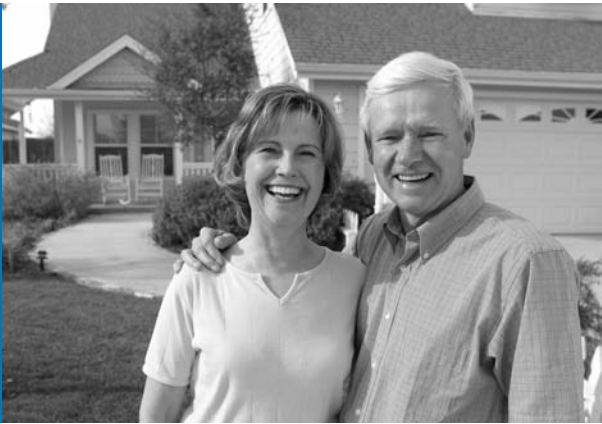




A  Sempra Energy utilitySM

Your Rights As An SDG&E Customer



1-800-411-SDGE (7343)

24 Hours A Day, 7 Days A Week

www.sdge.com

As a customer of SDG&E you have certain rights and responsibilities, which are outlined briefly in this brochure. If you have questions about this information, please contact our Customer Service Center at **1-800-411-SDGE (7343)** or *info@sdge.com*.



Our Customer Service Representatives can also start and stop service, review your account and answer questions about your service and bill.

If you have chosen to buy electricity from an energy service provider (ESP), you will need to contact your ESP for questions about that portion of your service and bill. There are three billing options that SDG&E supports and that your provider may offer; a bill from SDG&E showing SDG&E and ESP charges; a bill from your ESP showing ESP and SDG&E charges; or a separate bill from SDG&E and a separate bill from your ESP.

If You Think Your SDG&E Bill is Incorrect

If you think your bill, which may include electric energy charges that reflect electricity provided by the California Department of Water Resources, is incorrect, contact us within five days of the mailing date. We will investigate your question and report our findings to you. Your service will not be disconnected during our investigation and you will not be required to pay your bill until after the investigation is completed.

If you call after five days, we will still investigate your question and report back to you, but you must either pay the bill by the due date or agree to payment arrangements to avoid disconnection.

If you disagree with our findings, you may file a written appeal with the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, Ste. 2250, San Francisco, CA 94102 or by e-mail at consumeraffairs@cpuc.ca.gov. To do this you must follow the procedure below within 34 days of when the bill was mailed:

1. Instead of paying the disputed bill, you must either deposit the amount of the disputed bill with the CPUC (checks should be made payable to the CPUC, not SDG&E) or agree to an installment payment plan with SDG&E.
2. The CPUC will review the basis of the billed amounts and report its findings to you and SDG&E.
3. If you are not satisfied with the findings, you may contact the CPUC to discuss further appeals.
4. If additional bills become due which you also think are incorrect, you must also deposit those amounts

with the CPUC or agree to an installment payment plan with SDG&E. Failure to do this may result in a disconnection of service.

5. The CPUC will not accept appeals when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Areas that are not related include rates, pending rate applications and sources of fuel.

Other Facts You Should Know About Your SDG&E Bill

How am I billed?

You are billed every month for the energy you use. The amount of your bill is based on your energy usage and the rates we charge for energy. These are shown on your bill. Instructions on how to read your bill are available at every SDG&E office, or you can contact us at 1-800-411-SDGE (7343) or info@sdge.com.

When is my SDG&E bill due?

Your bill is due and payable when you receive it. It becomes past due several days after it is mailed. Both the mailing date and the past due date are shown on your bill.

Delayed Payment Charge

A late payment charge will be added to non-residential gas and or electric SDG&E amounts, including any DWR amounts contained in the electric energy charges, if payment is not received within 25 days of the date the SDG&E bill was mailed. The CPUC authorized the charge to offset the expenses created by late payments.

Where should I pay my SDG&E bill?

You can pay your bill by mail, electronically or in person at any SDG&E office or authorized agent. Contact us at 1-800-411-SDGE (7343) or info@sdge.com for more information. You can also visit our web site at www.sdge.com.

What if I cannot pay my SDG&E bill?

If you cannot pay your bill, please call us immediately. We can make payment arrangements with you if you are having a temporary financial hardship or if someone in your home is seriously ill and you cannot pay your bill. We can also provide you with information on the possible sources for financial assistance. To make payment arrangements you must call or come into any SDG&E office before the expiration date of any past due notice to avoid disconnection of your service.

If you make payment arrangements and then fail to keep them, your service may be disconnected without further notice. If a payment agreement was not offered to you and you believe such an agreement is necessary, you must write to the CPUC's Consumer Affairs Branch. This must be done before the expiration date of any past due notice to avoid disconnection. If these steps are followed, you are not required to place a deposit with the CPUC while your account is being investigated.

SDG&E must notify you at least 48 hours before disconnecting your service by calling you, by contacting you personally, by mail or by leaving a notice at your home or business if you had not made payment arrangements. If your service is disconnected, you will be charged a reconnection fee of \$15.00 per meter if the payment is made before 1:00 p.m. and \$30.00 per meter if the

payment is made after 1:00 p.m. You also may be required to pay a deposit to re-establish service.

If you are paying your utilities through your rent and the landlord fails to pay the bill on time, we will post a notice on the premises that the bill is past due and the service for the complex may be disconnected. If you are ever in this situation, please contact us. You and the other tenants can work with us to avoid disconnection of your service.

Collection Charges

There will be a charge each time it is necessary for an SDG&E representative to visit your home or business to collect or disconnect service for a past due bill, deposit or returned payment. The charge will be \$9.00 for a visit to collect and \$15.00 for a visit to disconnect service. A fee of \$8.00 is charged for returned payments.

Deposit Policy

Customers who have never established credit with SDG&E may be required to pay a deposit. A satisfactory referral letter from your former gas, electric, water or phone utility, or a guarantor agreement may be accepted from residential customers in place of a deposit. Non-residential customers may be able to submit a surety bond, irrevocable letter of credit or D&B credit rating.

If your service has been disconnected for failure to pay your bill, you will be required to pay a deposit equal to twice your highest monthly bill to re-establish service. If you are unable to pay the deposit, payment arrangements can be made.

Deposits are applied to your bill, with interest, when bills are paid on time for 12 consecutive months.

Payment arrangements

Residential customers who are unable to pay their bill in full due to a temporary financial hardship need to call SDG&E before the expiration of a past due notice. If your service has been disconnected and someone in your household is seriously ill, we can restore your service for up to 25 days or longer if you request and agree to installment payment arrangements not to exceed 12 months. Verification of the illness by a physician, osteopath, public nurse, or social worker may be required.

Special Notice to Disabled or Elderly Customers or Customers Who May Miss a Utility Bill

You can arrange for a third party, such as a friend, relative or community agency to receive copies of any past due notices we send you. This is an excellent idea for people who might overlook a past due notice or those who are frequently away from home. Please call us to arrange for this service.

Our Rates and Rules

SDG&E must receive CPUC approval for the rates we charge and the rules we follow regarding the service we provide our customers. You can review these rates and rules at any SDG&E office or at our web site at www.sdge.com.

For more Information

SDG&E is committed to providing exceptional customer service. If you'd like more information, contact our Customer Service Center at 1-800-411-SDGE (7343), or by e-mail at info@sdge.com. You can also visit our web site at www.sdge.com.



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*Serving you today.
Planning for tomorrow.®*

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