

SDG&E Meter Data Management Agent (MDMA) Help Line
1-888-388-1620

Contact the SDG&E 24hour MDMA server help line with any of the following problems:

- Connecting to the server
- User ID or password
- Questions about data format or data integrity
- Requests for new accounts
- Other MDMA server questions

To receive technical support dial 1-888-388-1620. You will receive a prompt to either enter a "1" or "2" - Enter "2" - then you will be asked to enter your employee number or press the star ("*") key. All MDMA contacts should use the "*" option. When the Help Desk picks up, please identify yourself as an MDMA user from a non-SDGE company. The support staff will ask for a problem description. The appropriate support individual will then be contacted. You can also e-mail us at SDGEMDMA@SDGE.COM

Requests relating to server connectivity will be responded to 7/24. All other problems and questions will be addressed promptly during normal business hours, 8 A.M. to 5 P.M. PPT (Pacific Prevailing Time).