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2009 POWER OUTLOOK: The big picture for summer

Two agencies that size up the state's power situation each summer recently issued forecasts for "adequate" electricity to meet customers' needs, aided by new resources and reduced demand in summer 2009. Local conditions, however, could vary somewhat from the statewide outlooks of the California Independent System Operator (Cal-ISO), which manages the state's power grid, and the



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— Debra Reed
SDG&E President and
Chief Executive Officer

California Energy Commission, which focuses on energy policy and planning.

"Though the overall outlook is good, SDG&E's system could be stressed on hotter-than-normal days because of transmission congestion.

We've taken steps locally to prepare for a possible system emergency or a heat wave triggering extremely high demand for air conditioning," says Debra Reed, SDG&E® president and chief executive officer. "We also offer programs to help customers save energy and money, and we encourage everyone to get in the habit of conserving energy because it's better for customers' budgets, the power grid and the environment."

To enhance reliability, SDG&E since last summer has:

- Contracted for enough electricity resources to meet projected needs plus 15% reserves.
- Added a new, 46-megawatt "peaker" plant for use during peak hours on hot summer days.
- Installed more than 100 new automated switches on power lines to remotely control equipment, better monitor system conditions and restore service more quickly after outages.
- Replaced more than 20 miles of aging underground distribution cable.



Solar power and other types of renewable energy are part of SDG&E's balanced, long-term plan for providing reliable service this summer and in the years to come.

For more information about the summer power outlook and SDG&E programs, services and tips to help you reduce summer energy costs, visit sdge.com/summer.

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

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didyouknow?



Now you've got a direct line to SDG&E customer service representatives who are specially trained to respond to business customer needs. SDG&E recently launched the **Business Contact Center, 1-800-336-7343**, to improve service for small- and medium-sized businesses. Open from 7 a.m. to 7 p.m., seven days a week, the Business Contact Center has a dedicated team of 20 who handle the typical transactions needed by business customers - such as service starts, billing inquiries and credit arrangements - as well as inquiries about the new smart meters, rate changes and other business-specific issues.

Calls regarding rebates and other energy-efficiency programs and services will still be handled by SDG&E's Energy Information Center at 1-800-644-6133, Monday through Friday, from 8 a.m. to 5 p.m. In addition, you can always speak to a representative by calling SDG&E's 24-hour customer service line at 1-800-411-7343.



Service guide helps you take care of business

SDG&E offers a handy overview of services for business customers called "A Guide to Services for Your Business." Look for the link to this downloadable brochure at SDG&E's Energy Savings Center, sdge.com/esc, or call SDG&E's Business Contact Center, 1-800-336-7343, anytime for more information. The guide provides brief descriptions of programs and services aimed at helping you manage energy use and costs. Examples include:

- **Rebates and incentives** for energy-efficient equipment and new construction projects.
- **On-Bill Financing at 0% interest** for qualifying equipment upgrades, with loan installments itemized on your SDG&E bill.
- **Bill payment options** such as My Account for online bill payment and account management.
- **Online tools for analyzing energy use** so you can pinpoint opportunities to save.
- **Underground utility locator service** to call at 811 to avoid dig-in dangers and costs.
- **Power emergency notification service** to receive alerts when the state expects outages.
- **Seasonal tips** to help you go green and save green at work.



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Planning for tomorrow.®

The thrill of the chill - for less

Lower cooling costs will warm the heart of anyone who's focused on a better bottom line. Here are some energy-saving tips to give you a start.

- Keep your air-conditioning equipment in good condition so it runs efficiently. Follow the recommendations in the owner's manual for do-it-yourself maintenance, such as replacing dirty air filters and cleaning condenser coils, and for professional services, such as testing and adjustments.
- Set programmable thermostats to automatically turn air conditioning on 30 minutes before people arrive and off 30 minutes to 60 minutes before they leave.
- Keep the temperature setting no lower than 78°F during occupied times, as comfort allows. Turn off air conditioning when it's not needed.
- Block direct sunlight on windows with the help of drapes, shades, blinds, shutters, awnings, solar screens, solar films or shade trees.
- Adjust or close vents in unoccupied areas, such as storage rooms and warehouses. Keep at least 75% of the vents open for operating efficiency.
- Shut off exhaust fans in unoccupied rooms unless health codes require constant ventilation.
- Make sure the economizers on air-conditioning units function properly – they bring outside air indoors on cooler days and minimize the need for mechanical cooling. Or, let nature do all the work on cooler, cloudy days and simply leave doors and windows open to bring in fresh air, business operations permitting.
- To help prevent the loss of conditioned air all year round, patch leaky ducts, and caulk and weatherstrip drafty windows and doors.



One easy way to help reduce the need for cooling on hot summer days is to use blinds, shades or other window coverings to block direct sunlight.

Call 1-800-644-6133 to confirm rebate opportunities

Because air conditioning may account for up to one-third of annual electricity use for a business, energy-efficiency upgrades may be worthwhile investments. Before buying new equipment of any kind, confirm rebate opportunities by calling SDG&E's Energy Information Center at 1-800-644-6133. You'll also find rebate information and applications posted online at SDG&E's Energy Savings Center, sdge.com/esc, along with links to seminars, online tools and tips, all designed to help your business save energy.