

# A quick and easy guide to your choice of services for safety, savings and convenience

When you want to ...	Here's where you can find it
<b>Request services 24 hours a day</b>	▶ ONLINE: <a href="http://sdge.com">sdge.com</a> ▶ EMAIL (via web): <a href="mailto:sdge.com/email-customer-service">sdge.com/email-customer-service</a> ▶ BY PHONE: Choose automated options by responding to the prompts you'll hear when you call 1-800-411-7343.
<b>Report a gas or electric emergency</b>	▶ BY PHONE: In case of energy service emergencies such as natural gas leaks, downed power lines or power outages, you can reach us 24 hours a day, seven days a week at 1-800-411-7343 or call 911. Never touch a fallen electric line; it's extremely dangerous.
<b>Contact us about non-emergency services</b>	▶ ONLINE CHAT: <a href="http://sdge.com/live-person-chat">sdge.com/live-person-chat</a> (available 8 a.m. to 5 p.m., Monday through Friday) ▶ EMAIL (via web): <a href="mailto:sdge.com/email-customer-service">sdge.com/email-customer-service</a> ▶ BY PHONE: Energy service specialists at 1-800-411-7343 are available to respond to your non-emergency calls from 7 a.m. to 8 p.m., Monday through Friday, and 7 a.m. to 6 p.m., Saturday. ▶ IN PERSON: Branch offices only*
<b>Get business energy info</b>	▶ ONLINE: <a href="http://sdge.com/business">sdge.com/business</a> ▶ EMAIL: <a href="mailto:BCC@sdge.com">BCC@sdge.com</a> ▶ BY PHONE: Call the Business Contact Center at 1-800-336-7343 from 8 a.m. to 5 p.m., Monday through Friday. ▶ IN PERSON: Branch offices only*
<b>Start, stop or move service</b>	▶ ONLINE: <a href="http://sdge.com/startstopmove">sdge.com/startstopmove</a> (includes an option to compare and connect home TV, Internet and phone services) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
<b>Pay your bill or make payment arrangements</b>	▶ ONLINE: <a href="http://sdge.com/myaccount">sdge.com/myaccount</a> (My Account) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Authorized payment locations and branch offices accept bill payments. If you need extra time to pay your bill, you can make payment arrangements online, by phone or at one of our seven branch offices.* ▶ PAY BY CREDIT OR DEBIT CARD: BillMatrix provides this service for a convenience fee of \$1.50 for each payment transaction; call 1-800-386-0067 or visit <a href="https://payments.sdge.billmatrix.com">https://payments.sdge.billmatrix.com</a> .
<b>Save money</b>	▶ ONLINE: Track energy use and bills, get spending alerts and more with the energy management tool in My Account at <a href="http://sdge.com/myenergytool">sdge.com/myenergytool</a> . Visit <a href="http://sdge.com/save-money">sdge.com/save-money</a> for ways to save at your home or business. Shop for energy-efficient products and get rebates at <a href="http://marketplace.sdge.com">marketplace.sdge.com</a> . Learn about customer assistance programs at <a href="http://sdge.com/assistance">sdge.com/assistance</a> . ▶ EMAIL: <a href="mailto:ESC@semprautilities.com">ESC@semprautilities.com</a> ▶ BY PHONE: Call the Energy Savings Center at 1-800-644-6133 from 8 a.m. to 5 p.m., Monday through Friday. ▶ IN PERSON: Branch offices only*
<b>Learn about rate changes and choices</b>	▶ ONLINE: <a href="http://sdge.com/ratereform">sdge.com/ratereform</a> (statewide rate changes), <a href="http://sdge.com/Whenergy">sdge.com/Whenergy</a> (Whenergy® pricing plans), <a href="http://sdge.com/nem">sdge.com/nem</a> (Net Energy Metering for your solar power or other renewable energy) and <a href="http://sdge.com/evrates">sdge.com/evrates</a> (electric vehicle rates) ▶ BY PHONE: 1-800-411-7343 (residential) or 1-800-336-7343 (business) ▶ IN PERSON: Branch offices only*
<b>Book a gas appliance checkup</b>	▶ ONLINE: <a href="http://sdge.com/serviceorder">sdge.com/serviceorder</a> (gas appliance services such as furnace safety checkups are for SDG&E® gas customers only) ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
<b>Get safety tips</b>	▶ ONLINE: <a href="http://sdge.com/safety">sdge.com/safety</a> ▶ BY PHONE: 1-800-411-7343 ▶ IN PERSON: Branch offices only*
<b>Check on or report an outage</b>	▶ ONLINE: <a href="http://sdge.com/outage">sdge.com/outage</a> or use SDG&E app (see "Download apps for your mobile device" below) ▶ BY PHONE: 1-800-411-7343
<b>Download apps for your mobile device</b>	▶ SDG&E APP: Visit <a href="http://sdge.com/mobileapp">sdge.com/mobileapp</a> and use your iPhone, iPad or Android for bill payments, energy charts, bill alerts, outage updates and more. ▶ GREEN BUTTON APP: Visit <a href="http://sdge.com/green-button">sdge.com/green-button</a> to learn about Green Button tools to access, analyze and act on your electricity use data.
<b>Use social media</b>	▶ <a href="https://twitter.com/sdge">Twitter.com/sdge</a> or @SDGE ▶ <a href="https://facebook.com/SanDiegoGasandElectric">Facebook.com/SanDiegoGasandElectric</a> ▶ <a href="https://pinterest.com/sdge">Pinterest.com/sdge</a> ▶ <a href="https://instagram.com/sdge">Instagram.com/sdge</a> ▶ <a href="https://youtube.com/SDGEWebmaster">YouTube.com/SDGEWebmaster</a> ▶ <a href="https://linkedin.com/company/san-diego-gas-&amp;-electric">LinkedIn.com/company/san-diego-gas-&amp;-electric</a>
<b>Get free training in energy-related skills</b>	▶ REGISTER ONLINE: Check the calendar and register for energy education and training at <a href="http://seminars.sdge.com">seminars.sdge.com</a> . ▶ LOCATION: Classes are held at SDG&E's Energy Innovation Center, 4760 Clairemont Mesa Blvd., San Diego, CA 92117. ▶ MORE INFO: Email <a href="mailto:seminars@sdge.com">seminars@sdge.com</a> , call 1-800-613-8970 or visit <a href="http://sdge.com/eic">sdge.com/eic</a> .

\* **LOCATIONS:** For addresses of authorized payment locations and SDG&E branch offices, visit [sdge.com/locations](http://sdge.com/locations) or call 1-800-411-7343. Hours vary by location. Mail general correspondence to SDG&E, P.O. Box 129831, San Diego, CA 92112-9831.

**Convenient? Check.  
Secure? Check.  
Eco-friendly? Check.**

When you're ready to stop writing checks, switch to paperless billing with My Account at [sdge.com/myaccount](http://sdge.com/myaccount).

## Proposition 65 warning

As a result of Proposition 65, the state of California lists substances known to cause cancer or reproductive harm. We want you to be aware of the following so you can minimize exposure to substances on the state's list related to natural gas and electricity distribution.

SDG&E uses natural gas and petroleum products, solvents and other chemicals in our operations. We also deliver natural gas to our customers and use wooden utility poles treated with wood preservatives. Petroleum products, natural gas and their combustion byproducts, wood preservatives and other chemicals used in our operations contain chemicals "known to the state of California" to cause cancer, birth defects or other reproductive harm. Avoid contact with wooden utility poles. More safety information can be found at <https://www.epa.gov/ingredients-used-pesticide-products/overview-wood-preservative-chemicals-0>.

### Natural gas

In its original state, natural gas contains substances on the state's list of substances known to cause cancer or reproductive harm. To reduce exposure, leave the area of the gas leak and call us immediately at **1-800-411-7343**.

### Natural gas combustion

All combustion, including the combustion of natural gas, produces substances on the state's list of substances known to cause cancer or reproductive harm.

### Facilities and work sites

Some materials found at our facilities and work sites contain substances on the state's list of substances known to cause cancer or reproductive harm. We handle all materials carefully for your good health as well as ours; however, exposure to substances on the state's list may occur at these locations.

For more information, visit the state's Proposition 65 website at [oehha.ca.gov/proposition-65](http://oehha.ca.gov/proposition-65).

## Clip to contribute to renewable energy in California

You can make voluntary contributions at any time to a state trust fund aimed at growing California's renewable energy supplies. To make a donation 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 the trust fund check and this article in the same envelope you use to mail the check you make payable to SDG&E.

We'll forward your trust fund check 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.html](http://energy.ca.gov/renewables/history.html) or contact the Renewable Energy Call Center toll-free at **1-844-421-6229** or by email at [renewable@energy.ca.gov](mailto:renewable@energy.ca.gov).



## Advertencia de la Proposición 65

Como resultado de la Proposición 65, el estado de California proporciona una lista de las sustancias que son conocidas como causantes de cáncer o daños reproductivos. Queremos que esté consciente de lo siguiente para que pueda reducir al mínimo la exposición a las sustancias relacionadas con la distribución de gas natural y electricidad que aparecen en la lista del estado.

En SDG&E usamos gas natural y productos de petróleo, solventes y otras sustancias químicas en nuestras operaciones. Asimismo, distribuimos gas natural a nuestros clientes y utilizamos postes de madera tratados con conservantes para madera para el servicio público de electricidad. Los productos de petróleo, el gas natural y sus derivados de la combustión, junto con conservantes para madera y otras sustancias químicas utilizadas en nuestras operaciones contienen químicos "conocidos por el estado de California" como causantes de cáncer, defectos congénitos u otros daños reproductivos. Evite el contacto con postes de madera de servicios públicos eléctricos. Puede encontrar más información de seguridad en <https://www.epa.gov/ingredients-used-pesticide-products/overview-wood-preservative-chemicals-0>.

### Gas natural

En su estado original, el gas natural contiene sustancias que aparecen en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos. Para reducir la exposición, abandone el lugar de la fuga de gas y llámenos inmediatamente al **1-800-311-7343**.

### Combustión del gas natural

Toda combustión, incluida la combustión del gas natural, produce sustancias que se mencionan en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos.

### Instalaciones y sitios de trabajo

Algunos materiales que se encuentran en nuestras instalaciones y lugares de trabajo contienen sustancias que aparecen en la lista del estado de sustancias conocidas como causantes de cáncer o daños reproductivos. Manejamos todos los materiales con precaución para cuidar su buena salud y la nuestra; no obstante, la exposición a sustancias mencionadas en la lista del estado tal vez ocurra en estos lugares.

Para más información, visite el sitio web de la Proposición 65 que tiene el estado en [oehha.ca.gov/proposition-65](http://oehha.ca.gov/proposition-65).