



The Gas Company

JUNE/JULY 2008

A Sempra Energy utility®

# GasCompanyNews

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## CONNECTING WITH THE COMMUNITIES WE SERVE

Anne Shen Smith, senior vice president, Customer Services, and Hal Snyder, vice president, Customer Programs, pitch in with fellow employees at a recent community cleanup event.

Helping to improve the communities we serve is a 140-year tradition for The Gas Company<sup>SM</sup> and our employees. This includes giving time, talent and funds to nonprofit groups dedicated to health and human services, education, the environment and economic development. We also offer volunteer incentives and matching gifts to encourage employees to contribute to community groups.

In 2007, this tradition of giving continued when:

- Employees volunteered more than 30,000 hours of service to a wide range of community groups, projects and events.
- Employees donated more than \$360,000 from their paychecks to support charitable causes.
- The Gas Company made corporate contributions totaling more than \$3.5 million of Sempra Energy®

shareholder funds to help sponsor community-based initiatives and organizations.

### Recognized for leadership in supplier diversity

In addition, The Gas Company is committed to doing business with competitive firms that reflect the diversity of the communities we serve. Re-investing where we live and work helps build a stronger economy for our region as a whole.

The Greenlining Institute recently recognized The Gas Company for leadership in supplier diversity, specifically for increasing the amount of contracts to minorities by 12% from 2006 to 2007.

Visit [www.socalgas.com/community/](http://www.socalgas.com/community/) to learn more about The Gas Company's community contributions.

# Save with appliance **REBATES** and **FINANCING** for energy upgrades

Before buying new appliances or making home improvements, check out rebate and financing options available through The Gas Company.

**\$30 TO \$200 REBATES:** Certain energy-efficient products may qualify for cash rebates. Choosing efficient products can help save money on your energy bills as well. See examples in the chart below. For details about **mail-in rebates** – plus **instant rebates** for certain products purchased at participating retailers – visit [www.socalgas.com/residential/savemoney/](http://www.socalgas.com/residential/savemoney/). Be sure to verify product eligibility and availability of funds by calling **1-888-431-2226** first.

**\$2,500 TO \$20,000 IN AFFORDABLE FINANCING:** The Home Energy Upgrade Financing program sponsored by The Gas Company offers unsecured, flexible financing to buy and install qualifying, energy-efficient improvements, such as roofing, water heaters, cooling equipment, insulation, windows, insulated plantation shutters and pool/spa heaters. Now borrowers with qualifying credit scores can receive even lower rates when installing ENERGY STAR®-qualified measures in their homes. For a list of participating contractors, call Viewtech Financial Services, an authorized Fannie Mae loan administrator, toll free at **1-888-621-5511**. For more information, visit [www.socalgas.com/residential/savemoney/refinancing.shtml/](http://www.socalgas.com/residential/savemoney/refinancing.shtml/).

## 2008 REBATES FOR HOME ENERGY-EFFICIENCY MEASURES\*

ENERGY STAR-qualified natural gas furnace with Annual Fuel Utilization Efficiency (AFUE) rating of 92% or higher	\$200/unit
ENERGY STAR-qualified clothes washer	\$35/unit
ENERGY STAR-qualified dishwasher	\$30/unit
High-efficiency natural gas storage water heater	\$30/unit
Attic or wall insulation	\$0.15/sq. ft.

\*Rebates apply only to new equipment/materials that meet eligibility requirements specified in the Southern California Gas Company's 2008 Home Energy-Efficiency Rebate Program application. This program is funded by California utility customers and administered under the auspices of the California Public Utilities Commission. It may be modified or terminated without prior notice and is provided to qualified customers on a first-come, first-served basis, until funds are no longer available.



**“We regularly replace older meters with new ones to provide better service.”**

– JOHN K., CUSTOMER SERVICE

## Modernizing meters for *better service*

Meter modernization helps improve service to you. Every year, The Gas Company rebuilds, replaces or recycles thousands of older meters among the 5.7 million meters serving 20.3 million customers in more than 500 communities.

In general, these planned meter changes are performed without prior notice to customers. Please know that a uniformed employee from The Gas Company who is on your property is working to maintain your gas service. Every employee in the field carries a photo ID badge and will be happy to show it to you. To learn more about recognizing our employees, visit [www.socalgas.com/safety/](http://www.socalgas.com/safety/).

Meter modernization is part of our commitment to provide safe, reliable service.

# Summer gas price *update*

You've probably noticed that energy and fuel costs have been rising. While it's difficult to forecast where prices will go long-term, industry analysts are predicting increased natural gas prices this summer. The increases are due to a number of unusual factors, including record-high crude oil prices and increased demand in other parts of the world. A typical single-family residential customer using 25 therms of gas a month may have a summer bill of about \$40 to \$50 compared with \$31 last summer.

Energy efficiency and conservation are the best ways to help manage your energy bills. Take advantage of available rebates on qualifying high-efficiency appliances and equipment for your home or business. Qualifying customers with limited-income may be eligible for a 20% rate discount, free energy-saving home improvements or other assistance.

You can also conserve energy with these simple tips:

- Take shorter, cooler showers rather than baths.
- Install low-flow, water-saving showerheads to cut water use and save 5% to 10% on water-heating costs.
- Save up to 10% of hot-water costs by washing full laundry loads in cold water.
- Wash full loads in the dishwasher.
- Insulate exterior, uncovered hot-water pipes.
- Fix leaky faucets. One drop of hot water per second can waste 2,500 gallons per year.
- If you have a gas water heater, turn it to the "Pilot" setting when you go on vacation. If you have an electric water heater, shut it off at the circuit breaker.
- Minimize or avoid using your pool/spa heater.

Learn more at [www.socalgas.com](http://www.socalgas.com).

## BREATHE EASY WITH CLEAN-AIR TIPS

Clean air is better for everyone's health, so The Gas Company strives to meet or exceed environmental standards for air quality. For example, we operate low-emission vehicles and help other businesses improve energy efficiency. Here are some steps you can take to help prevent air pollution, too. To learn more ways you can help the environment, visit [www.socalgas.com/environment/](http://www.socalgas.com/environment/).

### On the go:

- Keep your car tuned up and tires properly inflated.
- Plan one trip to take care of multiple errands.
- Reduce time on the road by shopping via phone, mail or the Internet.
- Whenever possible, telecommute, walk, bicycle, ride-share or take public transportation.

### At home:

- Use pump sprays instead of aerosol products.
- Store paints and solvents in airtight containers.
- Use a manual or electric lawn mower.

### At work:

- Reduce, reuse and recycle products.
- Minimize emissions, waste, spills, leaks and energy use in materials handling, storage and other processes.



A  Sempra Energy utility®

*Glad to be of service.®*

**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 available online at [www.socalgas.com](http://www.socalgas.com).**

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## Ahorre con **REEMBOLSOS** en aparatos domésticos y **FINANCIAMIENTO** para mejoras energéticas

Antes de comprar aparatos domésticos nuevos o de hacer mejoras en el hogar, vea los reembolsos y las opciones de financiamiento disponibles a través de The Gas Company.

**REEMBOLSOS DE \$30 A \$200:** Ciertos productos eficientes en energía pueden calificar para reembolsos en efectivo. Elegir productos eficientes en energía puede también ayudar a ahorrar dinero en sus facturas de energía. Para detalles acerca de **reembolsos por correo** – y **reembolsos instantáneos** para determinados productos comprados con distribuidores participantes – visite [www.socalgas.com/sp/residential/savemoney/](http://www.socalgas.com/sp/residential/savemoney/). Cerciórese de verificar que el producto cumpla con los requisitos y que haya fondos disponibles llamando primero al **1-888-431-2226**.

**FINANCIAMIENTO ACCESIBLE DE \$2,500 A \$20,000:** El programa de Financiamiento para Mejoras que Ahorran Energía en el Hogar patrocinado por The Gas Company ofrece financiamiento flexible sin garantía para comprar e instalar mejoras eficientes en energía que califiquen, tales como techos, calentadores de agua, equipo de enfriamiento, aislamiento, ventanas, persianas de madera aisladas y calderas para piscina/spa. Ahora los prestatarios con historial de crédito que cumplan con los requisitos pueden recibir tasas aún más bajas al instalar medidas clasificadas como ENERGY STAR® en sus hogares. Para una lista de contratistas participantes, llame sin costo a Viewtech Financial Services, administrador de préstamos autorizado de Fannie Mae, al **1-888-621-5511**. Para más información, visite [www.socalgas.com/residential/savemoney/refinancing.shtml/](http://www.socalgas.com/residential/savemoney/refinancing.shtml/) (disponible en inglés únicamente).



**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/](http://www.socalgas.com/sp/).

## Precio del gas este verano: *últimas novedades*

Quizá haya notado que los costos de la energía y el combustible se han estado elevando. Aunque es difícil predecir como se comportarán los precios a largo plazo, analistas de la industria están pronosticando incrementos en los precios del gas natural este verano. Los aumentos se deben a diferentes factores fuera de lo común, incluyendo aumentos sin precedentes en los precios del petróleo crudo y una mayor demanda en otras partes del mundo. Un cliente residencial unifamiliar típico que use 25 termias de gas al mes puede llegar a tener una factura de verano de aproximadamente \$40 a \$50 en comparación con los \$31 del verano pasado.

La eficiencia energética y la conservación son las mejores formas de ayudar a controlar sus facturas de energía. Aproveche los reembolsos disponibles en aparatos domésticos y equipo altamente eficiente para su hogar o negocio. Los clientes con ingresos limitados que califiquen tal vez tengan derecho a un descuento del 20% en la tarifa, mejoras gratuitas que ahorran energía en el hogar y otro tipo de asistencia. También puede conservar energía con estas sencillas recomendaciones:

- Tome duchas más cortas y más frescas en vez de bañarse en la tina.
- Instale cabezales de bajo flujo para regadera que ahorran agua para disminuir el consumo de agua y ahorrar entre 5% y 10% en costos para calentar el agua.
- Ahorre hasta el 10% en costos de agua caliente lavando cargas completas de ropa con agua fría.
- Lave cargas completas en el lavavajillas.
- Aísle la tubería de agua caliente exterior, descubierta.
- Repare las llaves de agua con fuga. Una gota de agua caliente por segundo puede desperdiciar 2,500 galones al año.
- Si tiene un calentador de agua de gas, póngalo en "Piloto" cuando salga de vacaciones. Si tiene un calentador de agua eléctrico, apáguelo desde el interruptor de circuito.
- Minimice o evite usar la caldera de su piscina/spa.

Más información en [www.socalgas.com/sp/](http://www.socalgas.com/sp/).