

*Serving you today.
Planning for tomorrow.™*

PROCESS IMPROVEMENTS *to ensure cost efficiency*

As part of the company's commitment to provide safe and reliable energy, SDG&E® continually seeks to improve how we run our business. One of many functions undergoing continuous evaluation and refinement is the purchasing of supplies and services.

"Providing energy requires a myriad of services and equipment, from everyday office supplies to one-of-a-kind pieces of complex electrical equipment. "We're always looking to achieve good value for all purchases the company makes, which helps keep rates reasonable and stable for our customers," says Ed Guiles, SDG&E chairman and chief executive officer.

In addition to contracting environmental, construction and other services, each year the company buys more than 3,000 power poles, over 230 miles of pipes, 800 miles of wire, and 65,000 gas and electric meters.

Recent changes have been implemented, improving the efficiency of our contract management system for buying supplies and services. Among the refinements is the use of innovative bidding techniques to obtain low market prices for a variety of items.

For critical supplies, the company has developed relationships with suppliers to ensure we have necessary supplies at fair market prices that can be delivered quickly. An example of our ability to obtain critical supplies quickly and cost-efficiently, occurred during last year's wild fires, when SDG&E was able to have over 3,000 poles delivered in just a few days to help rebuild the electric system.

For more information on SDG&E activities and services please visit www.sdge.com or call 1-800-411-SDGE (7343) for a free copy of "Serving you today. Planning for tomorrow."



Ed Guiles, chairman and chief executive officer, left, Margot Kyd, senior vice president of Business Solutions, and Hal Snyder, director of Supply Management, discuss SDG&E's methods of buying supplies and services.

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'd prefer a do-it-yourself version instead, you can take one online at www.sdge.com.



In addition to in-home energy surveys, SDG&E offers online energy checkups. Visit www.sdge.com, and click on "Residential," "Tools" and "Home Energy Use Profile."

To stay safe, stay away from **OVERHEAD POWER LINES**

As the weather warms up, you and your family may be spending more time working or playing outdoors. To stay safe, remember to avoid overhead power lines. They carry electricity, which can cause serious injury or even death upon contact. You can also be put in harm's way by touching a conductor of electricity – such as a metal tool, ladder, antenna or flagpole – that comes in contact with a power line. Electricity can even travel through dirt or water on non-metal objects, such as kite strings, to reach you.

To learn more about energy safety, call **1-800-411-SDGE (7343)** and request our free brochure, "Gas and Electric Safety at Home." You can also find it online at www.sdge.com.

GET COOL CASH FOR SUMMERTIME *home improvements*

This summer, get cash back for making home improvements that can help you keep cool and save energy. SDG&E is offering rebates ranging from \$20 to \$575 for selected home improvements and appliances that can help you lower your monthly energy bill.

The rebates are available on a first-come, first-served basis from Jan. 1, 2004, through Dec. 31, 2004, while funds last. Contact SDG&E at **1-800-411-SDGE (7343)** or info@sdge.com to verify rebate availability and eligibility requirements before buying or installing qualifying products. You'll also find rebate applications and specification sheets online at www.sdge.com.

Rebates for summer energy-efficiency measures*

Whole-house fan	\$100/unit
Central air conditioner	\$200 to \$500/unit
Central heat pump	\$275 to \$575/unit
Ducted evaporative cooling system	\$300/unit
ENERGY STAR® labeled programmable thermostat	\$20/unit
ENERGY STAR® qualified room air conditioner	\$50/unit
High-performance dual-pane windows	\$1.00/square foot
Pool pump and motor replacement (single-speed)	\$125/unit
Pool pump and motor replacement (two-speed with automatic control system)	\$300/unit

*This is a partial list of rebates available through SDG&E's 2004 Home Energy Efficiency Rebate Program. Rebates apply only to new equipment that meets eligibility requirements and that is installed in SDG&E customers' existing single-family detached homes, attached homes (up to four-plex), condominiums and mobile homes. Funding is limited and subject to change. Be sure to verify rebate qualifications with SDG&E before buying equipment.

KNOW THE **FACTS ABOUT SUMMER ENERGY BILLS**

Warmer weather isn't the only thing that can affect your summer energy bills. Although you may use extra energy to run air conditioners, refrigerators-freezers, pool or spa filters, and amenities enjoyed by vacationing children or guests, variations in energy rates can affect your summer energy bills as well. Here's how:

- **Electric rates are slightly higher from May through September.** In 2001, the California Public Utilities Commission (CPUC) set seasonal electric rates slightly higher from May 1 through Sept. 30 than during other months. The goal is to help prevent blackouts by encouraging conservation in the summer, when power resources may be stretched thin.
- **Summer baseline allowances run from May through October.** Every year, summer baseline allowances for both natural gas and electricity take effect from May 1 through Oct. 31. These daily allowances provide some energy for basic needs at the lowest, or baseline, rates. Set by the CPUC, baseline allowances and rates apply only to energy distribution, not the energy itself.
- **Higher rates apply to higher use.** To promote year-round conservation efforts, the CPUC has linked progressively higher electric rates to incremental increases in electricity use beyond the baseline allowance. These four electric rate tiers are in effect all year long.

Your SDG&E bill itemizes your energy use, rates and baseline allowances. For more information, call **1-800-411-SDGE (7343)**.

Five easy ways to curb your *refrigerator's appetite for power*

Your refrigerator-freezer eats up about 20% of your household's annual energy budget. You can help curb its appetite for power with these simple energy-saving tips:

1. Keep door seals clean. Replace seals that are cracked or loose.
2. At least twice a year, vacuum or dust the condenser coils located on the back or bottom front of your refrigerator.
3. Set thermostat controls at 38°F to 40°F for the refrigerator, and 0°F for the freezer.
4. Let leftover food cool slightly before storing it in the refrigerator.
5. Check the owner's manual for your refrigerator's correct capacity. Refrigerators operate most efficiently when full, but not so overloaded that cold air circulation is blocked.

For more tips, you can download a copy of SDG&E's free brochure, "Facts About Refrigerators and Freezers," at www.sdge.com.



You can stock up on energy savings by following a few simple tips for refrigerators and freezers.



A  Sempra Energy utility™

MAYO DE 2004

NOTICIAS DE ENERGÍA



Además de estudios sobre el uso de la energía en su hogar, SDG&E también ofrece revisiones en español, en línea. Visite www.sdge.com.

Reembolsos por mejoras *al hogar*

Este verano, reciba reembolsos en efectivo por realizar mejoras en su hogar, que puedan ayudarle a mantenerse fresco y a ahorrar energía. SDG&E está ofreciendo reembolsos desde \$20 hasta \$575 por algunas mejoras y aparatos domésticos selectos que pueden ayudarle a reducir su factura mensual de energía.

Los reembolsos se otorgarán por riguroso orden de recepción de solicitudes, del 1 de enero de 2004 hasta el 31 de diciembre de 2004, o hasta que se agoten los fondos. Llame a SDG&E al **1-800-311-7343** para verificar la disponibilidad de reembolsos y los requisitos que deben cumplirse antes de comprar o instalar los productos que califiquen. Asimismo, encontrará solicitudes de reembolso en línea en: www.sdge.com.

Reembolsos por medidas energéticamente eficientes para el verano*

Ventilador para toda la casa	\$100/unidad
Aire acondicionado central	\$200 a \$500/unidad
Bomba central de calor	\$275 a \$575/unidad
Sistema de enfriamiento con ductos por evaporación	\$300/unidad
Termostato programable con etiqueta ENERGY STAR®	\$20/unidad
Aire acondicionado de habitación aprobado como ENERGY STAR®	\$50/unidad
Ventanas de hoja doble de alto rendimiento	\$1.00/pie cuadrado
Reemplazo de bomba y motor para piscina (de una velocidad)	\$125/unidad
Reemplazo de bomba y motor para piscina (de dos velocidades con sistema de control automático)	\$300/unidad

*Ésta es una lista parcial de los reembolsos disponibles a través del programa 2004 Home Energy Efficiency Rebate Program de SDG&E. Los reembolsos aplican únicamente a equipo nuevo que cumpla con los requisitos y que esté instalado en la actual vivienda unifamiliar, adosada (hasta cuatro unidades), condominio o casa móvil del cliente de SDG&E. Los fondos son limitados y están sujetos a cambios. Asegúrese de verificar con SDG&E los requisitos para recibir el reembolso antes de comprar cualquier equipo.

© 2004 San Diego Gas & Electric Company.
All copyright and trademark rights reserved.

Obtenga una revisión energética *gratuita de su hogar*

SDG&E ofrece revisiones energéticas gratuitas de su hogar que pueden ayudarle a identificar las mejores oportunidades para ahorrar energía y dinero. Llame al **1-800-311-7343** para programar una cita a fin de que realicen una inspección energética en su hogar. Un representante especialmente capacitado realizará una evaluación de su hogar y le dará algunas recomendaciones sobre el reemplazo de sus actuales aparatos por aparatos energéticamente eficientes para reducir sus costos de energía. Si prefiere la versión 'hágalo usted mismo', puede hacerla en línea en www.sdge.com.

Para mantenerse a salvo, aléjese de

LOS CABLES ELÉCTRICOS AÉREOS

Conforme aumenta la temperatura, probablemente usted y su familia pasen más tiempo trabajando o jugando al aire libre. Para mantenerse a salvo, recuerde alejarse de los cables eléctricos aéreos. Conducen electricidad, misma que puede llegar a ocasionar un daño severo e incluso la muerte al contacto. También puede ponerse en peligro si toca algún material conductor de electricidad, como una herramienta, escalera, antena o asta bandera metálica, que entre en contacto con algún cable eléctrico. La electricidad puede incluso viajar a través de la tierra o agua en la superficie de objetos no metálicos, como son los hilos de un papalote, para llegar hasta usted. Para conocer más acerca de la seguridad en torno a la energía, llame al **1-800-311-7343**.

♻️ Printed on recycled paper.
0440039 1,225M 0404