



The Gas Company

A Sempra Energy utility[®]

GasCompanyNews

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SIMPLE STEPS FOR SAFETY when using gas appliances

Good maintenance helps your gas appliances run safely and efficiently. Have them inspected once a year by a qualified technician.

When you use natural gas appliances, a few simple steps can help you and your family stay safe. Here are some of the safety basics:

- Get annual checkups for your gas appliances. A qualified technician can make sure your appliances are running safely and efficiently, which can also help lower your gas bill.
- Natural gas appliances that are improperly installed, poorly maintained or misused may produce carbon monoxide, a colorless, odorless, tasteless gas that can deprive you of oxygen. Recognize the warning signs of carbon monoxide, including: **(1)** a yellow, large, unsteady burner flame (except in 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.

- Vacuum around burner compartments to prevent dust and lint from building up.
- If you remove a furnace filter to clean or replace it, fit the furnace access door firmly back into place.
- Never store items in, on or near a gas appliance, especially any items that could block airflow or catch fire.
- Check for proper venting of your furnace, clothes dryer or other gas appliances. There should be no soot around the appliance and no moisture on the inside of windows when the appliance is on.
- Have a qualified, licensed heating or plumbing contractor do all repairs.

Visit www.socalgas.com/safety/ for more safety tips.

WHY YOU SHOULD CALL 811 before digging in your yard

You can avoid the hazards – and costs – of damaging underground utilities by calling **811** at least two workdays before digging in your yard. No matter how big or small your project is, you need to know where gas lines are buried so that you can avoid hitting them.

Your toll-free call to 811 will reach **Underground Service Alert (USA)**. USA will then arrange for The Gas CompanySM to mark the location of our underground gas pipelines, which may be buried just inches below the surface of your yard. Firms that own or operate other types of underground utilities serving you will be notified by USA of the need to mark the location of their equipment as well.

By knowing in advance where utility-owned lines are, you and your contractor can avoid possible injury, disruptions to gas service, delays in completing your project, and costly repairs to damaged utilities. Best of all, there's no charge for this utility location service. For more information, visit www.digalert.com.



Find out where underground utilities are located by calling 811 at least two workdays before you dig.

In case of a gas leak, BE PREPARED

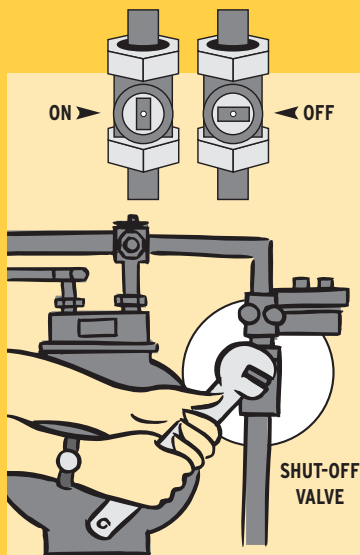
Our commitment to providing you with safe and reliable natural gas service includes keeping our pipelines in good shape. Leaks are rare, but can be caused by damage from careless digging, hidden corrosion or natural disasters. In an emergency, you may even need to shut off your gas. Here are some tips that can help you stay safe.

Get ready before an emergency. Know exactly where to find your gas meter. It could be inside, under or beside a cabinet attached to your house. Keep a 12-inch or larger adjustable wrench next to the meter's shut-off valve or with your emergency preparedness supplies.

Know the telltale signs of a gas leak. You'll probably smell the distinctive odor we add to natural gas, or hear the hissing, whistling or roaring sound of escaping gas. Other telltale signs include a damaged connection to a gas appliance or a fire or dying vegetation near a pipeline.

Think you've found a natural gas leak? Stay calm. Don't light a match, candle or cigarette, and **don't** switch electrical devices – not even lights – on or off. Immediately go to a safe location away from the gas leak and call The Gas Company at **1-800-427-2200** or call your local fire department.

Turn off your gas meter only if you smell or hear gas escaping. Use your adjustable wrench to turn the shut-off valve one-quarter of a turn in either direction, until the valve is crosswise to the pipe. For more detailed emergency gas shut-off instructions, check the "Survival Guide" section of most telephone directory white pages or visit www.socalgas.com/safety/.



If you smell or hear gas escaping, you can stop it by using an adjustable wrench to turn the gas meter's shut-off valve crosswise to the pipe.



Sometimes even friendly dogs bite people, so play it safe: Remember to confine your dog on meter-reading days.

For service calls, please confine your dog – *securely*

Even friendly dogs may bite people under certain circumstances, so please confine your canine on monthly meter-reading days and during other service calls by The Gas Company. Here's how you can help our employees perform their jobs safely:

- Take a few moments to mark your meter-reading dates on your calendar. You'll find them printed near the top of your gas bill or you can request an annual meter-reading schedule by calling **1-800-427-2200**.
- On each meter-reading date and before each service appointment, make a safe path for our employees by **securely confining your dog: (1) inside** your locked house, garage or yard, and **(2) away** from the gas meter, the gas appliances to be serviced or other work area. If your dog is tied, leashed or chained nearby, it may not be safe for our employees and your service call may need to be rescheduled.
- Whenever you add a dog to your household, please call us at **1-800-427-2200** so that we can update our records. This will alert our employees about your pets when providing services on your premises.

CONNECTING Californians to opportunities and dreams

Connecting low-income, working families to essential programs and resources helps build family financial security and healthy, vibrant communities. The Gas Company and other organizations throughout California are highlighting such opportunities by supporting the launch of the WE Connect campaign, a statewide public/private partnership. The Gas Company's support of WE Connect is just one way of striving to enhance the quality of life in the region. To learn about income-qualified programs from The Gas Company, visit www.socalgas.com/residential/assistance/.



A new statewide campaign seeks to connect low-income, working families to helpful resources, including programs from The Gas Company for income-qualified customers.

CELEBRATE EARTH DAY



Go Green.
Save Green.

On your mark, get set, go green!

Learn new ways to save energy by visiting www.socalgas.com. Or, visit us at the Los Angeles Zoo Earth Day Expo on the weekend of April 19-20, from 10:00 a.m. to 4:00 p.m.

Saving energy is a year-round way that you can help the environment and save money, so go green today.



Glad to be of service.®

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1-800-427-2200

TDD: 1-800-252-0259

Gas Company News is published bimonthly by

The Gas Company for its customers.

You'll find this information and more

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PASOS SENCILLOS PARA SU SEGURIDAD al usar aparatos domésticos de gas

Cuando use aparatos domésticos de gas natural, unos cuantos pasos sencillos pueden ayudarle a usted y a su familia a mantenerse a salvo. He aquí algunos principios básicos de seguridad:

- Mandé revisar anualmente sus aparatos domésticos de gas. Un técnico calificado puede asegurar que sus aparatos domésticos estén funcionando con seguridad y eficiencia, lo que también puede ayudar a reducir su factura de gas.
- Los aparatos domésticos de gas natural que estén instalados inadecuadamente, que reciban un mantenimiento deficiente o que se usen incorrectamente pueden producir monóxido de carbono, un gas incoloro, inodoro e insípido que puede privarle del oxígeno. Reconozca las señales de advertencia de monóxido de carbono, incluyendo: **(1)** una flama de quemador amarilla, grande e inestable (excepto en leños decorativos de gas); **(2)** un inusual olor acre cuando está en operación el aparato; **(3)** náusea, mareo y síntomas parecidos a los de la gripe inexplicables, entre los miembros del hogar.
- aspire alrededor de los compartimientos del quemador para evitar la acumulación de polvo y pelusa.
- Si quita el filtro del calefactor para limpiarlo o reemplazarlo, ajuste firmemente la puerta de acceso al calefactor cuando vuelva a colocarla.
- Ningún objeto que pudiera bloquear el flujo de aire o incendiarse deberá almacenarse encima o cerca de un aparato doméstico de gas.
- Cerciórese que su calefactor, secador de ropa u otros aparatos domésticos de gas estén ventilados adecuadamente. No deberá haber hollín alrededor del aparato doméstico ni humedad por dentro de las ventanas cuando esté encendido el aparato.
- Vea que un contratista calificado con licencia para realizar trabajos de calefacción o plomería haga todas las reparaciones.

Visite www.socalgas.com/sp/safety/ para más sugerencias de seguridad.

Para evitar gastos elevados y daños

LLAME AL 811 ANTES DE QUE EMPIECE A EXCAVAR.

1-800-342-4545 TDD: 1-800-252-0259

Publicamos *Gas Company News* cada dos meses.

Esta información, y más, está disponible en www.socalgas.com/sp/.

En caso de una fuga de gas, ESTÉ PREPARADO

Nuestro compromiso de proveerle un servicio de gas natural seguro y confiable incluye mantener nuestros ductos en buen estado. Las fugas son poco frecuentes, pero pueden ser causadas por daños debidos a una excavación negligente, corrosión oculta o desastres naturales. En una emergencia, quizás hasta necesite cerrar la llave del gas. He aquí algunas sugerencias que pueden ayudarle a mantenerse a salvo.

Prepárese antes de una emergencia. Sepa exactamente dónde encontrar su medidor de gas. Podría estar adentro, debajo o a un costado de un gabinete junto a su casa. Mantenga una llave inglesa ajustable de 12 pulgadas o más grande cerca de la válvula de cierre del medidor o con sus suministros de preparación para emergencias.

Conozca las señales que revelan que hay una fuga de gas. Probablemente perciba el olor distintivo que agregamos al gas natural, o escuche el sonido sibilante, un pitido o un estruendo del gas que escapa. Otras señales reveladoras incluyen una conexión dañada a un aparato doméstico de gas o un incendio o vegetación muriéndose cerca de un ducto.

¿Cree que encontró una fuga de gas natural?

Conserve la calma. No encienda cerillos, velas o cigarrillos, y **no** encienda ni apague artefactos eléctricos, ni siquiera las luces. Diríjase inmediatamente a un sitio seguro alejado del lugar de la fuga de gas y llame a The Gas Company al **1-800-342-4545** ó llame al departamento de bomberos de su localidad.

Cierre su medidor de gas solamente si huele o escucha que se está escapando el gas.

Use su llave inglesa ajustable para girar la válvula de cierre un cuarto de vuelta en cualquier dirección, hasta que la válvula quede en posición transversal respecto a la tubería. Para más instrucciones detalladas para el cierre de gas de emergencia, revise la sección "Guía de Supervivencia" (Survival Guide) de la mayoría de las páginas amarillas de los directorios telefónicos o visite www.socalgas.com/sp/safety/.