



A Sempra Energy utility®

KEEP IT CLEAN: A dirty filter forces your furnace to work harder and waste energy dollars. Clean or replace the filter monthly during the heating season. Look for more tips on winter savings and safety at sdge.com/winter.

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Breathe easy, stay safe: heed the warning signs of carbon monoxide

Even though you can't see, taste or smell carbon monoxide, there are some telltale warning signs. Pay attention to these signs and know what steps to take so you can protect yourself from this harmful gas before it poisons the air you breathe.

Practice prevention

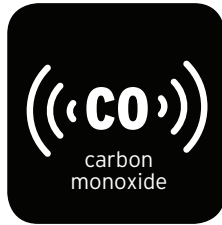
Carbon monoxide is formed when carbon-based fuels - such as gasoline, propane, natural gas, oil or wood - don't burn completely (incomplete combustion). To help prevent carbon monoxide from being produced in the first place, keep your natural gas appliances in good working order. You can schedule an annual safety checkup for your gas furnace by visiting sdge.com/serviceorder or contacting a qualified, licensed professional.* Hurry, before the first cold snap.

Look for warning signs and symptoms

Be alert for the following warning signs when using any natural gas appliance, such as a furnace:

- A yellow, large and unsteady burner flame (except in natural gas fireplace logs).
- Built-up soot in the appliance.

- An unusual, pungent odor that can indicate the presence of another by-product of incomplete combustion.
- Triggering of a carbon monoxide detector or alarm.
- Household members with unexplained nausea, drowsiness, mental confusion or flu-like symptoms, such as headaches, dizziness, vomiting or shortness of breath.



Check your carbon monoxide detector or alarm at least once a year to make sure it works properly.

- Act immediately**
Take the following steps right away if you think you've been exposed to carbon monoxide:
- Immediately turn off the suspected gas appliance, if it's safe to do so.
 - Get everyone out of the house and call **911**.
 - Seek medical attention for anyone who feels ill.
 - Arrange an inspection immediately and don't use the appliance until a qualified, licensed professional or SDG&E confirms it's safe.

For more tips on gas safety, visit sdge.com/gassafety.

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



Winter savings tips

At home, try these simple tips to help trim winter energy bills.

- Install a smart thermostat to lower utility bills and manage your heating and cooling systems efficiently. Turning your thermostat back 10 to 15 degrees for eight hours can save 5% to 15% a year on your heating bill. Before you purchase one, visit sdge.com/instant to find out how to get SDG&E's instant rebate of \$75.
- Raise the temperature in your home slowly to keep your energy bill lower. Quickly raising your heat pump's temperature activates the heat strip and in turn, uses more energy.
- Use a portable electric space heater instead of your central furnace if your family spends most of the time in one room.
- Water vapors from bathing and cooking are beneficial because they help humidify the air. So, use kitchen and bath exhaust fans sparingly in the winter to keep as much heat as possible inside your home.

For more tips, visit sdge.com/winter.

You may qualify for a bill discount or home improvements

There are several assistance programs available to help you lower monthly energy bills while keeping your home comfortable.

- 1. California Alternate Rates for Energy (CARE) (sdge.com/CARE):** Save 30% or more every month on your bill. Eligibility is based on participation in certain public assistance programs, or household income and how many people live in your home.
- 2. Family Electric Rate Assistance (FERA) (sdge.com/FERA):** If you don't qualify for CARE, you may for FERA. You could receive a 12% discount on your energy bill. FERA is only open to households with three or more people.



- 3. Energy Savings Assistance (sdge.com/ESAP):** You may receive free energy-saving improvements for your apartment, condo, house or mobile home. Measures include lighting, furnace repair, weather-stripping, attic insulation, and select appliances like refrigerators.

Use our easy online application to apply for any of these programs. It's fast and convenient.

These programs are funded by utility customers and administered by San Diego Gas & Electric Company (SDG&E®) under the auspices of the California Public Utilities Commission. Eligibility requirements and certain terms and conditions apply. SDG&E makes no representations as to the safety, reliability and/or efficiency of any such upgrades. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.



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SMART THERMOSTATS let you adjust settings from anywhere – which means you can save energy even when you’re away from home or in another room. Save \$75 now with SDG&E’s instant rebate and be on the lookout for manufacturer discounts and incentives. Visit sdge.com/instant.

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.

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.

Water heater tips put safety and savings on tap

Did you know that when you use water you use energy? Check out the following safety and saving water tips.



- Set the water heater thermostat to 120°F or less to save energy and reduce the risk of scalding. You can also wrap the hot water tank in a specially designed “blanket” which will help save money or energy by helping to retain the heat.
- Hand-test water temperature before bathing or showering. A child’s bath water generally should be no hotter than 100°F.
- As required by law, please make sure your water heater restraints are secured to the wall studs in order to prevent movement or toppling during an earthquake.
- Keep flammable products away from the water heater and vent system to help prevent fire hazards.
- Keep the area around the water heater clean and well ventilated. A water heater has to work that much harder if there are boxes or other items blocking the ventilation.
- Use cold water to wash clothes and rinse dishes when possible.
- Run full loads in the clothes washer and dishwasher.
- Don’t let your dollars run down the drain. Install low-flow devices on faucets and showerheads – and make sure you fix leaky faucets.

For more energy safety information, visit sdge.com/safety.

Stay in-the-know

Catastrophic events such as wildfires or storms are not uncommon in our region so it’s critical to be prepared. Either of these scenarios could cause a power outage. Stay informed by signing up for outage notifications via email, phone or text. Sign up for outage notifications in four easy steps*:



- Go to My Account (sdge.com/MyAccount)
- Click on the ‘Alerts and Subscriptions’ tab
- Select ‘Outage Notifications’ from the drop-down menu
- From there, choose the way you want to stay informed

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