

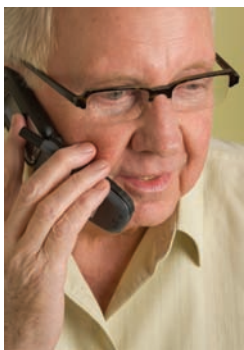


A  Sempra Energy utility®

SDG&E® Assistance Programs

SDG&E strives to create ways to help customers manage their energy use and save money on their monthly bill.

For information on any of the programs listed here, please call 1-800-411-SDGE (7343) or visit the website at www.sdge.com/assistanceservices. For speech or hearing-impaired customers, TDD/TTY is available 24/7 at 1-877-889-7343.



Save Money

20% Bill Discount

The California Alternate Rates for Energy (CARE) program provides an automatic 20% discount on your monthly SDG&E bill. You may qualify if you meet the income guidelines listed or participate in certain public assistance programs. Applying is easy. Visit us online or call for an application.

Apply online: sdge.com/care **Call for info:** 1-800-411-7343

Lower Electric Rate

The Family Electric Rate Assistance (FERA) program provides income-qualified households of three or more with a reduced electric rate once their energy usage reaches certain levels. In order to encourage conservation, the lower rate may not apply if energy use is too high.

Apply online: sdge.com/fera **Call for info:** 1-800-411-7343

HOUSEHOLD SIZE	Maximum Household Income	
	CARE & ENERGY TEAM	FERA
1 or 2	\$30,500	Not eligible
3	\$35,800	\$35,801 - 44,800
4	\$43,200	\$43,201 - 54,000
Each additional	\$7,400	\$7,400 - 9,200



Save Energy

Free Energy-Saving Home Improvements

SDG&E's Energy Team provides free energy-saving home improvements and select new energy-efficient appliances to qualified renters and homeowners. Managing your energy use can help lower your bills when you use less water, gas and electricity every month. You may qualify if you meet the income guidelines listed or participate in certain public assistance programs.

Apply online: sdge.com/energyteam **Call for info:** 1-866-597-0597

Free CFLs and Home Energy & Water Savings Kits

Come to a lighting exchange event near you and trade up to five incandescent bulbs for the same number of new, energy efficient CFLs. You can also get a free kit to help you conserve water and save on energy used for heating, which can help lower your bill.

View calendar: sdge.com/lightingturnin **Call for info:** 1-800-644-6133

Rebates

Rebates on select new energy-efficient appliances and other energy-saving products are available to homeowners and renters.

View rebates: sdge.com/rebates **Call for info:** 1-800-644-6133

Get Extra Help

Customers Having Trouble Paying Bills

You may qualify for temporary assistance with your SDG&E bill if you meet certain income guidelines or face unexpected hardship. Call 2-1-1 for free confidential help in finding the right assistance for your particular needs.

Visit our website: sdge.com/neighbor Call for info: 2-1-1

Customers With Past Due Accounts

Call SDG&E at any time to arrange a payment plan if your account is past due. You can also inquire about the Level Payment Plan, which allows you to pay a similar amount each month based on your projected usage.

Visit our website: sdge.com/levelpay Call for info: 1-800-411-7343

Help for Special Medical Needs

More Electricity at the Lowest Rate

Households with members that have special medical conditions requiring heat, air conditioning or life-support equipment can get more energy at the lowest (baseline) rate through the Medical Baseline program. Doctor certification is required.

View application: sdge.com/medical Call for info: 1-800-411-7343

Automated Notification of Outages

If extreme heat poses a health risk for anyone in your home and your living space must be kept at a constant temperature, sign up for advance notification phone calls about state-directed rotating outages from the Temperature Sensitive program. Customers enrolled in the Medical Baseline program already receive these calls and need not apply again.

View application: sdge.com/tempsensitive Call for info: 1-800-411-7343

Marking Appliances for the Blind

For customers with limited vision, an SDG&E service technician can come mark range dials and thermostats to make them easier to use.

Call to make an appointment: 1-800-411-7343



For information on any of our programs, please call **1-800-411-SDGE (7343)** or visit www.sdge.com/assistanceservices.

Speech or hearing impaired customers may call TDD/TTY 24 hours a day, 7 days a week at **1-877-889-7343**

Beat the Heat at Cool Zones

Every summer, the County of San Diego Aging and Independence Services (AIS) opens "Cool Zones" to offer a place for senior citizens, people with special needs and the general public to escape mid-day summer heat and reduce their air conditioning use.

View locations: sdge.com/coolzones Call for info: 1-800-510-2020

Third Party Notification

Customers who are elderly, sick, shut in or away from home may sometimes overlook a utility bill or shut off notice. The Third Party Notification Plan allows customers to designate a friend, relative or community agency as a trusted third party. SDG&E will send that person or agency a copy of any late or service interruption notice you receive. These notices give the third party an opportunity to bring late bills to your attention and offer advice or aid.

Apply online: sdge.com/thirdparty Call for info: 1-800-411-7343

SAN DIEGO GAS & ELECTRIC®

1-800-411-SDGE (7343)

www.sdge.com