bill could be higher. We're here to help with more ways to save on your energy bill. We know that every little bit helps, especially now.

- Being on the right pricing plan can make a difference on your bill. Compare pricing plans to ensure you are on the best plan for your household at sdge.com/pricing.
- Use appliances before 4 p.m. or after 9 p.m. when demand for power is lower.
- Use your exhaust fans sparingly. Your bathroom fans and oven hoods are overlooked sources of heat loss in the winter because they can pull warmth from your home.
- Get a more predictable bill by signing up for the Level Pay Plan at sdge.com/LPP. Level Pay averages your bill every three months; you don't pay less or more.
- Let the sunshine in. Take advantage of the world's best furnace - the sun! Open your curtains during the day to naturally heat your home.
- Check your home's insulation. It's like a winter coat for your house. The heavier it is, the warmer your home will be.
- Hot air rises so run your ceiling fan clockwise, at the lowest speed, to help push the warmth back down to you.
- Use less hot water. It takes energy to heat water. Wash your clothes in cold water and install low-flow faucets and shower heads.
- Move furniture and belongings away from heating vents so they can deliver all the heat you're paying for.

Visit sdge.com/winter for more energy-saving ideas.



Do you need more time to pay your bill?
Request payment arrangements at sdge.com/MyAccount.

Need help with your energy bill?

We recognize that this is still a challenging time for many customers, and SDG&E wants to help.

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, lighting, insulation and more. Find details at sdge.com/ESAP.

Arrearage Management Plan (AMP): If you have outstanding bills and you are a CARE or FERA customer, you may be eligible for debt forgiveness. See if you qualify at sdge.com/AMP.

Business Customers: Set up a flexible payment plan so you can rest easy knowing you're covered. Visit sdge.com/recovery to learn more.



¿Necesita ayuda con su factura de energía?

Sabemos que este tiempo sigue siendo difícil para muchos clientes, y SDG&E quiere ayudar.

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.

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, iluminación, aislamiento y más. Encuentre los detalles en sdge.com/ESAP.

Arrearage Management Plan (AMP): Si tiene facturas pendientes y es cliente de CARE o FERA, puede ser elegible para la condonación de deudas. Averigüe si califica en sdge.com/AMP.

Clientes comerciales: Configure un plan de pago flexible para que pueda estar tranquilo sabiendo que está cubierto. Visite sdge.com/recovery para obtener más información.

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 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 at 1-844-454-2906 or by email at renewable@energy.ca.gov.



Coming soon: Additional security features for My Account

As part of SDG&E's commitment to keep our customers' accounts safe and secure, we'll be rolling out 2-Step Verification for My Account customers beginning February 2022.



Two-Step Verification will require customers to verify their log in to My Account using their mobile phone. This will help protect your account from password-stealing scams and hackers. To learn more visit sdge.com/2Step.