

## 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 pipelines near you by following these important safety steps:



**MARK OUT**  
your proposed project area in white.



**CONTACT**  
Dig Alert at [digalert.org](https://digalert.org) at least two business days before digging, or call **811**.



**WAIT TO DIG**  
until we either mark our natural gas pipelines 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](https://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.



A Sempra Energy utility®

**Offering payment arrangements 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 Team at **1-800-411-7343** or make a request online at [sdge.com/MyAccount](https://sdge.com/MyAccount). We're here to help.

## Request this alert if heat is harmful to your health

If extreme heat would be harmful to the health of anyone living in your home and a moderate indoor temperature is a must, be sure to enroll in SDG&E's **Temperature Sensitive Program**. With this free service, you'll receive advance notice, if possible, of power outages. An automated phone call will alert you to prepare for a temporary loss of air conditioning.

To sign up for the Temperature Sensitive Program, call us at **1-800-411-7343** or download the program application at [sdge.com/tempsensitive](https://sdge.com/tempsensitive).

If you participate in SDG&E's **Medical Baseline Program**, then you're already on the call list for outage notices and do not need to enroll in the Temperature Sensitive Program.



## Pida este aviso si el calor es dañino para su salud

Si el calor extremo pudiera perjudicar la salud de alguien que vive en su casa y una temperatura interior moderada es necesaria, inscríbese en el **Programa de Sensibilidad a la Temperatura** de SDG&E. Este servicio es gratuito. Si es posible, recibirá un aviso por adelantado de cortes de energía. Una llamada telefónica automatizada le alertará de una pérdida temporal de aire acondicionado para que se prepare.

Para inscribirse en el Programa de Sensibilidad a la Temperatura, llámenos al **1-800-311-7343** o descargue la aplicación en [sdge.com/asistencia](https://sdge.com/asistencia).

Si participa en el **Programa de Asignación Médica Inicial** de SDG&E, ya está en la lista de llamadas en caso de un apagón y no necesita inscribirse en este programa.

## 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 bills.

**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](https://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 and receive an 18% discount on your energy bill.

**Energy Savings Assistance (ESA) Program:** You may qualify to receive free energy-saving improvements for your home including new appliances, updated insulation and more.

For more information and links to online applications, visit [sdge.com/assistance](https://sdge.com/assistance).

## When your plans call for more power, your call counts

When you're making plans that involve big changes in your energy needs, email us at [CPMS@SDGE.com](mailto:CPMS@SDGE.com) or give us a call at **1-800-411-7343** for your home or **1-800-336-7343** for your business. Examples include:

- **Rewiring** your existing electric meter panel to a larger size
- **Remodeling** your home
- **Expanding** your business
- **Installing** a charging unit for an electric vehicle
- **Adding** a central air-conditioning unit, tankless electric water heater or any other large electric appliance/equipment for which a permit is typically required for installation

This is one of the ways we track local and regional trends in energy use, and plan how to best serve everyone's energy needs, including yours.

The earlier you notify us about significant changes, the sooner we can check our equipment and, if necessary, upgrade it so our system remains ready to serve your area. By giving us a heads up, you – or the contractor who will be doing your electrical work – can help prevent local system overloads, outages and power quality problems, such as low voltage or flickering lights.

For work on your side of the meter – including your electrical panel and all internal wiring at your home or business – be sure to consult with a licensed electrician.

## Cuando sus planes requieren más energía, su llamada cuenta

Cuando esté haciendo planes que impliquen grandes cambios en sus necesidades de energía, envíenos un correo electrónico a [CPMS@SDGE.com](mailto:CPMS@SDGE.com) o llámenos al **1-800-411-7343** para su hogar o al **1-800-336-7343** para su negocio. Algunos ejemplos incluyen:

- **Recableado** del panel de medidor eléctrico existente a un tamaño más grande
- **Remodelación** de su casa
- **Expansión** de su negocio
- **Instalación** de una unidad de carga para un vehículo eléctrico
- **Agregación** de una unidad de aire acondicionado central, calentador de agua eléctrico sin tanque o cualquier otro electrodoméstico o equipo grande para el que normalmente se requiere un permiso para la instalación

Esta es una de las formas en que rastreamos las tendencias locales y regionales en el uso de energía, y planeamos cómo satisfacer mejor las necesidades energéticas de todos, incluyendo la suya.

Cuanto antes nos notifique sobre cambios significativos, más rápidamente podremos inspeccionar nuestro equipo y, si es necesario, actualizarlo para que nuestro sistema permanezca listo para servir a su área. Al darnos un aviso, usted o el contratista que va a hacer su trabajo eléctrico, puede ayudar a prevenir sobrecargas del sistema local, apagones y problemas de calidad de la energía, como luces de baja tensión o parpadeantes.

Para trabajar en su lado del medidor, incluyendo su panel eléctrico y todo el cableado interno en su hogar o negocio, asegúrese de consultar con un electricista con licencia.