



The  
Gas  
Company

A Sempra Energy utility<sup>®</sup>

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# GasCompanyNews

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## Six easy ways to WARM UP FOR LESS

Home heating is the biggest winter energy expense for most people – about 65% of a typical residential gas bill versus 20% for water heating and 15% for other uses, such as clothes drying and cooking. Here are six easy ways you can warm up for less and help keep your winter gas bills down:

1. Turn your furnace thermostat down by 3 to 5 degrees while you're at home (health permitting), and off before leaving home.
2. Install a programmable thermostat to help automatically regulate indoor temperatures for comfort and energy savings.
3. Clean or replace furnace filters monthly or as recommended by the manufacturer.
4. Keep all heating vents and furnace registers free of dirt, lint and obstructions.

5. Open drapes, shades and other window coverings during the day so the sun can help warm your home. Close them at night to help keep heated air indoors.
6. Save now, and later. Take advantage of available rebates on qualifying energy-efficient appliances and upgrades.

**Need extra assistance?** See if you qualify for: a **20% rate discount** through California Alternate Rates for Energy (CARE); **free energy-saving home improvements** through our Direct Assistance Program; and **one-time bill assistance of up to \$100** through our Gas Assistance Fund.

Offering energy-saving tips, rebates and assistance programs are just a few of the many ways we strive to provide exceptional customer service. For more information, visit [www.socalgas.com/](http://www.socalgas.com/).

Based on current energy industry price forecasts, natural gas bills should be about the same\* this winter as last winter. Conserving energy helps keep your bills lower.

\*Source: Approximation of natural gas market prices posted by NYMEX, Global Energy Decisions, Velocity Suite and Prebon Energy, Oct. 18, 2007.

# Need a reminder about paying your natural gas bills?



Choose a trusted friend, relative or agency to receive copies of any late-payment or gas shut-off notices you receive. This trusted third party can then bring those notices to your attention.

If you ever forget to pay gas bills – or know someone who does – try our **Third Party Notification** program. It can help prevent loss of gas service and it's free. Third Party Notification is a great way to give an extra reminder about late bills to you or someone you care about, such as a relative or friend who is elderly, disabled or frequently away from home.

## Here's how the program works:

- A customer of The Gas Company<sup>SM</sup> selects a third party, such as a friend, relative or social agency.
- If The Gas Company sends a late-payment notice or gas shut-off notice to the customer, the third party will receive a copy of it.
- This duplicate notice cues the third party to remind the customer about the late bill or shut-off notice.
- The third party also may choose to offer help, but is not responsible for paying the customer's overdue bill.

## It's easy to sign up

To enroll, fill out the application on this page, have your designated third party sign the application, too, place the completed application in a sealed envelope and mail to: Third Party Notification, Mail Location 11G1, P.O. Box 30337, Los Angeles, CA 90020-0337. For more information, call us toll free at **1-800-427-2200**.

## APPLICATION FOR THIRD PARTY NOTIFICATION

### CUSTOMER INFORMATION

**Customer Name:**

*Please print*

**Account Number:**

*See gas bill*

**Address:**

**City:**

**State:**

**ZIP:**

**Telephone:** (        )

I understand that I am still obligated to pay the gas bill on time. I understand that The Gas Company is not liable for failure to notify the third party. I understand that the third party is not obligated either to take action or to pay any part of my bill.

**Customer Signature:**

*Your signature is required*

### THIRD PARTY INFORMATION

**Third Party Name:**

*Please print*

**Address:**

**City:**

**State:**

**ZIP:**

**Telephone:** (        )

**Third Party Signature:**



## Choose e-bills to SAVE TREES AND TIME

Want to save trees, time and postage? Try paperless billing from The Gas Company. This environmentally friendly option is a safe and secure way to receive, view and pay your gas bill online.

Simply enroll in My Account at [www.socalgas.com/](http://www.socalgas.com/) to start receiving a monthly e-mail notice that your bill is ready. You can pay electronically on our secure Web site, or see if your bank offers an e-bill from The Gas Company so you can pay through your home banking site. Paperless billing is just one of the convenient options available to you as part of our commitment to helping the environment.

Receive your gas bill via e-mail with our environmentally friendly paperless billing option. An e-bill is a secure electronic version of your paper bill.

## REDUCING greenhouse- gas emissions

The Gas Company's energy-efficiency programs for business and residential customers in 2006-08 have a goal of saving about 58 million therms of natural gas – enough energy to serve about 107,000 homes for a year.

“Our energy-efficiency programs will save our customers billions of dollars in energy costs over time, while also cutting greenhouse-gas emissions,” says Anne S. Smith, The Gas Company's senior vice president for customer service. “We continue to believe energy efficiency is the most cost-effective and environmentally responsible means to meet our long-term energy needs.”

In 2007 alone, The Gas Company offered more than \$60 million in rebates and incentives to help residential and business customers save energy and money. For details about residential rebates, call **1-888-431-2226** or visit [www.socalgas.com/residential/savemoney/](http://www.socalgas.com/residential/savemoney/).



Our energy-efficiency programs can help you save energy, save money and reduce greenhouse-gas emissions.

## MATCHING YOUR CONTRIBUTIONS so others stay warm

Since 1982, the **Gas Assistance Fund** has disbursed more than \$12 million to assist those in need. Donations come from customers, employees and shareholders of The Gas Company's parent company. In 2008, shareholders will match up to \$250,000 in donations. The fund, administered by United Way of Greater Los Angeles, offers one-time gas bill assistance of up to \$100 to help income-qualified customers keep warm during winter.

To contribute to the Gas Assistance Fund, visit [www.unitedwayla.org/gaf/](http://www.unitedwayla.org/gaf/) and click on “Gas Assistance Fund.”



A  Sempra Energy utility<sup>®</sup>

*Glad to be of service.®*

**1-800-427-2200**

TDD: 1-800-252-0259

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its customers.

You'll find this information and  
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[www.socalgas.com/](http://www.socalgas.com/).

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# Noticias de The Gas Company<sup>SM</sup>

Valiosa información de sus amigos de The Gas Company

## Seis sencillas maneras para MANTENERSE CALIENTITO POR MENOS

La calefacción del hogar es el mayor gasto de energía en invierno para la mayoría de las personas – cerca del 65% de la típica factura residencial de gas en comparación con el 20% para calentar el agua y 15% para otros usos, como son secado de ropa y guisado de alimentos. He aquí seis formas en que pueda mantenerse calentito por menos y contribuir a mantener bajas sus facturas de gas en invierno:

1. Baje el termostato de su calefactor entre 3 y 5 grados, mientras esté en casa (si la salud lo permite), y apáguelo antes de salir de casa.
2. Instale un termostato programable para ayudar a regular automáticamente la temperatura interior para su confort y ahorro de energía.
3. Limpie o reemplace mensualmente los filtros del calefactor o según las recomendaciones del fabricante.
4. Mantenga todas las ventilas de la calefacción y los registros del calefactor libres de polvo, pelusa y obstrucciones.
5. Abra las cortinas, persianas y demás cubiertas para ventana durante el día para que el sol pueda calentar su casa. Ciérruelas en la noche para ayudar a mantener el aire caliente al interior.
6. Ahorre ahora y después. Aproveche los reembolsos que se ofrecen en aparatos para el hogar y mejoras eficientes en energía que reúnan los requisitos.



Con base en los actuales pronósticos de precios de la industria energética, las facturas de gas natural serán casi iguales este invierno que las del invierno pasado\*. Conservar la energía ayuda a mantener sus facturas más bajas.

**¿Necesita asistencia adicional?** Vea si califica para: **un descuento del 20% en la tarifa** a través del programa Tarifas Alternas para Energía en California (CARE); **mejoras gratuitas que ahorran energía en el hogar** a través de nuestro Programa de Asistencia Directa, y **asistencia en el pago de su factura por una única vez de hasta \$100** a través de nuestro Fondo de Asistencia de Gas.

Ofreciéndole sugerencias para el ahorro de energía, reembolsos y programas de asistencia son algunas de las muchas formas en que nos esforzamos por proveer un excepcional servicio al cliente. Para más información, visite [www.socalgas.com/sp/](http://www.socalgas.com/sp/).

\*Fuente de información: La aproximación de precios del mercado de gas natural anunciados por NYMEX, Global Energy Decisions, Velocity Suite and Prebon Energy, el 18 de octubre de 2007.



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/).

## ¿Necesita un recordatorio del pago de sus facturas de gas natural?

Si alguna vez se le llega a olvidar pagar sus facturas de gas – o si conoce a alguien a quien le sucede– pruebe nuestro programa Notificación a una Persona Designada. Puede ayudar a evitar la suspensión del servicio de gas y es gratis. La Notificación a una Persona Designada es una buena forma de hacerle un recordatorio adicional sobre facturas atrasadas a usted o a alguien por quien usted se preocupa, como un pariente o un amigo, que es adulto mayor, está discapacitado o frecuentemente está ausente de casa.

### He aquí cómo funciona el programa:

- Un cliente de The Gas Company<sup>SM</sup> elige a una persona designada, tal como un amigo, pariente o agencia social.
- Si The Gas Company envía un aviso de pago atrasado o un aviso de suspensión del servicio de gas al cliente, la persona designada recibirá una copia del mismo.
- Este aviso por duplicado indica a la persona designada que recuerde al cliente que tiene una factura atrasada o un aviso de suspensión del servicio.
- La persona designada puede optar también por ofrecer ayuda, pero no es responsable de pagar la factura atrasada del cliente.

### Es fácil inscribirse

Para inscribirse, visite [www.socalgas.com/sp/residential/assistance/](http://www.socalgas.com/sp/residential/assistance/) y haga clic en **Notificación a una Persona Designada**

Para más información, llámenos sin costo al **1-800-342-4545**.