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SAVING MONEY >>>

TIPS TO HELP YOU MANAGE HEATING BILLS

With cooler weather, you've probably been using your heater more often. Home heating can account for about 65% of your monthly winter natural gas bill. Here are a few tips to help you better manage your winter gas bills.

TIP: Lower the thermostat.

Reduce home-heating costs up to 30% simply by turning your furnace thermostat down 3 to 5 degrees.

TIP: Make your home more energy efficient.

Take our free online Home Energy and Water Efficiency Survey for customized tips on the best ways to reduce your energy use. Also, check out available rebates on new appliance purchases. Learn more at socialgas.com/rebates/.



TIP: Enroll in our Level Pay Plan.

If you prefer more predictable payments, try our Level Pay Plan. It helps smooth out the ups and downs of your monthly gas bill by averaging your gas use and costs over a 12-month period. Visit socialgas.com/billing/.

TIP: Look into financial assistance.

If you meet certain requirements, you may qualify for a 20% discount on your gas bill, free home weatherization services or other help. For specifics, visit socialgas.com/assistance/. If you think you may have trouble paying your bill, you can request payment arrangements online through My Account at socialgas.com/myaccount/ or by calling us at 1-800-427-2200.

SAFETY >>>

SIMPLE STEPS TO USING YOUR WATER HEATER SAFELY

Like any natural gas appliance, your water heater should be used with care. These simple steps will help keep your family safe.

- Set the water heater thermostat at or slightly below the temperature recommended by the manufacturer to avoid scalding accidents.
- Keep the surrounding area clean and well ventilated, and never use or store flammable products, such as gasoline or paint thinner, nearby.
- Make sure the main burner and pilot light are at least 18 inches above the floor, if required by local building codes or the manufacturer's installation instructions.



- Have your water heater inspected annually by a licensed, qualified professional or The Gas Company.
- Strap the unit firmly to wall studs to keep it anchored in the event of an earthquake. Kits and instructions are available at most hardware stores.

Get more safety tips at socialgas.com/safety/.

SERVICE >>>

THE GAS COMPANYSM EARNS HIGHEST RANKING FOR CUSTOMER SATISFACTION

The Gas Company ranked "Highest in Customer Satisfaction With Residential Natural Gas Service in the Western U.S." according to J.D. Power and Associates.*

Thanks for letting us serve you!

*Southern California Gas Company received the highest numerical score among gas utilities in the Western U.S. in the proprietary J.D. Power and Associates 2009 Gas Utility Residential Customer Satisfaction StudySM. Study based on 54,405 total interviews with U.S. residential gas customers measuring 15 utilities in the West (AZ, CA, ID, NM, NV, OR, UT, WA, WY). Proprietary study results are based on experiences and perceptions of consumers surveyed from September 2008 through July 2009. Your experiences may vary.



TIMELY TIP

If you rent or own your home and meet certain income guidelines and other requirements, you may qualify for no-cost, energy-saving home improvements through our Direct Assistance Program. Attic insulation, door weatherstripping, caulking, low-flow showerheads and faucet aerators are among the available measures. To view a short video and learn more, visit socialgas.com/assistance/dap/ or call 1-800-331-7593.

BE PREPARED IN CASE OF A GAS LEAK

Preventing gas leaks is an important part of our safety commitment to you. While rare, leaks or damage can be caused by careless digging, hidden corrosion or natural disasters. It's important for you to be ready for an emergency. Take steps now to be prepared.

1 Know where your gas meter is located.

It could be beside your house, inside a cabinet or underground. Keep a 12-inch or larger adjustable wrench next to the meter's shut-off valve or with your emergency preparedness supplies.

2 Recognize the signs of a gas leak.

You may smell the distinctive odor* we add to natural gas, see a damaged connection to a gas appliance, or hear a hissing, whistling or roaring sound near a gas

appliance or pipeline. You may notice other telltale signs over or near gas pipelines, such as a fire, dying vegetation, flying dirt or water, or exposed pipeline after a disaster.

3 Stay calm.

Don't light a match, candle or cigarette, and don't turn on or turn off any electrical devices, not even a light. Immediately remove your family to a safe location away from the gas leak, and call The Gas Company at **1-800-427-2200** or dial 911.

For more safety information, visit socialgas.com/safety/.

**Some people may not be able to smell the odor because they have a diminished sense of smell, they have smelled the same odor for too long or because the odor is being masked by other odors in the area. In addition, certain conditions in pipes and soil may cause the odor to diminish or "fade" so that it is not detectable.*

PASOS SENCILLOS PARA EL USO SEGURO DE SU CALENTADOR DE AGUA

Al igual que cualquier otro aparato doméstico de gas natural, su calentador de agua debe usarse con cuidado. Estos pasos sencillos ayudarán a que su familia esté a salvo.

- Ajuste el termostato del calentador de agua en o ligeramente por debajo de la temperatura recomendada por el fabricante para evitar accidentes por escaldadura.
- Mantenga limpia y bien ventilada el área alrededor, y nunca use ni almacene cerca de productos inflamables, como gasolina o solvente para pinturas.

- Asegúrese de que el quemador principal y el piloto estén cuando menos a 18 pulgadas del piso, si así lo requieren los códigos de construcción locales o las instrucciones de instalación del fabricante.
- Vea que un profesional calificado con licencia o The Gas Company lo inspeccione anualmente.
- Sujete firmemente la unidad a los montantes de la pared para mantenerlo fijo en caso de un terremoto. Hay kits e instrucciones en la mayoría de las ferreterías.

Obtenga más sugerencias de seguridad en socialgas.com/sp/seguridad/.

ESTÉ PREPARADO EN CASO DE UNA FUGA DE GAS

Prevenir las fugas de gas es una parte importante del compromiso de seguridad que tenemos con usted. Aunque son poco frecuentes, las fugas o los daños a las tuberías pueden ser ocasionados por excavaciones sin cuidado, corrosión oculta o desastres naturales. Es importante que esté listo para una emergencia. Tome medidas desde ahora para estar preparado.

1 Sepa dónde está el medidor de gas.

Podría estar a un lado de su casa, dentro de un gabinete o enterrado. Conserve una llave inglesa ajustable de 12 pulgadas o más grande junto a la válvula de cierre del medidor o con sus suministros de emergencia.

2 Sepa distinguir las señales de una fuga de gas.

Tal vez perciba el olor distintivo* que le añadimos al gas natural, vea que la conexión a un aparato de gas está dañada, u oiga un sonido sibilante, un silbido o un rugido cerca de un aparato o tubería de gas. Tal vez note otras



señales reveladoras encima o cerca de tuberías de gas, como un incendio, vegetación muriéndose, tierra o agua siendo expulsada, o tubería expuesta después de un desastre.

3 Conserve la calma.

No encienda un cerillo, vela ni cigarrillo, y no encienda ni apague

ningún aparato eléctrico, ni siquiera una luz. Inmediatamente lleve a su familia hacia un lugar seguro lejos del lugar de la fuga de gas, y llame a The Gas Company al **1-800-342-4545** o marque al **911**.

Para más información de seguridad, visite socialgas.com/sp/seguridad/.

**Algunas personas tal vez no puedan percibir el olor porque tienen un sentido del olfato disminuido, han olido el mismo olor por mucho tiempo o porque el olor está siendo ocultado por otros olores que hay en el área. Además, ciertas condiciones en la tubería y tierra pueden ocasionar que el aromatizante disminuya de tal forma que no sea detectable.*

SUGERENCIA OPORTUNA

Si alquila o es dueño de su casa y cumple con ciertos requisitos de ingreso y de otro tipo, tal vez califique para mejoras sin costo que ahorran energía en el hogar a través de nuestro Programa de Asistencia Directa. Aislamiento para el ático, colocación de burleros en puertas, enmasillado, cabezales de bajo flujo para regadera y aireadores para llaves de agua son algunos de los servicios que se ofrecen. Para ver un video corto y obtener más información, visite socialgas.com/sp/asistencia/dap/ o llame al **1-800-331-7593**.