



Serving you today.
Planning for tomorrow.®

If you're in the market for new appliances, check out SDG&E's rebate programs before you buy. Dishwashers are among the new appliances and energy-saving home improvements that may qualify for mail-in or instant rebates from SDG&E.



OFFERING NEW WAYS TO HELP YOU SAVE ENERGY

In 2007, you'll find a greater variety of energy-saving opportunities available for your home or business through SDG&E®. These include 18 new energy-efficiency programs administered under contracts recently awarded by SDG&E through a competitive bidding process.



"We're offering more energy-efficiency opportunities for you than ever before."

— DEBRA REED
SDG&E PRESIDENT AND
CHIEF EXECUTIVE OFFICER

"We're offering more energy-efficiency opportunities for you than ever before," says Debra Reed, SDG&E president and chief executive officer. "In addition to helping you save money, saving energy helps preserve natural resources and

supports regional energy reliability. Energy-efficiency programs, more renewable energy resources and increased generation and transmission capacity are all part of our long-term resource plan to meet the region's growing energy needs."

Among the new third-party energy-efficiency programs (see www.sdge.com/thirdparty) are rebate programs for recycling inefficient refrigerators, freezers and room air conditioners, programs focusing on business energy savings, technology demonstration projects and educational outreach efforts.

In addition, SDG&E:

- Offers rebates on qualifying home improvements and appliances that can save energy, such as attic and wall insulation, energy-efficient water heaters, and certain ENERGY STAR®-qualified dishwashers, central natural gas furnaces, refrigerators and room air conditioners. (See www.sdge.com/homerebates.)
- Continues adding retailers to its instant rebate program, so more stores will automatically reduce the purchase price of qualifying energy-efficient items at the cash register. (For a list of participating retailers, visit www.sdge.com/homerebates, click on "Single-Family Home Rebates" and look under "Instant Rebates Available.")
- Has agreements with manufacturers and retailers to discount energy-efficient lighting products at more than 500 local stores. (See "CFL Retailers" at www.sdge.com/residential/lighting.shtml.)
- Provides online tools to help you see where your energy goes at home, www.sdge.com/homeanalysis, and at work, www.sdge.com/analyzer.

For more information, visit www.sdge.com anytime or call SDG&E's Energy Information Center – your one-stop energy-efficiency resource – at 1-800-644-6133, Monday through Friday, from 8 a.m. to 5 p.m.

These programs are funded by California utility customers and administered by SDG&E under the auspices of the California Public Utilities Commission.

New interactive tool gives you a quick look at your energy costs

SDG&E is introducing a new interactive tool that makes it easy to understand how household appliances affect your energy bills. You'll find the Interactive Appliance Cost Guide online at www.sdge.com/residential/interactivehome. Just click on the front door to enter the virtual home, choose a room and nudge your mouse over the appliances, lights and other household items to see an estimated energy cost for using each appliance appear.

Knowing the hourly cost to run your air conditioner, for example, may help you understand – and prepare for – higher energy bills if you use the air conditioner more when warmer weather arrives earlier or lasts longer than it has in the past.

If you don't have Internet access, you can still find out how your household energy use affects your energy bills. Call 1-800-411-SDGE (7343) to request a copy of "Your Energy Costs: A Room-By-Room Guide." Helping you understand – and manage – your energy costs is part of SDG&E's commitment to providing exceptional customer service.



It's easy to see how much your appliances cost to run with SDG&E's new interactive tool at www.sdge.com/residential/interactivehome.

Rate-reduction Rx for people with medical needs

If you or someone in your home has a medical condition requiring heat, air conditioning or life support equipment, you may qualify for extra electricity and natural gas at SDG&E's lowest (baseline) rates. A physician must certify the medical need in order for you – or a full-time member of your household – to qualify for SDG&E's **medical baseline allowance**. For details and a medical baseline application, call 1-800-411-SDGE (7343) or visit www.sdge.com/residential and click on "Assistance Services."

Want to support renewable energy?

If you support renewable energy, the California Energy Commission (CEC) invites you to enclose this article and a check payable to "Renewable Resource Trust Fund" in the same envelope as your SDG&E bill payment. SDG&E will then forward your check to the CEC, which administers the trust fund.

Donations support the CEC's Renewable Energy Program for developing technologies that produce energy from constantly replenished sources – such as sunlight, subterranean heat, wind, vegetation and municipal waste – instead of finite fossil fuels. Contributions are not tax deductible. For more information, call the CEC at **1-800-555-7794** or visit www.energy.ca.gov/renewables/history.html.



Solar energy technologies are among those supported by your donations to the state's Renewable Resource Trust Fund.

Your service on time – guaranteed

Showing up on time for service appointments is one of the ways SDG&E strives to earn your satisfaction. SDG&E backs up that commitment with a service guarantee: If you call **1-800-411-SDGE (7343)** to schedule an appointment at least one day in advance, you can expect on-time arrival



For the most commonly requested services, SDG&E guarantees on-time arrival within the promised time frame or you'll receive a credit on your bill.

during your scheduled window or you'll receive a \$15 to \$50 credit on your bill.

The service guarantee automatically covers the most commonly requested services for homes and businesses, such as turning on gas and electric service, gas appliance adjustments and inquiries about carbon monoxide, voltage and energy use. Appointments can be scheduled for four-hour periods, typically 8 a.m. to noon or noon to 4 p.m., or on an all-day basis.

This extra reminder can help

If you are elderly, ill or often away from home – and have ever overlooked a utility bill or shut-off notice – SDG&E's **Third Party Notification Plan** can help prevent loss of service. Under this free plan, you choose a third party – such as a friend, relative or community agency – to receive a copy of any late-payment or shut-off notice that SDG&E sends to you. This enables the third party to bring the problem to your attention and offer you advice or aid. The third party is not responsible for the overdue bill.

To receive an application, call **1-800-411-SDGE (7343)** or look under "Assistance Services" at www.sdge.com/residential.



A Semptra Energy utility®

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MARZO DE 2007

Reducción en tarifas para personas con necesidades médicas

Si usted o alguien en su casa tiene una afección que requiera calefacción, aire acondicionado o equipo para mantener la vida, pudiera tener derecho a recibir electricidad y gas natural adicionales a las tarifas más bajas (asignación inicial) de SDG&E. Un médico tiene que certificar la necesidad médica para que usted – o una persona que viva de tiempo completo en su casa – califique para recibir la **asignación médica inicial** de SDG&E.

Para conocer los detalles y obtener un formulario de solicitud de asignación médica inicial, llame al **1-800-311-SDGE (7343)** o visite www.sdge.com/sp y haga clic en "Programa de asignaciones médicas iniciales (Medical Baseline)".



SDG&E ofrece energía adicional a la tarifa inicial – las tarifas más bajas que tenemos para electricidad y gas natural – a personas con ciertas necesidades médicas.

Este recordatorio adicional puede ayudar

Si es usted una persona de edad avanzada, está enfermo o se ausenta de su casa con frecuencia – y alguna vez ha pasado por alto una factura de servicios públicos o un aviso de interrupción del servicio – el **Plan de notificación a una tercera persona** de SDG&E puede ayudar a evitar que le suspendan el servicio. Mediante este plan gratuito, usted elige a una persona, que puede ser un amigo, un pariente o una agencia de la comunidad, para que reciba copia de algún aviso de pago atrasado o de interrupción de servicio que le envíe SDG&E. Esto permite a la tercera persona avisarle del problema y ofrecerle consejos o ayuda. La tercera persona no es responsable de facturas atrasadas.

Para recibir un formulario de solicitud, llame al **1-800-311-SDGE (7343)** o vaya a www.sdge.com/forms/sp_reminder.pdf.