

# Your guide to SDG&E services

HELPING YOU SAVE ENERGY AND MONEY

*Whether you're interested in an easier way to pay your bill, saving energy or learning about the variety of assistance services available, we're here to help.*

## **Our Customer Care Center**

Our energy service specialists can help you access your account balance, pay your bill, make payment arrangements or find the SDG&E® office closest to you. Be sure to have your account number handy. You can also handle many account transactions online by visiting [sdge.com](http://sdge.com).

## **Stop, start or transfer service**

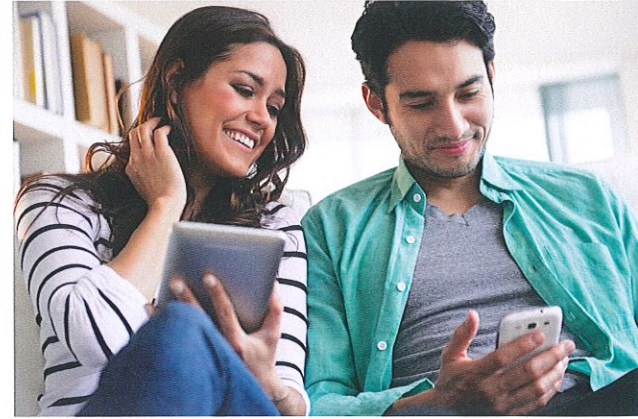
Please notify us at least five working days before you need to start, stop or transfer service. By taking advantage of our remote start/stop service option when you move, you may be able to have your service changed more quickly. Visit [sdge.com](http://sdge.com) or call us at **1-800-411-7343** for more information.

## **Service concerns**

If you have concerns about our service, contact the California Public Utilities Commission at **1-800-649-7570**, or 505 Van Ness Avenue, Ste. 2250, San Francisco, CA 94102. You also can send an email to [consumeraffairs@cpuc.ca.gov](mailto:consumeraffairs@cpuc.ca.gov).

## **Service emergencies**

**Gas emergencies** - If you smell gas in or around your home, use a telephone *outside your home* and notify the fire department or call us at **1-800-411-7343**. If you do not receive gas service from us, please call your gas service provider immediately.



**Power outages** - If your power is interrupted or if you see a downed power line, please call us at **1-800-411-7343** to report it. For your safety, please stay far away from any downed power lines.

## **About your SDG&E bill**

You'll receive your bill once a month. An opening or closing bill may cover fewer days if service was started or stopped in the middle of the billing period. Your bill is due and payable at the time you receive it.

## **My Account**

Our free online account service option provides an easy way to manage your bill – from fast online payment to viewing up to 25 months of account activity. With My Account your information is always available to you, 24-hours a day, seven days a week. My Account also allows you to manage your home's energy use and save. With My Account you can:

- Subscribe to a weekly email summarizing your energy use.
- Get a personalized energy-action plan.
- Set a spending goal and get email or text alerts when you've reached it.

## **Did you know?**

SDG&E provides energy service to 3.6 million people in San Diego and southern Orange counties. Our service area spans 4,100 square miles.

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## Community Resources

**2-1-1** - Whether financial, domestic, health or disaster-related, 2-1-1 is a free, confidential referral and information service that connects people to a specialist who will help you find local health and human services, 24 hours a day, seven days a week. 2-1-1 is available by phone, text and web.

**CHANGES** - The Community Help and Awareness of Natural Gas and Electric Services (CHANGES) program provides services to Limited English Proficient (LEP) consumers who need help with energy issues. CHANGES is administered through:

**Alliance for African Assistance**

Phone: (619) 286-9052  
[www.alliance-for-africa.org](http://www.alliance-for-africa.org)

**Casa Familiar**

Phone: (619) 428-1115  
[www.casafamiliar.org](http://www.casafamiliar.org)

**Deaf Community Services of San Diego**

Phone: (619) 398-2441  
Videophone: (619) 550-3436  
[www.deafcommunityservices.org](http://www.deafcommunityservices.org)

Connect with us at [sdge.com](http://sdge.com)  
and on social media:



[Twitter.com/sdge](https://twitter.com/sdge)

[Facebook.com/SanDiegoGasandElectric](https://facebook.com/SanDiegoGasandElectric)

[Pinterest.com/sdge](https://pinterest.com/sdge)

[Instagram.com/sdge](https://instagram.com/sdge)

[YouTube.com/SDGEWebmaster](https://youtube.com/SDGEWebmaster)

[LinkedIn.com/company/san-diego-gas-&-electric](https://linkedin.com/company/san-diego-gas-&-electric)

