



The
Gas
Company

A  Sempra Energy utility™

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GasCompanyNews

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Winter ENERGY OUTLOOK

Early forecasts indicate that natural gas prices will remain about the same this winter as last winter. We have adequate supplies of natural gas in storage to help ensure we meet our customers' needs. However, unpredictable external factors – such as extreme weather conditions or increases in the price of similar fuels such as oil – can increase demand and cause natural gas prices to spike. That's why we recommend that you plan now for an energy-efficient winter.

Here are a few things you can do in advance to save on your energy costs:

- If you're planning to purchase a new natural gas furnace, choose an ENERGY STAR® model with an Annual Fuel Utilization Efficiency rating of 90% or higher. Rebates of up to \$200 may be available on qualified models.
- Since up to 40% of a home's heat loss is due to inadequate insulation, consider installing R-30

attic insulation and R-13 wall insulation. Rebates of \$0.15 per square foot add up to about \$180 for the average home. In addition, you could save about \$17 a month (or up to 25%) on heating costs.

- If you need a new dishwasher, consider purchasing a high-efficiency model with an Energy Factor (EF) of 0.62 or greater. Rebates are available from The Gas Company and your water utility also may offer rebates. When you use a high-efficiency ENERGY STAR® dishwasher instead of hand washing, you can save about \$5 monthly on your energy and water bills.
- Have your home's air ducts tested for leaks. Seal any leaks and save about \$10 monthly (or 5% to 20%) on your heating costs.

We are committed to helping customers manage their energy bills. For more tips, or for information about available rebates, visit www.socalgas.com/energyefficiency.

"To help keep your gas bills as low as possible this winter, focus first on home heating and water heating, which represent about 90% of the typical winter gas bill."

– Robin D.,
Customer Service

Note: Actual energy savings will depend on various factors, including geographic location, weather conditions, equipment installed and usage rates. Completing multiple energy-saving measures will not necessarily result in cumulative savings.

Valuable information from your friends at The Gas CompanySM

Take care of your furnace *for safety and savings*

Your home heating system needs regular maintenance in order to run as safely and efficiently as it can. For peace of mind – and to get the most for your energy dollars – try these gas furnace tips.

Before the first cold snap:

- ☐ Schedule an annual checkup for your furnace by calling a licensed heating or plumbing contractor or The Gas Company.

During the heating season:

- ☐ Clear newspapers, furniture and any other airflow blockages in or around the furnace, vents and grills.
- ☐ Clean or replace the air filter monthly or as recommended by the furnace manufacturer.
- ☐ After installing a filter, fit the furnace front-panel door snugly back into place. Never run the furnace with the access door ajar – it may expose you to carbon monoxide poisoning.
- ☐ Vacuum and clean regularly around your furnace, especially the burner compartment, to prevent dust and lint from building up.
- ☐ If a burner flame looks yellow, large and unsteady, the furnace needs to be inspected and fixed immediately by a qualified professional.

To learn more about safe, efficient use of your natural gas appliances, visit www.socalgas.com/safety.

PILOT RELIGHT REMINDER:

If your furnace pilot light has been shut off, The Gas Company will be glad to relight it for you. Be sure to call early to avoid the rush, since wait times tend to be longer once cold weather arrives. Contact us online at www.socalgas.com/service or call our toll-free, automated number, **1-800-772-5050**, and have your account number handy.



Make sure your home heating system is ready to go before cold weather arrives. Call a licensed heating or plumbing contractor or The Gas Company to schedule your annual furnace checkup today.

SAFETY ALERT: *Carbon monoxide*

To help protect yourself against illness and even death, learn the facts about carbon monoxide. This information is just part of our commitment to provide safe, reliable energy and exceptional customer service.

What is carbon monoxide? It's a colorless, odorless, tasteless gas that can rob you of oxygen. It may be produced by natural gas appliances that are improperly installed, poorly maintained or misused.

How can I recognize carbon monoxide?

Be alert for: **(1)** a yellow, large and unsteady burner flame in an appliance (except for decorative gas logs); **(2)** an unusual, pungent odor when the appliance is running; and **(3)** unexplained nausea, drowsiness or flu-like symptoms in household members.

What should I do if I suspect carbon monoxide is present in my home?

- 1)** Stop using the suspected appliance immediately.
- 2)** Seek emergency medical attention for anyone with carbon monoxide poisoning symptoms.
- 3)** Contact a licensed heating or plumbing contractor or The Gas Company for an appliance inspection.
- 4)** Do not use the appliance until it has been inspected, serviced and deemed safe by a qualified professional.

What's the best way to reduce the risk of carbon monoxide exposure? Make sure your furnace and other gas appliances are properly installed, maintained and used.

Reduced rate for people *with medical conditions*

Certain medical conditions may qualify you or a full-time resident of your home for additional natural gas at our lowest (baseline) rate. This Medical Baseline Allowance is 0.822 therms of natural gas per day in addition to the standard baseline allowance. It's available to those who may require a sustained level of heating due to paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system, or a life-threatening illness.

To qualify, you must have a doctor certify the medical condition. To receive an application for the Medical Baseline Allowance, call us at **1-800-427-2200** or download one at www.socalgas.com/medical.

WINTER BASELINE begins Nov. 1

Every year from Nov. 1 through April 30, your winter baseline allowance automatically takes effect, which means you can get more natural gas for home heating at the lowest (baseline) rate than you can during the rest of the year. The state of California sets your baseline therm allowance according to the season, your climate zone and other factors. You can check the number of therms you received at baseline and "over baseline" rates on your gas bill every month.

How seasonal baseline allowances can affect your bill: If you use your furnace in October as much as you do in November, your gas bill will be higher in October, even if gas rates remain the same both months. That's because your summer baseline allowance from May 1 through Oct. 31 is smaller than your winter baseline allowance. For more information about your bill, visit www.socalgas.com/residential/billing.

Your bill shows how much natural gas you received at the lowest (baseline) rate. When your winter baseline allowance is in effect, you can get more gas for home heating at the baseline rate.

NEW! Receive rebates instantly

The Gas Company and participating retailers have made it easier for you to save money on qualifying, high-efficiency clothes washers, dishwashers and water heaters. Now you can enjoy instant savings at the register and enjoy the long-term benefits of energy-efficient appliances.

For a list of qualifying appliances and participating retailers, visit www.socalgas.com/residential/savemoney or call us toll free at **1-888-431-2226**.



If you're in the market for a new dishwasher or other appliance, check out our energy-efficiency rebates first.



A Sempra Energy utility™

Glad to be of service.™

1-800-427-2200

TDD: 1-800-252-0259

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www.socalgas.com.

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Noticias de The Gas Company

Valiosa información de sus amigos de The Gas Company™

Cuide su calefactor *por seguridad y para ahorrar*

El sistema de calefacción de su hogar necesita mantenimiento regular para funcionar a su máxima seguridad y eficiencia. Para estar tranquilo(a), y sacar el mayor provecho del dinero que gasta en energía, pruebe estas sugerencias para el calefactor de gas.

Antes de la primera ola de frío:

- ☐ Programe una revisión anual de su calefactor llamando a un contratista con licencia para hacer trabajos de calefacción o plomería o a The Gas Company.

Durante la temporada de frío:

- ☐ Retire periódicos, muebles o cualesquier otras cosas que bloqueen el flujo de aire en o alrededor del calefactor, conductos y rejillas.
- ☐ Limpie o sustituya el filtro de aire cada mes o conforme a las recomendaciones del fabricante del calefactor.
- ☐ Después de instalar un filtro, vuelva a colocar el panel delantero del calefactor ajustándolo perfectamente. Nunca ponga a funcionar el calefactor con la puerta de acceso entreabierta. Hacerlo puede exponerle a una intoxicación con monóxido de carbono.
- ☐ aspire y limpie periódicamente su calefactor, especialmente el compartimiento del quemador, para evitar la acumulación de polvo y pelusa.
- ☐ Si la llama de un quemador se ve amarilla, grande e inestable, el calefactor tiene que ser inspeccionado y reparado inmediatamente por un profesional calificado.

Para conocer más sobre el uso seguro y eficiente de sus aparatos de gas natural, visite www.socalgas.com/sp/safety.

RECORDATORIO PARA REENCENDIDO DE PILOTO:

Si se apagó el piloto de su calefactor, The Gas Company con gusto se lo volverá a encender. Cerciérese de llamar con tiempo para evitar el gran movimiento de la época de frío, ya que el periodo de espera tiende a ser más prolongado. Póngase en contacto con nosotros llamando a nuestro número automatizado y gratuito: **1-800-772-5050**, y tenga su número de cuenta a la mano.



1-800-342-4545

TDD: 1-800-252-0259

The Gas Company publica *Gas Company News* cada dos meses para su clientela. Esta información, y más, está disponible en www.socalgas.com/sp.

A su servicio... y con gusto.



A Sempra Energy utility™

ALERTA DE SEGURIDAD: monóxido de carbono

Para ayudarlo a protegerse contra enfermedades y hasta la muerte, conozca la realidad acerca del monóxido de carbono. Esta información es sólo parte de nuestro compromiso por proveerle energía segura y confiable, así como un excepcional servicio al cliente.

¿Qué es el monóxido de carbono? Es un gas incoloro, inodoro e insípido que puede robarle el oxígeno. Puede ser producido por aparatos domésticos de gas natural que estén instalados inadecuadamente, tengan un mantenimiento deficiente o que se usen de manera incorrecta.

¿Cómo puedo reconocer el monóxido de carbono?

Esté atento a: (1) una llama de quemador amarilla, grande e inestable en los aparatos domésticos (excepto troncos decorativos de gas); (2) un inusual olor acre cuando está el aparato en operación, y (3) náuseas, somnolencia y síntomas parecidos a los de la gripe, sin explicación, en los que habitan el hogar.

¿Qué debo hacer si sospecho que hay monóxido de carbono en mi casa?

- 1) Deje inmediatamente de usar el aparato del que sospecha.
- 2) Pida atención médica de emergencia para cualquiera que tenga los síntomas de intoxicación con monóxido de carbono.
- 3) Póngase en contacto con un contratista con licencia para hacer trabajos de plomería o calefacción o con The Gas Company para una inspección del aparato.
- 4) No use el aparato hasta que haya sido inspeccionado, le hayan dado servicio y haya sido considerado seguro por un profesional calificado.

¿Cuál es la mejor forma de reducir el riesgo de exposición al monóxido de carbono?

Asegúrese de que su calefactor y otros aparatos de gas sean instalados, mantenidos y usados adecuadamente.