

*Serving you today.
Planning for tomorrow.™*

Striving to provide *exceptional service*

Providing exceptional customer service is important to SDG&E. That's why customer service training goes hand-in-glove with technical training for every employee you might meet or call.

"When you request assistance or information, we make sure that our employees respond in a way that meets your expectations," says Ed Guiles, SDG&E chairman and chief executive officer. "We teach employees how to listen effectively, speak courteously, understand what you want, communicate what we can do, and do their jobs safely and efficiently."

Customer service training is an ongoing process for SDG&E employees. For example, representatives in our Customer Contact Center, the people you reach at 1-800-411-SDGE, undergo nearly two months of initial training. Refresher training is also provided throughout the year.

Providing exceptional customer service is a regular part of training for the employees who work on electric and natural gas equipment. This training is integrated into their continual technical and safety education.

SDG&E also monitors customer satisfaction, and uses that feedback to change procedures if needed and improve service quality.

"Though most customers rate our services highly," Guiles notes, "we're always striving to take our employees to the next level of customer service."



SDG&E executives Ed Guiles, chairman and chief executive officer, and Debbie Reed, president and chief financial officer, visit SDG&E's training center for customer service representatives. Seated, from left, are training assistants Scott Giron and Jocelyn Maquilan, and instructor Bridgette Torres.

FIVE TIPS for electric safety at home

Electric appliances contribute to the comforts of home, helping you with lighting, cooling, cooking, cleaning, entertaining and so much more. However, it's important to use electricity with care to prevent serious injury, fire and even fatality. The following safety tips can help you avoid such dangers.

1. When touching or using any electric appliance, be sure that you and it both stay dry. Any water or dampness that comes between you and an electric device can conduct electricity to you instantly.
2. If an appliance isn't operating properly or gives you the slightest shock, unplug it and call a service technician to have it repaired right away.
3. When you're done using an appliance with a detachable cord, always unplug it from the wall before you unplug it from the appliance. Any cord connected to a wall socket is "hot" and could burn you.
4. Replace worn, frayed or damaged electrical cords – don't repair them.
5. Don't overload electric outlets, circuits or extension cords. Most outlets are designed for two plugs only. Signs of overloaded wiring include blown fuses, tripped circuit breakers, shrinking or fading TV picture, dimmed lights, and appliances taking longer to do their job.

For more safety tips, order our free brochure, "Gas & Electric Safety at Home," by calling **1-800-411-SDGE (7343)**. To download it, visit www.sdge.com and click on the "Residential" tab, then "Free Brochures."



Don't overload electric outlets, circuits or extension cords with appliances, especially heat-producing appliances such as irons.



EASY payment options available

Offering you easy, convenient ways to pay your bill is part of SDG&E's commitment to exceptional customer service. Consider the following options, then give us a call at **1-800-411-SDGE (7343)** or visit www.sdge.com for more information or enrollment forms.

Automatic Pay.* With this free electronic payment option, your SDG&E bill payment is deducted automatically from your checking account. You save time, postage and check-writing costs.

Pay-By-Phone.* Simply call a toll-free number when you want to pay your SDG&E bill – electronically – from your checking account.

Level Pay Plan. SDG&E can average the highs and lows of your energy bills so that your monthly payments are more predictable and easier to budget.

*Ask your bank whether it charges fees for electronic banking services.

You can save time, postage and check-writing costs with SDG&E's electronic payment options.

SDG&E HELPS CUSTOMERS IN NEED

SDG&E offers energy bill discounts, energy-saving home improvements and bill payment help to customers in need. Call **1-800-411-SDGE (7343)** or visit www.sdge.com for eligibility requirements and other details about the many customer assistance programs available, including:

- A 20% discount off energy bills for qualified, limited-income households.
- Free energy-saving appliances and home improvements for customers who meet income, age or disability guidelines.
- Special funds contributed by SDG&E employees for customers facing temporary financial hardships.
- Federally funded assistance.
- Payment arrangements for past-due accounts.



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On-time service GUARANTEED

SDG&E guarantees on-time arrival for the most commonly requested appointments – including service turn-ons, gas appliance adjustments and energy usage inquiries – or you'll receive a \$15 to \$50 credit on your bill. Just call **1-800-411-SDGE (7343)** at least one day in advance to schedule an appointment, and you'll automatically be covered. You can make appointments for four-hour periods, typically 8 a.m. to noon or noon to 4 p.m., or on an all-day basis.

SDG&E offers this service guarantee as part of our commitment to providing safe, reliable energy and exceptional customer service.

GET A FREE HOME ENERGY CHECKUP

SDG&E offers free home energy checkups that can help you pinpoint your best opportunities for saving energy and money. Call **1-800-411-SDGE (7343)** to schedule an appointment for an in-home energy survey. A specially trained representative will evaluate your home and give you recommendations on replacing your existing appliances with energy-efficient ones to lower your energy costs. If you prefer a do-it-yourself version instead, ask for our mail-in survey or take the online version at www.sdge.com under "Energy Tools."



No sobrecargue los enchufes, extensiones o circuitos eléctricos con aparatos domésticos, especialmente con los que producen calor, como las planchas.

Cinco sugerencias para seguridad eléctrica en el hogar

Los aparatos eléctricos contribuyen a la comodidad del hogar, ayudándole con la iluminación, aire acondicionado, cocina, limpieza, entretenimiento y tantas cosas más. Sin embargo, es importante usar la electricidad con precaución para prevenir lesiones graves, incendios y hasta fatalidades. Las siguientes sugerencias de seguridad pueden ayudarle a evitar dichos peligros.

1. Cuando toque o use un aparato electrodoméstico, asegúrese que ambos, usted y el aparato estén secos. Cualquier líquido o humedad que esté entre usted y el aparato eléctrico puede conducir la electricidad hasta usted instantáneamente.
2. Si un aparato no está operando apropiadamente o le da el toque eléctrico más leve, desconéctelo y llame a un técnico de servicio inmediatamente.
3. Cuando acabe de usar un aparato doméstico con cable que se puede quitar y poner, desconéctelo siempre de la pared antes de desconectarlo del aparato. Cualquier cable conectado a un enchufe de pared tiene corriente y podría ocasionarle una quemadura.
4. Reemplace los cables eléctricos raídos, pelados o dañados – no los repare.
5. No sobrecargue los enchufes, circuitos o extensiones. La mayoría de los enchufes están diseñados para dos contactos únicamente. Las señales de cables sobrecargados incluyen fusibles fundidos, interruptores de circuito botados, reducción o desvanecimiento de imagen de televisión, iluminación tenue, y aparatos que toman más tiempo para cumplir su función.

SDG&E AYUDA A LOS CLIENTES NECESITADOS

SDG&E ofrece descuentos en las facturas de energía, mejoras para el hogar que ahorran energía y ayuda para pagar facturas de clientes necesitados. Llame al **1-800-311-7343** para informarse de los requisitos y otros detalles acerca de los diferentes programas de asistencia al cliente disponibles, incluyendo:

- Un 20% de descuento en las facturas de energía de hogares con ingresos limitados.
- Aparatos eléctricos gratuitos que ahorran energía y mejoras para el hogar para clientes que reúnen los criterios de ingreso, edad o incapacidad.
- Fondos especiales contribuidos por empleados de SDG&E para clientes que atraviesan por penurias financieras temporales.
- Ayuda financiada con fondos federales
- Convenios de pago para cuentas vencidas

Obtenga una revisión gratuita

DE ENERGÍA EN EL HOGAR

SDG&E ofrece revisiones gratuitas de energía en el hogar que pueden ayudarle a identificar sus mejores oportunidades para ahorrar energía y dinero. Llame al **1-800-311-7343** para programar una cita para hacer un estudio, en su hogar, sobre el uso de la energía. Un representante especialmente capacitado evaluará su hogar y proveerá recomendaciones para reemplazar sus aparatos existentes con modelos eficientes para el ahorro de energía. Si prefiere una versión hágalo-usted-mismo, pida una encuesta que pueda enviar por correo.