

Stay away from downed power lines

During rainstorms, power lines may become damaged or fall, potentially posing a threat to those nearby. It is crucial for customers to stay safe, be vigilant and take necessary precautions to avoid potential dangers associated with downed power lines.



SDG&E recommends customers follow the below safety measures.

- 1. Stay away.** Always assume that downed power lines are energized. Keep a safe distance and do not attempt to approach or touch the downed line.
- 2. Call SDG&E and 9-1-1.** If you come across a downed power line, call **9-1-1** and SDG&E at **1-800-411-7343**. Do not attempt to handle the situation yourself.
- 3. If you are in your car remain inside.** Do not attempt to leave your vehicle. Call **9-1-1** and SDG&E at **1-800-411-7343**.

SDG&E's top priority is the safety of their customers and employees, which is why crews are on standby ready to respond to any downed power lines or power outages. If you see SDG&E crews working in the field, please slow down and move over a lane, if possible. For more safety tips, visit sdge.com/safety.

5 great reasons to choose paperless billing

Looking for a more convenient way to manage your energy bill? Enroll in paperless billing! It simplifies the way you manage your energy bill and helps contribute to a greener planet. Here are some key benefits of making the switch to paperless billing.

- 1. Eco-friendly:** Going paperless reduces your carbon footprint by cutting down on the amount of pollution caused by making paper, printing and transporting it.
- 2. Convenient:** Access your bills and statements online or on our app from anywhere, anytime.
- 3. Saves time:** No need to mail your bill, write a check or find a stamp.
- 4. Less clutter:** Reduce the mess associated with stacks of paper bills. No more piles of paper to deal with.
- 5. More secure:** There's less risk of lost mail or mail fraud. Paper bills sent through traditional mail are susceptible to theft, while digital statements are more secure.

Sign up for SDG&E's paperless billing at sdge.com/MyAccount or learn more at sdge.com/paperless. Download the SDG&E mobile app on The App Store or Google Play.

Finance your next energy-efficiency project

Administered by the State of California and supported by the state's investor-owned utilities, GoGreen Financing offers financing options for energy-efficiency improvements to homes and businesses. Participating finance companies offer quick approvals, reduced interest rates and extended terms with monthly payments to meet your budget. Visit GoGreenFinancing.com to learn more.

Energy-saving hacks to help reduce your energy bill

Want to save money while helping the planet? Discover easy tips that can make your home more energy-efficient and your wallet happier! Check out these quick tips to reduce your energy use and costs.

1. Control humidity: Dry winter air pulls moisture from your skin, making you feel colder. Instead of reaching for the thermostat, use a humidifier to keep your home humidity between 30-50%. You may feel warmer with some humidity in the air.

2. Use space heaters: Make sure your space heater has a tip-over safety switch, is operated on a hard-level surface and is turned off when you leave the room. Plug the heater directly into the wall to avoid overloading an extension cord.

3. Use small appliances: Instead of using the oven, use small appliances such as a microwave, toaster oven, air fryer or slow cooker which use less energy.

4. Complete annual maintenance: Fix leaky faucets and pipes. Hot water leaks cause increased demand on the water

heater which increases natural gas use. And test air ducts for leaks. Leaky ducts can cost between 10 - 30% in heating costs.

5. Reduce drying time: Giving your clothes an extra spin in the washer can save up to half the drying time.

6. Take shorter showers: Reducing shower time by just one minute can save you money on your energy bill. You'll save money on water, energy for heating it, or both.



Need help with your energy bill?



You may qualify for a bill discount.

Assistance programs help lower your monthly energy bill while keeping your home comfortable.

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://www.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 electricity bill. Visit [sdge.com/FERA](https://www.sdge.com/FERA) to learn more.

The Low-Income Home Energy Assistance

Program (LIHEAP) offers up to \$1,000 in financial assistance towards your energy bill. Learn more at [sdge.com/LIHEAP](https://www.sdge.com/LIHEAP).

Online applications are easy, fast and convenient. To learn more, visit [sdge.com/Assistance](https://www.sdge.com/Assistance).

¿Necesita ayuda con su factura de energía?

Usted puede calificar para un descuento en su factura. Los programas de asistencia de SDG&E ayudan a reducir su factura mensual de energía mientras mantiene su hogar cómodo.

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/CAREesp](https://www.sdge.com/CAREesp).

Programa de Asistencia de 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% descuento en su factura de electricidad. Visite [sdge.com/FEAesp](https://www.sdge.com/FEAesp) para obtener más información.

El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) ofrece hasta \$1,000 en asistencia financiera para su factura de energía. Obtenga más información en [sdge.com/LIHEAPesp](https://www.sdge.com/LIHEAPesp).

Las aplicaciones en línea son fáciles, rápidas y convenientes. Para obtener más información, visite [sdge.com/asistencia](https://www.sdge.com/asistencia).

Contact 811 before you dig - it's free

Gas pipelines may be located anywhere, including under streets and sidewalks. **You most likely have utility-owned pipelines underground on your property**, possibly just inches below the surface. Excavation, demolition and other forms of digging are a major cause of pipeline damage. **It's important to know where they are before you begin any type of digging.** Whether you're planning on building a major development or landscaping your yard, take three steps to protect your safety and the safety of those around you.

1. **Mark out** the proposed excavation with white paint or flags.
2. **Contact DigAlert at 811 or [digalert.org](https://www.digalert.org)** at least two working

days before you dig (not including the day of notification). DigAlert will arrange for buried utility-owned lines to be located and marked. This service is free.

3. **Make sure any contractor you hire contacts DigAlert** to have utility-owned lines marked before any digging takes place.

Please be aware that SDG&E does not mark customer-owned gas lines. These typically run from the meter to your gas equipment and/or appliances. You will need to call a qualified professional to mark and maintain your gas lines. Learn more at [sdge.com/your-gas-lines](https://www.sdge.com/your-gas-lines).



Llame al 811 antes de excavar - es gratis

Las tuberías de gas pueden estar ubicadas en cualquier parte, incluso debajo de calles y aceras. **Lo más probable es que haya tuberías subterráneas propiedad de las empresas de servicios públicos en su predio**, posiblemente a unas cuantas pulgadas debajo de la superficie. La excavación, demolición y otras formas de cavar son una de las principales causas de daños a las tuberías. **Es importante saber dónde están antes que empiece cualquier tipo de excavación.** Ya sea que esté planeando construir algo de gran envergadura o embellecer su jardín, siga estos tres pasos para proteger su seguridad y la de quienes le rodean:

1. **Marque** la excavación propuesta con pintura blanca o banderas.
2. **Póngase en contacto con DigAlert llamando al 811 o visitando [digalert.org](https://www.digalert.org)** cuando menos dos días

laborables antes de cavar (sin incluir el día de la notificación). DigAlert se encargará de que las líneas enterradas propiedad de las empresas de servicios públicos sean localizadas y marcadas. Este servicio es gratis.

3. **Asegúrese de que el contratista cuyos servicios contrate se comunique con DigAlert** para que marquen la ubicación de las líneas propiedad de las empresas de servicios públicos antes de realizar cualquier excavación.

Tenga en cuenta que SDG&E no marca las líneas de gas que son propiedad del cliente. Por lo general, estas líneas van desde el medidor hasta su equipo y/o electrodomésticos de gas. Deberá llamar a un profesional calificado para marcar y mantener sus líneas de gas. Obtenga más información en [sdge.com/GasLineasEsp](https://www.sdge.com/GasLineasEsp).