



A  Sempra Energy utility™

Helpful Ways to Manage Your Energy Bill



1-800-411-SDGE (7343)

24 Hours A Day, 7 Days A Week

www.sdge.com/residential

C U S T O M E R S E R V I C E

SDG&E® provides many programs to help with your energy needs:

- Energy bill discounts
- Energy-efficient home improvements
- Help paying energy bills
- More energy for medical needs
- Select appliance replacement
- Advance notice of blackouts for people vulnerable to extreme temperatures

Energy Bill Discounts

- Based on your income and the number of people living in your home, you may qualify to receive a 20% discount on your monthly energy bills. This discount program is helping thousands of SDG&E customers, and it can help you too. Signing up is fast and easy. *(Applies to gas and electric usage)*
- Households with three or more persons who do not qualify for the 20% discount, may be eligible for a discount on electricity costs once energy usage reaches certain levels. Income requirements must be met. *(Applies to electric usage only)*

Improve the Comfort and Efficiency of Your Home

- No-cost, energy-saving home improvements and select new energy-efficient appliances may be available to homeowners and renters who meet income and other requirements. Home improvements may include ceiling insulation, caulking, weather stripping, low-flow showerheads, water heater blankets, and other minor home repairs to reduce air leaks. To receive more information on this service, call 858-514-4030 or 888-340-4030 in the North County.

Help Paying Your Bill

Financial Assistance

- If you meet income guidelines or face unexpected hardship, you may qualify for help with your energy bills.

Priority is given to people spending a high percentage of their income on energy, families with elderly or disabled members or with children under three years of age. Additional emergency bill payment assistance and weatherization service is available by calling the Department of Community Services and Development at 1-866-675-6623.

Payment Arrangements

- Call SDG&E any time to arrange a payment plan if your account is past due. Also, ask about our Level Pay Plan to have more predictable energy bills.

For Those with Medical Needs

- People with special conditions requiring heat, air conditioning or life-support equipment can get more energy at the lowest (or baseline) rate. Doctor certification is required. ***Household income is not a factor for qualifying.***
- If extreme heat poses a health risk for anyone in your home, sign up to receive free advance notice of blackouts. SDG&E offers automated notification calls in case of state-directed power outages that could affect people vulnerable to extreme temperatures.
- If you or someone you know has limited vision, an SDG&E service person will mark range dials and thermostats to make them easier to use.

Services for Your Home

Rebates and Energy Use Surveys

- Take advantage of cash rebates for purchasing qualifying energy-efficient appliances, refrigerator recycling, and do-it-yourself home improvements.

Check rebate availability prior to purchasing appliances. SDG&E also offers a free home energy check-up that will tell you where you are using energy and the best steps you can take to save energy.

Safety Inspections for Gas Appliances

- Call in the late summer or early fall to schedule a gas furnace pilot relight. Or, call any time if you smell gas or are concerned about your gas appliances and would like a safety inspection. These services are offered free of charge.

Keep Up with SDG&E Notices

Third Party Notification

- Designate a friend, relative or community agency to receive any payment notices from SDG&E. This “third party” can then bring notices of late payment or service interruption to your attention and offer advice or assistance. To enroll call or visit www.sdge.com and click on “Brochures and Forms” then “When You Need An Extra Reminder.”

How to Reach Us

San Diego Gas & Electric is committed to providing you with safe, reliable energy and exceptional customer service. For more information on our programs and services, including requirements, income qualifications or referral to community agencies, contact SDG&E at **1-800-411-7343**.

Additional Resources

Call 2-1-1 for free confidential help in finding community, health and disaster services throughout San Diego County. Phone lines are answered 24 hours a day, seven days a week.

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