



The
Gas
Company

A  Sempra Energy utility[®]

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GasCompanyNews

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help you save**

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Helping you manage WINTER GAS BILLS

Maintaining your comfort when it's cold outside means more of a workout for your furnace and water heater. That's why gas bills usually peak during the winter.

We can help you trim or manage your winter gas bills. Here are just a few of the options we offer as part of our commitment to provide exceptional customer service. For details, visit www.socalgas.com or call **1-800-427-2200**.

Easy tips to help you save: Check out our energy-saving tips online or give us a call. For example, you can cut heating costs by up to 20% just by setting your furnace thermostat 3 to 5 degrees lower while you're at home and off while you're away.

Get money back: Energy-efficient home improvements and appliances may qualify for rebates, such as \$200 for qualified gas furnaces (see inside).

High-bill solutions: If you receive a bill that's higher than you expected, chances are that you used more gas than you did before. Look for helpful information about the ups and downs of gas bills at www.socalgas.com/residential/billing/. If you're having trouble paying your bill, let us know right away so we can make special payment arrangements.

Level your bills year-round: Our Level Pay Plan averages the highs and lows of your gas bills, so your payments are more predictable all year long.

Special assistance: If you meet certain income qualifications, you may receive a rate discount, free home energy-saving services or other assistance. For details, visit www.socalgas.com/residential/assistance/ or call **1-800-427-2200**.

Relax and enjoy the comforts of home for less when you try our tips, rebates, assistance programs and payment options.

Get rebates on products that help lower your gas bills

Energy-efficient products for your home can help you lower your monthly gas bills. Plus, when you buy qualifying products, you can save even more with cash rebates from The Gas CompanySM, such as:

- \$200 for ENERGY STAR[®]-qualified central natural gas furnaces.
- \$30 for qualifying natural gas water heaters.
- \$0.15 per square foot for qualifying attic and wall insulation.

Before you go shopping, call **1-888-431-2226** to confirm product eligibility, check on availability of funds and verify whether rebate applications are still being accepted.

INSTANT REBATES AVAILABLE, TOO: Would you rather not fill out an application and wait for a check to arrive in the mail? You can get rebates at the point of purchase from retailers that have teamed up with The Gas Company. Instant rebates include:

- \$35 for ENERGY STAR-qualified clothes washers.
- \$30 for ENERGY STAR-qualified high-efficiency dishwashers.
- \$30 for qualifying high-efficiency water heaters.

For the latest information on rebates and participating retailers, visit www.socalgas.com/residential/savemoney/.

*Certain restrictions apply. This program is funded by California utility customers and administered under the auspices of the California Public Utilities Commission.



Energy-saving products such as attic and wall insulation can help you reduce your monthly gas bills and may qualify for rebates so you save even more.



When secured by metal straps attached to wall studs, your water heater is less likely to move or topple during an earthquake.

TIPS for using your water heater SAFELY

Your natural gas water heater helps supply many of the comforts of home, such as warm showers, fresh laundry and clean dishes. Take these steps to use it safely:

- Set your water heater thermostat at or slightly below the manufacturer's recommended temperature to prevent scalding accidents and reduce energy costs.
- Keep the area around your water heater clean and well ventilated.
- Keep flammable products, such as gasoline or paint thinner, far away from your water heater and other heat-producing appliances. When exposed to a flame or spark, unseen vapors from flammable products can ignite.
- Check that the main burner and pilot light of your water heater are at least 18 inches above the floor. This reduces the risk of igniting accidentally spilled flammables.
- Make sure your water heater stays put during earthquakes by anchoring it to wall studs with metal straps and heavy bolts at the top and bottom thirds of the tank, at least 4 inches above the thermostat controls. You'll find strapping kits at your local hardware store.
- When installing a tankless water heater or other equipment, don't block the gas meter (see article on next page).

For more safety tips, visit www.socalgas.com/safety/.

Need to post a deposit? GET A CO-SIGNER INSTEAD

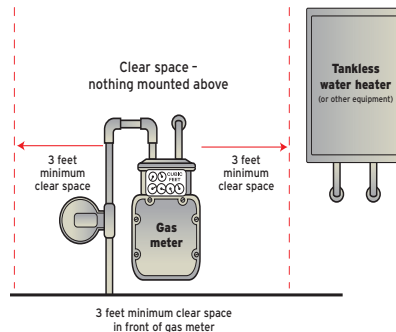
If you are a residential customer who is required to pay a deposit to establish credit with The Gas Company, one way to lessen the financial burden is to secure your account with a "guarantor." The guarantor must be a customer of The Gas Company in good standing with at least two years of established service. The guarantor co-signs for your account and guarantees the payment of any unpaid charges. For more information about this option or other bill payment arrangements, call **1-800-427-2200**.

Tankless water heater REBATE AND INSTALLATION UPDATE

If you're in the market for a tankless water heater, you may qualify for a \$200 rebate. Visit www.socalgas.com/twh/ for details. Before installing a tankless water heater or other new equipment at your home or business, there are a few important factors to take into consideration. First, follow the manufacturer's instructions regarding gas pipe sizing. Often, larger gas lines are required for a tankless water heater to function properly. Second, make sure that clear space around your gas meter is part of the plan. Your gas meter needs to be easy to reach during service calls, so never block it.

Another important point to keep in mind when installing new appliances or remodeling your home or workplace: Keep any electric device or other potential source of ignition completely away from the top of the gas meter and at least 3 feet away from the sides and bottom of the gas meter. This will help ensure your safety and the safety of others.

For more information – or to request a free safety checkup on your gas appliances – call The Gas Company at **1-800-427-2200** or visit www.socalgas.com/service/.



Extra energy at our *lowest rate for people with medical needs*

Certain medical conditions may qualify you or a full-time resident of your home for extra 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 for people who need a sustained level of heating for their living space due to paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system, a life-threatening illness or other conditions.

A doctor must certify the medical necessity. To receive a Medical Baseline Allowance application, call us at **1-800-427-2200** or download it at www.socalgas.com/medical/.



If you qualify for our Medical Baseline Allowance, you may receive extra natural gas at our lowest rate.

Do you qualify for *home improvements?*

Income-qualified renters and homeowners may receive **free, energy-saving home improvements** through the Direct Assistance Program (DAP). Improvements may include ceiling insulation, door weatherstripping, caulking, low-flow showerheads, water-heater blankets and minor repairs to exterior doors and windows. Eligible homeowners also may receive limited appliance repair or replacement services. For more information, call the DAP hotline at **1-800-331-7593**.



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Glad to be of service.[®]

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1-800-427-2200

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You'll find this information and more

available online at

www.socalgas.com.

Noticias de The Gas CompanySM

Valiosa información de sus amigos de The Gas Company

Le ayudamos a controlar sus FACTURAS INVERNALES DE GAS

Mantener su comodidad en el hogar cuando hace frío afuera significa que su calefactor y calentador de agua van a trabajar más. Es por ello que las facturas de gas generalmente alcanzan su nivel más alto durante el invierno.

Podemos ayudarle a recortar o controlar sus facturas invernales de gas. He aquí sólo algunas de las opciones que ofrecemos como parte de nuestro compromiso de proveer un excepcional servicio al cliente. Para detalles, visite www.socalgas.com/sp/ o llame al **1-800-342-4545**.

Sugerencias sencillas para ayudarle a ahorrar: Revise nuestras sugerencias en línea para ahorrar energía o llámenos. Por ejemplo, puede reducir los costos de calefacción hasta en un 20% con sólo ajustar el termostato de su calefactor entre 3 y 5 grados más abajo (si la salud lo permite) mientras está en casa y apagándolo cuando está fuera.

Que le devuelvan dinero: Las mejoras y los aparatos domésticos eficientes en energía tal vez califiquen para reembolsos, como de \$200 por calefactores de gas que califiquen (ver interior).

Soluciones a facturas elevadas: Si recibe una factura más alta de lo que esperaba, lo más probable es que haya usado más gas que antes. Busque información útil acerca de los altibajos de las facturas de gas en www.socalgas.com/sp/. Si está teniendo problemas para pagar su factura, háganoslo saber de inmediato para que podamos hacer un convenio especial de pago.

Nivele sus facturas todo el año: Nuestro Plan de Pagos Nivelados promedia los altibajos de sus facturas de gas, para que sus pagos sean más predecibles todo el año.

Asistencia especial: Si reúne ciertos requisitos de ingreso, tal vez reciba un descuento en la tarifa, servicios gratuitos para el ahorro de energía en el hogar u otra asistencia. Para detalles, visite www.socalgas.com/sp/residential/assistance/ o llame al **1-800-342-4545**.

¿Califica para mejoras en el hogar?

Los inquilinos y propietarios que reúnan requisitos de ingreso pueden recibir **mejoras sin costo para ahorrar energía en el hogar** a través del Programa de Asistencia Directa (DAP). Las mejoras pueden incluir aislamiento de techo, colocación de burlletes en puertas, enmasillado, cabezales de bajo flujo para regadera, recubrimientos para calentadores de agua y reparaciones menores a puertas y ventanas exteriores. Los propietarios que reúnan los requisitos también pueden recibir servicios limitados de reparación o reemplazo de aparatos domésticos. Para más información, llame a la línea directa de DAP al **1-800-331-7593**.



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Publicamos *Gas Company News* cada dos meses. Esta información, y más, está disponible en www.socalgas.com/sp/.

A su servicio... y con gusto.[®]

SUGERENCIAS para usar su calentador de agua de manera segura

Su calentador de agua de gas natural ayuda a proveer muchas de las comodidades del hogar, como duchas con agua caliente, ropa y platos limpios. Tome estas medidas para usarlo de manera segura:

- Ajuste el termostato de su calentador de agua a, o un poquito más abajo de, la temperatura recomendada por el fabricante para evitar accidentes por escaldadura y reducir los costos de energía.
- Mantenga el área alrededor de su calentador de agua limpia y bien ventilada.
- Mantenga los productos inflamables, tales como gasolina o solvente para pinturas, lejas de su calentador de agua y otros aparatos domésticos que produzcan calor. Al exponerse a una llama o una chispa, de fuego los vapores invisibles de los productos inflamables pueden encenderse.
- Verifique que el quemador principal y el piloto de su calentador de agua estén cuando menos 18 pulgadas sobre el nivel del piso. Esto reduce el riesgo de encender productos inflamables derramados accidentalmente.
- Cerciórese de que su calentador de agua permanezca fijo durante terremotos sujetándolo a montantes con cintas metálicas y tornillos reforzados en los tercios superior e inferior del tanque, cuando menos 4 pulgadas arriba de los controles del termostato. Encontrará kits para sujetar en la ferretería de su localidad.
- Al instalar un calentador de agua sin depósito u otro equipo, no bloquee el medidor de gas (ver artículo en la siguiente página).

Para más recomendaciones de seguridad, visite www.socalgas.com/sp/safety/.