

Keep your home safe this winter

Here are some tips to keep your home safe and make sure you and your family stay protected from potential hazards. Following these suggestions will help you keep your home safe and cozy during the colder months.



- **Use portable heaters correctly:** Always plug space heaters directly into wall outlets and avoid using extension cords which can overheat. Don't leave a portable heater unattended. Ensure it has a tip-over switch which shuts the unit off if it's knocked over.
- **Insulate exposed pipes:** Insulate water pipes to prevent freezing. Know where your main water shutoff valve is and how to use it in case a pipe bursts.
- **Keep vents clear:** Keep heating vents clear of air flow obstructions like furniture or curtains. Consider using a vent cover or deflector.
- **Maintain your fireplace:** Have your chimney inspected and cleaned by a professional annually. Only burn dry, seasoned wood. Keep flammable materials away from the fireplace to prevent accidental ignition.
- **Use generators properly:** If you use a generator, follow safety guidelines to help prevent carbon monoxide poisoning. Keep the generator outdoors and away from windows.

Find more energy safety tips at sdge.com/safety.

Get payment and bill assistance

Need help paying your energy bill? We offer bill and payment assistance including bill discounts, debt forgiveness and flexible payment arrangements.

- Our customer assistance programs, like CARE and FERA, can save you 30% or more on your bill.
- The Neighbor-to-Neighbor Fund provides up to \$600 toward your energy bill if you are experiencing temporary financial hardship.
- Our Energy Savings Assistance Program (ESA) offers free energy-efficient home improvements.
- The Arrearage Management Payment Plan (AMP) allows debt forgiveness for past due account balances. Learn more at sdge.com/AMP.

Find out if you qualify for any of these programs at sdge.com/assistance.

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.



Visit sdge.com/Privacy for policy and procedure updates that reflect legal requirements and/or best practices. Plus, you can view our privacy notice and learn how we safeguard your energy usage information.

Schedule your free gas appliances safety check

As the weather gets cooler, the use of natural gas appliances like water heaters, furnaces and ovens can go up. Schedule a free gas appliances check with SDG&E to make sure your appliances are working properly and efficiently to help keep gas bills lower. Getting your appliances inspected is a great way to help prevent carbon monoxide poisoning too.



One of SDG&E's gas technicians will come to your home or business to inspect your natural gas appliances. There are several complimentary services:

- Light and inspect gas pilot lights. Make sure pilot lights and burner flames are a clear blue.
- Check that gas appliances are operating safely and efficiently and not emitting carbon monoxide.

- Ensure gas furnaces are working properly and inspect the condition of the filter which improves the furnace's heating ability.

Visit sdge.com/GasCheck for details. You can schedule your appointment at sdge.com/MyAccount or on SDG&E's mobile app. When in My Account*, select "Services," "Services Overview" then "Gas Appliances Check." If you're in the app, select the "More" tab. From "Services," select "Gas Appliances Check."

*If you're an NEM customer, select your Gas Account online before scheduling.

SDG&E's accessible information, resources and services

SDG&E is committed to supporting all our customers, including those who may need additional assistance due to a condition that may limit their ability to act in an emergency.

Do you or does someone in your household have a disability? Use an electronic medical device for health, safety or independence? Prefer to receive information in a language other than English? Let us know at sdge.com/AFN-survey or email us at ADASupport@sdge.com so we can better serve you.



SDG&E has several accessible resources, including:

- Communications in more than twenty languages including American Sign Language (ASL) during a Public Safety Power Shutoff
- Billing statements in large font or Braille for those who are blind or have low vision
- Assistance programs like bill discounts, debt forgiveness and flexible payment programs for those who qualify at sdge.com/assistance
- And more!

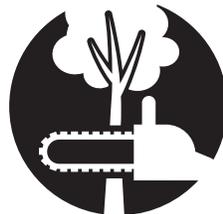
Visit sdge.com/AFN to learn more about SDG&E's accessible resources, programs, and services.

SDG&E is cutting back

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 overhead power lines, 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.



Track your energy use with SDG&E's app

Looking for an easy way to track your energy use or pay your bill?

With SDG&E's mobile app, you can do that and more! You can conveniently view your projected bill, manage energy alerts and check power outages. If you're moving, you can even use the app to easily start, stop or transfer your service.



Visit sdge.com/MobileApp to learn more or download SDG&E's mobile app from the App Store or Google Play.

Obtenga asistencia con pagos y facturas

¿Necesita ayuda para pagar su factura de energía? Ofrecemos varias formas de asistencia, incluido programas de descuento, la condonación de deudas y arreglos de pagos flexibles.

- Nuestros programas de asistencia al cliente, como CARE y FERA (por sus siglas en inglés), pueden ahorrarle un 30% o más en su factura.
- El programa Neighbor-to-Neighbor proporciona hasta \$600 para su factura de energía si está pasando por dificultades financieras temporales.
- Nuestro Programa de Asistencia para el Ahorro de Energía (ESA, por sus siglas en inglés) ofrece mejoras gratuitas en el hogar relacionadas con la eficiencia energética.
- El Plan de Pagos para la Gestión de Atrasos (AMP, por sus siglas en inglés) ofrece la condonación de deudas para saldos vencidos. Obtenga más información en sdge.com/AMPesp.

Consulte nuestro sitio web para saber si reúne los requisitos para estos programas y más en sdge.com/asistencia.

SDG&E's paperless billing is safe and secure.
A paper bill in your mailbox puts you at
risk for identity theft. Learn more
at sdge.com/paperless.