

My Energy Center is here!

SDG&E's My Account has transitioned to My Energy Center. This safe and secure portal makes it easy to manage your energy use and costs.

While My Energy Center is an upgrade, the security and convenient features and services you know from My Account remain intact - like viewing and paying your bill, Auto Pay, paperless billing and scheduling services online or in the app.

Working with the region's two Community Choice Aggregators (CCAs) - Clean Energy Alliance (CEA) and San Diego Community Power (SDCP) - My Energy Center features a new level of transparency to help you better understand your bill and manage your energy use.

Check out the new site at MyEnergyCenter.com.



Keep your cool in the heat

Record-breaking heat waves are the new norm. Extreme heat events in the US are expected to become even more common and severe. Here are a few ways to stay cool while reducing your energy use at home.



- 1. Chill out at a Cool Zone.**
Find one near you at sdge.com/Cool-Zones.
- 2. Your stove and oven can give off a lot of heat so grill outdoors or make meals that don't require heat like sandwiches and salads.**
- 3. Run heat-generating appliances like the dishwasher before 4 p.m. or after 9 p.m. when electricity costs less.**
- 4. Ceiling and portable fans can help circulate air and reduce the need for A/C. Remember to turn them off when leaving a room. Fans cool people, not rooms. You can also put a bowl of ice in front of a fan to create a cool breeze.**

- 5. Set the thermostat to 78°F when home and higher when away, if possible. Consider using a programmable thermostat to automate temperature adjustments.**
- 6. Keep blinds and curtains closed during the hottest parts of the day to block out direct sunlight and reduce indoor temperatures.**
- 7. Close vents in unused rooms that are not in use to direct airflow to occupied areas.**
- 8. Seal drafts by using draft stoppers or rolled-up towels under doors and windows to block hot air from coming in.**
- 9. Don't forget about your pets.**
When outdoors, carry water for your fur baby, try to stay in the shade and keep their paws off hot asphalt and other hot surfaces. At home, put ice cubes in their water bowl.

For more cool tips, visit sdge.com/MyEnergy.

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** 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.

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.

How to recognize a pipeline leak

Be alert to 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 due to a weak sense of smell, becoming used to a smell after long exposure to it or another odor is masking it. Certain conditions in pipe and soil can cause odors to fade.

How to locate major pipelines near you

Pipeline markers indicate the locations of most major pipelines near you. Since most pipelines are buried underground, pipeline markers are intended to let you know the approximate locations of major pipelines and include our emergency number. **However, markers don't indicate the depth or number of pipelines in the area or their exact locations.**

We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines.

Access our online map at: sdge.com/gas-pipeline-map.

You can view the location of all transmission pipelines in the United States through the National Mapping System at <https://pvnpm.phmsa.dot.gov/PublicViewer/>.



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 or 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 natural gas.



MONTHLY ENERGY TIP

Precool your home before 4 p.m. Take advantage of lower-priced energy by setting your A/C between 68° and 74° F before 4 p.m. During on-peak hours of 4 p.m. to 9 p.m., adjust your thermostat to 78°, health permitting.

Cut energy costs with our Vampire Energy Calculator

Did you know that your toaster or printer can use energy and drive up your bill even when you're not using them? Unused electronics and appliances that are left plugged in can silently consume energy throughout the day. This Vampire energy, also known as standby or phantom energy, sucks up energy and wastes money.

Now we have a way to help you avoid these extra costs. Our Vampire Energy Calculator helps you identify and eliminate energy vampires. Armed with this knowledge, you can get in the habit of unplugging these energy vampires when you're not using them.

Visit sdge.com/MyEnergy to try the Vampire Energy Calculator today and start saving!

