



A Sempra Energy utility

Don't be fooled by scam artists! We will never call, email or text you and ask for banking info. We won't demand immediate payment for a past due bill and threaten power shut-off. Get more tips on sdge.com/avoid-scams.

MARCH 2021

Changes in electricity pricing

At the start of each year, SDG&E® is required to update electricity pricing to reflect the costs of providing clean, safe and reliable electric service. This year, several rate updates are happening simultaneously, reflecting decisions by the California Public Utilities Commission (CPUC) approving infrastructure and reliability improvements, wildfire safety, operational expenses, climate actions and customer assistance programs. Effective March 1, 2021, the average residential customer will pay about 4 cents more per kWh for electricity.

We understand there is no good time to increase rates, but even less so now when our customers may be struggling due to the COVID pandemic. We continue to aggressively pursue ways to reform electric rates and are committed to working with our customers who may have difficulty paying their bills.



The increase is being driven by the cost of purchasing electricity, a direct pass-through to our customers (no profit to the company), as well as approved infrastructure and reliability enhancements including:

- Replacing outdated underground cables and overhead equipment that are leading causes of power outages
- Replacing aging equipment at substations before they fail so we can prevent power outages

To learn more about payment assistance programs, flexible payment arrangements and energy-savings programs, visit sdge.com/assistance or call **1-800-411-7343**. To better understand how your bill will be impacted and to review your pricing plan options, visit sdge.com/MyAccount.

Enroll in no-cost energy webinars

SDG&E's Energy Innovation Center provides online training and education around energy efficiency technologies and green building practices for homeowners, business owners and trade professionals. These no-cost webinars are led by experts in the industry and come in introductory, intermediate and advanced levels. There's a range of topics such as the latest in green building design, renewable energy, sustainability, energy codes and standards, HVAC systems, home performance and more. Check out the class listing at seminars.sdge.com.

Stay warm and save more

The combination of lower temperatures and spending more time at home can lead to higher energy costs. We're committed to helping you find ways to save.

Try these tips to help lower your bill and increase your savings.

- **Shift and save.** If you're on a Time-of-Use plan like most of us, shifting some of your energy use outside the hours of 4 p.m. and 9 p.m. may help you save.
- **Wash with cold.** Using warm water instead of hot when doing laundry can cut a load's energy use in half; using cold water will save even more.
- **Don't get burned by hot water.** Lower the thermostat on your water heater to 120°, if possible. You'll not only save energy, you'll avoid scalding yourself.
- **Stop the breeze.** Caulk and weather strip around drafty doors and windows. Use a door sweep, door sock or even a rolled towel at the bottom of doors with a gap.

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



Are you behind on your SDG&E bill?

If you have outstanding bills and you are a CARE or FERA customer, you may be eligible for debt forgiveness through SDG&E's Arrearage Management Payment (AMP) Plan. This plan offers qualified, current SDG&E residential customers financial assistance to help reduce past due account balances.

AMP is a 12-month payment plan that forgives 1/12 of a participant's debt after each on-time payment of the current month's bill. After 12 on-time payments of each current month's bill, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while participating. Find out if you qualify at sdge.com/AMP or call an SDG&E AMP Service Specialist at **1-888-204-3576**.

Although business customers are not eligible for AMP, we may be able to offer flexible payment arrangements. Call our Business Care Center at **1-800-336-7343** for payment arrangements, energy-saving tips and pricing plan options, or visit sdge.com/business.



A Semptra Energy utility

SAFETY TIP: Be prepared before an earthquake strikes. Identify safe places to “drop, cover and hold” at home and practice. For more tips on staying safe, visit [sdge.com/safety](https://www.sdge.com/safety).

Protecting your privacy

You count on us to deliver clean, reliable and safe energy. You also count on us to protect your personal information. At SDG&E, privacy is fundamental to our business and we are committed to protecting your privacy.



Learn how we protect your privacy and safeguard your energy-use information in our Privacy Center at [sdge.com/privacy](https://www.sdge.com/privacy).

You can request the privacy notice and policy by emailing privacy@sdge.com or calling **1-800-411-7343**.

Visit [sdge.com/privacy](https://www.sdge.com/privacy) periodically for policy and procedure updates that reflect changes in legal requirements or best practices.

You may have noticed SDG&E is cutting back

Sometimes it truly is the little things that can make a big difference. Each year, SDG&E's Vegetation Management team partners with professional arborists and contractors to inspect nearly half a million trees and brush near power lines.



SDG&E's annual tree inspection includes trimming and removal to maintain clearance for electric equipment, including overhead power lines and underground equipment, transmission towers and power poles. This helps reduce the risk of fire, prevent power outages and save lives by removing electric shock hazards. SDG&E also performs quality assurance audits of the work to make sure we've done everything possible to help keep you and your family safe. As always, your safety is our top priority.

We don't stop there; trees near power lines can be a safety hazard. That's one reason SDG&E sponsors tree-planting events at schools. We share our expertise through community education and outreach so you can plant the right tree in the right place. Learn more at [sdge.com/treesafety](https://www.sdge.com/treesafety).

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/about-us](https://www.sdge.com/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 visite [sdge.com/about-us](https://www.sdge.com/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 y otros daños reproductivos. Para obtener más información, visite 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, visite www.P65Warnings.ca.gov.

Have you bought or are you thinking of buying an electric vehicle (EV)? Learn about our EV pricing plans at [sdge.com/EVPricing](https://www.sdge.com/EVPricing).

