

Keep your home safe this winter

Here are some tips to keep your home safe and make sure you and your family stay protected from potential hazards. Following these suggestions will help you keep your home safe and cozy during the colder months.



- **Use portable heaters correctly:** Always plug space heaters directly into wall outlets and avoid using extension cords which can overheat. Don't leave a portable heater unattended. Ensure it has a tip-over switch which shuts the unit off if it's knocked over.
- **Insulate exposed pipes:** Insulate water pipes to prevent freezing. Know where your main water shutoff valve is and how to use it in case a pipe bursts.
- **Keep vents clear:** Keep heating vents clear of air flow obstructions like furniture or curtains. Consider using a vent cover or deflector.
- **Maintain your fireplace:** Have your chimney inspected and cleaned by a professional annually. Only burn dry, seasoned wood. Keep flammable materials away from the fireplace to prevent accidental ignition.
- **Use generators properly:** If you use a generator, follow safety guidelines to help prevent carbon monoxide poisoning. Keep the generator outdoors and away from windows.

Find more energy safety tips at sdge.com/safety.

Protecting your privacy

You count on us to deliver clean, reliable and safe energy. You also count on us to protect your personal information. At SDGE, privacy is fundamental to our business and we are committed to protecting your privacy.



Visit sdge.com/privacy for policy and procedure updates that reflect legal requirements and/or best practices. Plus, you can view our privacy notice and learn how we safeguard your energy usage information.



During adverse weather conditions, a Public Safety Power Shutoff (PSPS) may be called to help reduce the risk of wildfire. Learn more at sdge.com/PSPS.

Get payment and bill assistance

Need help paying your energy bill? We offer bill and payment assistance including bill discounts, debt forgiveness and flexible payment arrangements.



- Our customer assistance programs, like CARE and FERA, can save you 30% or more on your bill.
- The Neighbor-to-Neighbor Fund provides up to \$300 toward your energy bill if you are experiencing temporary financial hardship.
- Our Energy Savings Assistance Program (ESA) offers free energy-efficient home improvements.
- The Arrearage Management Payment Plan (AMP) allows debt forgiveness for past due account balances. Learn more at sdge.com/AMP.

Find out if you qualify for any of these programs at sdge.com/assistance.

Obtenga asistencia con pagos y facturas

¿Necesita ayuda para pagar su factura de energía? Ofrecemos varias formas de asistencia, incluido programas de descuento, la condonación de deudas y arreglos de pagos flexibles.

- Nuestros programas de asistencia al cliente, como CARE y FERA (por sus siglas en inglés), pueden ahorrarle un 30% o más en su factura.
- El programa Neighbor-to-Neighbor proporciona hasta \$300 para su factura de energía si está pasando por dificultades financieras temporales.
- Nuestro Programa de Asistencia para el Ahorro de Energía (ESA, por sus siglas en inglés) ofrece mejoras gratuitas en el hogar relacionadas con la eficiencia energética.
- El Plan de Pagos para la Gestión de Atrasos (AMP, por sus siglas en inglés) ofrece la condonación de deudas para saldos vencidos. Obtenga más información en sdge.com/AMPesp.

Consulte nuestro sitio web para saber si reúne los requisitos para estos programas y más en sdge.com/asistencia.

SDG&E's accessible information, resources and services

SDG&E is committed to supporting all our customers, including those who may need additional assistance.

Do you or does someone in your household have a disability? Or use an electronic medical device for health, safety or independence? Let us know at sdge.com/AFN-survey.

SDG&E has several accessible resources, including:

- Communications in more than twenty languages, including American Sign Language (ASL), during a Public Safety Power Shutoff
- Billing statements in large font or Braille for those who are blind or have low vision
- Assistance programs like bill discounts, debt forgiveness and flexible payment programs for those who qualify at sdge.com/assistance
- And more!

Visit sdge.com/AFN to learn more about SDG&E's accessible resources, programs and services.

WINTER ENERGY-SAVING TIP

Be water wise - The longer you run hot water, the higher your energy use and bills. Per [EPA.gov](https://www.epa.gov), running your hot faucet for five minutes uses about as much energy as 22 hours of light from a 60-watt light bulb!

SDG&E is cutting back

Each year, SDG&E's Vegetation Management team partners with professional arborists and contractors to inspect nearly half a million trees and brush near power lines.

SDG&E's annual tree inspection includes trimming and removal to maintain clearance for overhead power lines, underground equipment, transmission towers and power poles. This helps reduce the risk of fire, prevent power outages and save lives by removing electric shock hazards. SDG&E also performs quality assurance audits of the work to make sure we've done everything possible to help keep you and your family safe. As always, your safety is our top priority.

We don't stop there; trees near power lines can be a safety hazard. That's one reason SDG&E sponsors tree-planting events at schools. We share our expertise through community education and outreach so you can plant the right tree in the right place. Learn more at sdge.com/TreeSafety.



Proposition 65 warning

SDG&E is a regulated public utility that provides energy service to 3.7 million people through 1.49 million electric meters and 905,000 natural gas meters in San Diego and southern Orange counties. Our service area spans 4,100 square miles. For a map of our service area go to sdge.com/about-us.

Natural gas and treated wood utility poles are used throughout our service area. In accordance with Proposition 65, the following warnings are provided:

Natural gas combustion

WARNING: Entering this area can expose you to chemicals including formaldehyde, which is known to the state of California to cause cancer, and carbon monoxide, which is known to the state of California to cause birth defects or other reproductive harm. For more information go to www.P65warnings.ca.gov.

Treated wood utility poles

WARNING: Entering this area can expose you to chemicals including pentachlorophenol, which is known to the state of California to cause cancer. For more information go to www.P65warnings.ca.gov.

Advertencia de la Proposición 65

SDG&E es una empresa de servicios públicos regulada que ofrece servicio de energía a 3.7 millones de personas a través de 1.49 millones de medidores eléctricos y 905,000 medidores de gas natural en los condados de San Diego y sur de Orange. Nuestra área de servicio abarca 4,100 millas cuadradas. Para ver un mapa de nuestra área de servicio visite a sdge.com/about-us-esp.

En toda nuestra área de servicio se utilizan gas natural y postes de madera tratados para servicios públicos. De conformidad con la Proposición 65, se proporcionan las siguientes advertencias:

Combustión del gas natural

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluyen formaldehído, conocido por el estado de California como causante de cáncer, y monóxido de carbono, conocido por el estado de California como causante de defectos congénitos u otros daños reproductivos. Para obtener más información, visite a www.P65warnings.ca.gov.

Postes de madera tratados para servicios públicos

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluye pentaclorofenol, conocido por el estado de California como causante de cáncer. Para obtener más información, visite a www.P65warnings.ca.gov.