

FREQUENTLY ASKED QUESTIONS

Q. What are Advanced Meters?

A. Southern California Gas Company (SoCalGas®) is upgrading our metering system by adding a wireless communication device to all residential and most business natural gas meters. This advanced metering technology will automatically read and transmit your gas usage information to our customer service and billing center.

Q. Who is getting an Advanced Meter and when?

A. Approximately six million gas meters will be upgraded with the wireless communication device. Installations will be conducted from late 2012 and completed by 2017. An installation schedule will be available later this year at socialgas.com (search "ADVANCED"). We will also notify you by mail a few weeks prior to your installation.

Q. Why is SoCalGas installing the Advanced Meters?

A. California's energy policy supports development and implementation of cost-effective advanced metering systems. Advanced meters provide detailed information and tools that can help you make more educated decisions about your gas use, which can lead to increased conservation efforts and reduced greenhouse gas emissions.

Q. What type of information will be available and when can I view it?

A. In its simplest form, you'll have access to your hourly gas usage along with helpful tools, charts and graphs on a next-day basis. You can quickly identify how you're using gas, areas where you may be able to reduce your use, and how your usage compares over time, or with similar homes in your area.

Q. How will I be able to view my gas usage information?

A. Once your advanced meter is installed and we have validated the meter reading, you will be able to view your gas usage in multiple ways, including online at socialgas.com (search "MY ACCOUNT") and potentially via: phone, email, text, smart phone applications or other methods.

Q. What are the benefits of Advanced Meters?

A. Save Money & Energy: You will have access to more detailed information and analysis tools to help you better understand how you're using gas and where you could potentially save.

More Privacy and Security: Customers who, in the past, had to provide SoCalGas with a key to their gates, leave latches unlocked, or confine their dogs away to give us access to the meter each month, now may only need to provide entry for periodic maintenance.

Help the Environment: After complete installation, we anticipate that the advanced metering technology will help improve air quality by reducing approximately 140,000 tons of CO₂ emissions each year. This is based on anticipated decreases in customer gas use and from fewer SoCalGas vehicles on the road.

Enable Future Technology: In the future, advanced meters can make it even easier for you to view and manage your gas use. You may be able to sign up for energy alerts, receive your information via a smart phone application or even control your appliances remotely.

Cost Efficiencies: The financial benefits of advanced meters exceed the cost. SoCalGas estimates that about 85 percent of the system costs will be offset by operational savings, and the remaining 15 percent of the system costs will be offset through energy conservation.

Q. With this new technology will you be able to shut off my gas service remotely for any reason (gas leak, non-payment, etc.)?

A. No, the new advanced meter will not have remote shut-off capabilities. However, by having more frequent and detailed access to your own gas usage information, you can better monitor your usage for any abnormal gas consumption.

If you suspect a gas leak, immediately evacuate the area and from a safe location call SoCalGas at 1-800-427-2200.

Q. What if I do not want an Advanced Meter?

A. We understand some customers may not wish to have the advanced meter device installed for various reasons. We support customer choice and recognize that some customers may prefer to have their gas meter manually read each month*. If you have questions or would like to decline an advanced meter installation, please contact our Customer Contact Center at 1-800-427-2200.

* Applicable to residential customers only.

Q. With Advanced Meters being read remotely, what will happen to SoCalGas' meter readers?

A. This next generation meter technology will change how meters are read, and there will no longer be a need for manual meter reading and associated work. Along with offering installation and other new job opportunities, we will work with employees to support career planning efforts to help them make as smooth a transition as possible. Education, re-training, and career planning options will be available to employees before and during advanced meter installation.

Q. How much is this costing and who's paying for these upgrades?

A. The cost for advanced meters, as with all meters or equipment purchased by SoCalGas, is a regular business expense and is recovered in rates. At its peak, this project will cost approximately \$2 per month. It is estimated that this upfront investment will yield operating and environmental benefits of over \$3.5 billion to customers over the next 25 years. The initial cost will eventually decrease as operational savings are realized.

Q. How will SoCalGas ensure that the new Advanced Meters are accurate?

A. Prior to installation, the advanced meter devices will undergo rigorous testing by the manufacturer as well as in SoCalGas test laboratories to ensure compliance with all state and national standards. Once installed, meters and the network communications system will be monitored to ensure that they are working properly.

Q. Is the Advanced Meter network secure?

A. SoCalGas maintains strict confidentiality and privacy policies, and uses the latest technologies to safeguard your information. Only your gas usage read will be transmitted through the network. No other personally identifiable information will be transmitted through the system.

Q. At what frequency will the Advanced Meters operate and will it interfere with other wireless devices in my home?

A. The frequency communicating to the gas meter is 450 megahertz (MHz). The advanced meter's wireless communication works similarly to the way a computer router operates and should not interfere with any wireless devices in the home.

Q. Have the health effects of radio frequency (RF) transmissions emitted from Advanced Meters been assessed?

A. Yes, according to the Federal Communications Commission, the Electric Power Research Institute and the World Health Organization, no adverse short- or long-term effects have been shown to occur from the RF signals produced by advanced meter technologies or other such wireless networks.

Q. How does the RF from the Advanced Meter compare to other typical equipment or appliance in my home?

A. RF from the advanced meter is substantially lower than other typical equipment or appliances in your home. The advanced meter communication device turns on for a fraction of a second per day for a total of less than 2 minutes per year. For example, a person using a cell phone in their house can have as much as a million times more RF exposure than a person standing eight inches from an advanced meter.

Q. What if I still have questions or concerns? Where can I go to learn more information?

A. Learn more at socialgas.com (search "ADVANCED") or call 1-800-427-2200.