

Home Energy and Safety Guide



Customer Assistance Programs
Details Inside





Introduction

SoCalGas believes every Californian deserves clean, affordable, and reliable energy. Our pipelines deliver natural gas to approximately 22 million residents and businesses for cooking and heating and to commercial and industrial customers for manufacturing of products and generation of electricity. Our mission is to build the cleanest, safest, and most innovative infrastructure company in America. This guide is designed to answer questions you may have regarding natural gas safety tips, energy savings and services.

Table of Contents

Safety

Emergency Information	4
Emergency Shut Off	5
If you Suspect a Leak or Damage	5
Recognize a Natural Gas Leak	6
Maintaining Your Natural Gas Lines	6
Contact 811 Before You Dig	7
About the Natural Gas Meter	8
Excess Flow Valve (EFV)	10
Safe Access for Meter Inspections and Maintenance	10
Locate Major Pipelines Near You	11
Fumigation	12
Carbon Monoxide	12
Appliance Safety	13

Energy Efficiency

Rebates and Offerings	16
-----------------------	----

Customer Assistance Programs

Discounts and Bill Assistance	18
-------------------------------	----

Bill Payments

How to Read Your Natural Gas Bill	20
My Account	21
Additional Payment Options	22
Need More Time to Pay?	22

Services

Self-Service Options	23
Residential Service Appointments	23
Appliance Repair	23

How to Reach Us

24-Hour Emergency Response	24
Customer Contact Center	24
Multilingual Call Center	24

Safety

Emergency Information

For any suspected natural gas emergency, or questions regarding a natural gas odor or carbon monoxide, please call us immediately at 1-800-427-2200.

Before an Emergency

- Know where your natural gas meter is located and keep a 12 inch or larger adjustable wrench with your emergency supplies or near your meter shut-off valve. Do not store the wrench on the meter or pipes.
- A shut-off valve should be installed at every natural gas appliance between the wall and appliance connection. If a leak occurs at a specific appliance, the valve will permit you to turn off the natural gas at the appliance rather than shutting off all natural gas service at the meter. Some valves require a wrench to turn them.
- To help prevent a water heater with a tank from moving or toppling in an earthquake, strap it firmly to the wall studs in two places — the upper and lower one-third of the tank — with heavy bolts and metal strapping. Place the lower strap at least four inches above the thermostat controls in accordance with state and local codes. We recommend having a qualified professional install it for you.
- Call SoCalGas or a qualified professional to replace any semi-rigid aluminum or copper natural gas appliance connectors with an approved flexible natural gas connector.
- Check safety devices, such as smoke and carbon monoxide detectors, to ensure that they are functioning properly.
- Make sure that flexible natural gas connectors are not damaged or passing through floors, walls, or ceilings.

After an Emergency

- ONLY turn off the natural gas to your meter if you smell natural gas, hear the sound of natural gas escaping, or see other signs of a leak and ONLY if it is safe to do so.

- Emergency Natural Gas Shut Off
 - The pipe running from the ground to the meter has a shut-off valve, which is in-line with the pipe and is usually located six to eight inches above the ground.



- Use a 12-inch or larger adjustable wrench to turn the valve a quarter of a turn in the direction indicated on the valve, or if no indication is present, then in either direction until the valve is crosswise to the pipe.
 - Call SoCalGas to turn the natural gas back on. Do not turn your natural gas back on yourself. We will also relight the pilots and service natural gas appliances for proper operation.
- Check your water heater and furnace vents. If the venting system becomes separated during an earthquake or other event, it could spill hazardous fumes. Signs of an improperly vented appliance include moisture on the inside of windows or an unusual odor when the appliance is in operation. Only operate appliances that are properly vented.
- DO NOT smoke, ignite a flame or use any electrical appliances, light switches or other devices that can cause a spark until you're sure there are no natural gas leaks.

If You Smell Natural Gas, Suspect a Leak, or Damage has Occurred

IMMEDIATELY EVACUATE THE AREA.

Call SoCalGas at 1-800-427-2200 from a safe location.

Call 911 promptly, from a safe location, if there is damage resulting in a natural gas leak that may endanger life or cause bodily harm or property damage.

Don't smoke, or light a match, candle, or create any other flame.

Don't turn electrical appliances or lights on or off, operate motorized equipment or vehicles, or use any device that could cause a spark.

Don't attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.

Report any pipeline damage by calling SoCalGas immediately at 1-800-427-2200. Even a slight gouge, scrape or dent to a pipeline may harm the integrity of the pipe or cause a dangerous leak in the future.

Recognize a Natural Gas Leak

Be alert to any of the signs you may see, hear or smell when there is a leak.



Look

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, dead or dying vegetation over or near pipeline areas, fire, or an explosion near a pipeline.



Listen

If you hear unusual sounds like hissing, whistling or roaring sound.



Smell

If you smell the distinctive odor* of natural gas.

* Some persons may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), a temporary loss of smell due to COVID-19, another physical condition, or because the odor is being masked or hidden by other odors that are present. In addition, certain pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

Maintaining Your Natural Gas Lines

SoCalGas is responsible for maintaining the natural gas lines that carry natural gas to your meter. However, if you are a property owner, property manager, tenant and/or occupant, you are responsible for maintaining all natural gas lines from the meter to the customer-owned lines.

Customer-owned natural gas lines include (but not limited) all pipes:

- That run from your natural gas meter to the natural gas equipment and appliances on your property
- That run from a curbside natural gas meter to the home (when the meter is not beside the home)
- That run from your meter underground to a building, pool/spa heater, barbecue, or other natural gas equipment and appliances

Not maintaining natural gas pipelines could result in potential hazards due to corrosion and leakage. For more information on pipeline maintenance, visit socalgas.com/Maintenance.

NOTE: If you own a master-metered natural gas line system, the U.S. Department of Transportation requires you to notify your tenants of the information above.



Contact 811 Before you Dig — It's Free!

If you plan to install a fence, plant a tree, or dig for any reason, follow these important steps to prevent serious injuries, property damages, loss of service, and fines.



Mark Out your proposed project area in white paint or provide other suitable markings.



Contact 811 Underground Service Alert (USA) at California811.org or dial **811**, to submit a location request at least two business days before digging, not including the date of notification. Check utility responses to your **811** ticket by visiting DigAlert.org or USANorth.org.



Wait to Dig until we either mark our natural gas pipelines or you are advised that the area is clear.

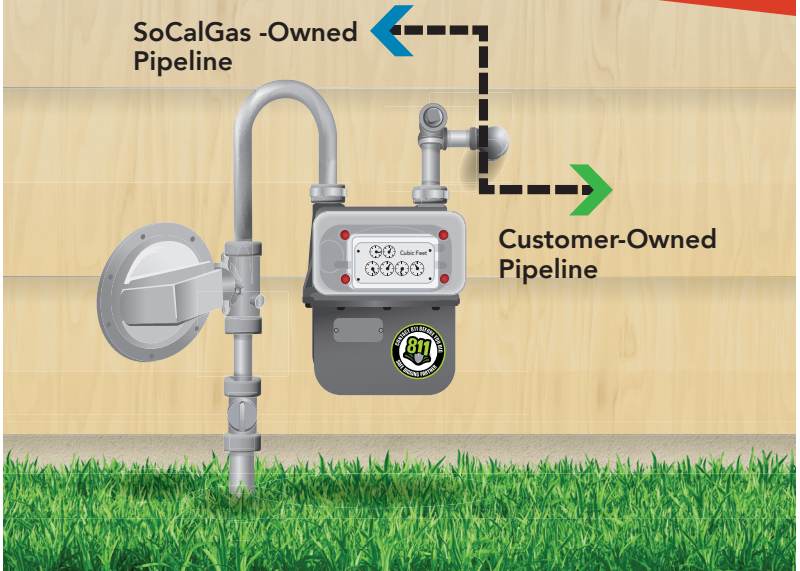


Use Only Hand Tools within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

**A USA ticket is valid for 28 days.
If work is to continue, the ticket must be updated
prior to the end of 28 days.**

NOTE: SoCalGas is responsible for marking natural gas pipelines up to the natural gas meter. To locate and mark customer-owned lines, which typically run from the meter to natural natural gas equipment, contact a qualified pipe-locating professional.

You are responsible for maintaining all natural gas lines after the meter



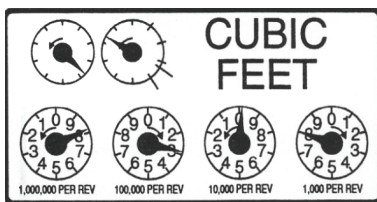
About the Natural Gas Meter

SoCalGas has upgraded most of its natural gas meters with Advanced Meter communication devices. These devices read and transmit your usage information back to SoCalGas for billing purposes. You can manage your energy use better with hourly and daily usage information and analysis tools Online through My Account. For more information, visit socalgas.com/AdvancedMeter.

For those without an Advanced Meter, meters are manually read once a month on or about the scheduled read date found on your bill. If your property's meter is inaccessible for any reason, you will receive an estimated natural gas bill. Meter readers are prohibited from entering yards with a dangerous or unfriendly dog, and our service employees are not allowed to enter yards if any dog is present. For safety, always securely confine your dogs by keeping them in the house, garage or other secure enclosure on meter reading and service call days. A tied, leashed, or chained dog does not provide our employees with a safe work environment.

How to Read Your Meter

Your meter records your energy use in cubic feet of natural gas. Reading your meter can be as easy as reading a clock.



Reading your meter can be as easy as reading a clock.

Read from left to right, the large dials marked 1,000 per revolution and higher (small dials are for test purposes only). When a hand is between two numbers, record the lower number. The sample above shows 8298. To check the amount of natural gas you use, look at the reading at the start of the billing periods and again at the end (these two readings are on your bill). The difference between the two numbers is the amount of natural gas you have used in hundreds of cubic feet.

Tampering with a Natural Gas Meter

Tampering with a natural gas meter or piping could cause a fire or an explosion. California Penal Code Section 498 makes it a crime to willfully remove, obstruct or interfere with any valve, meter, pipe, or other device installed on any natural gas main or pipeline with intent to obtain utility services without paying full charge. Installation and/or connection of any pipe, tube, device, or appliance to any part of the meter or associated pipes up to and including the meter service tee is prohibited, will be removed, and may result in additional charges.

Do not use the natural gas meter, riser, pipes, or related equipment for electric bonding or grounding because it is unsafe and not permitted. Use caution when touching meters, risers, valves and attached components. Faulty household appliances or faulty household electrical wiring could inadvertently introduce electricity to natural gas facilities that can cause an electric shock.

Under the regulations of the California Public Utilities Commission (CPUC), General Order 112-F, only SoCalGas is authorized to operate the natural gas service shut-off valve, except in the event of an emergency requiring the natural gas to be shut off.

All customers bear the costs of natural gas thefts, resulting in higher natural gas rates. If you are aware of anyone tampering with natural gas meters or pipes, you should report it to SoCalGas. Your call will be kept confidential.

Proposition 65 Warning

WARNING: Being at or near our facilities, equipment, and worksites, as well as using natural gas, can expose you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm, including formaldehyde and carbon monoxide, from the inhalation of or contact with natural gas or its combustion products. For more information go to [P65Warnings.ca.gov](https://www.P65Warnings.ca.gov).

Excess Flow Valve (EFV)

An EFV is a safety device installed on natural gas distribution pipelines to automatically close and restrict the flow of natural gas in the event an underground pipe is damaged or if there is a significant increase in the flow of natural gas to the meter. These conditions are typically caused by digging or construction but can also be caused by damage to your natural gas meter by vehicle impact.

An EFV is installed on the service pipeline that runs underground between the natural gas main (usually located in or near the street, alley, or easement) and the SoCalGas meter on the customer's property.

To learn more about EFV and/or if you are interested in having an EFV installed, visit [socalgas.com/EVF](https://www.socalgas.com/EVF).

Safe Access for Meter Inspections and Maintenance

For your safety, SoCalGas must be able to access all of its natural gas pipe facilities, including the natural gas meter, for periodic inspections and maintenance. SoCalGas owns and maintains the meter, regulator and piping upstream of the natural gas meter. Pursuant to Tariff Rule 25 adopted by the CPUC, SoCalGas has the right to access its facilities that are located on your property. Our service employees must have a safe pathway to the meter that is free of shrubs, structures, debris or other tripping hazards. Be sure to survey the path to your meter to make sure none of these unsafe conditions exist. If you choose to keep your gate locked, SoCalGas may leave a notice with contact instructions, so we may schedule required inspections and maintenance of our natural gas facilities. In an emergency, the fire department or SoCalGas may need to shut off the meter for safety reasons. Please ensure it is always safely accessible.

Provide Clear Access to Pipelines

SoCalGas uses advanced safety inspection tools to monitor pipeline conditions and to verify that the pipelines are being maintained safely. In order to perform these inspections, we must be able to access our pipelines. The area around our pipelines must be clear of shrubs, trees, fences and structures.

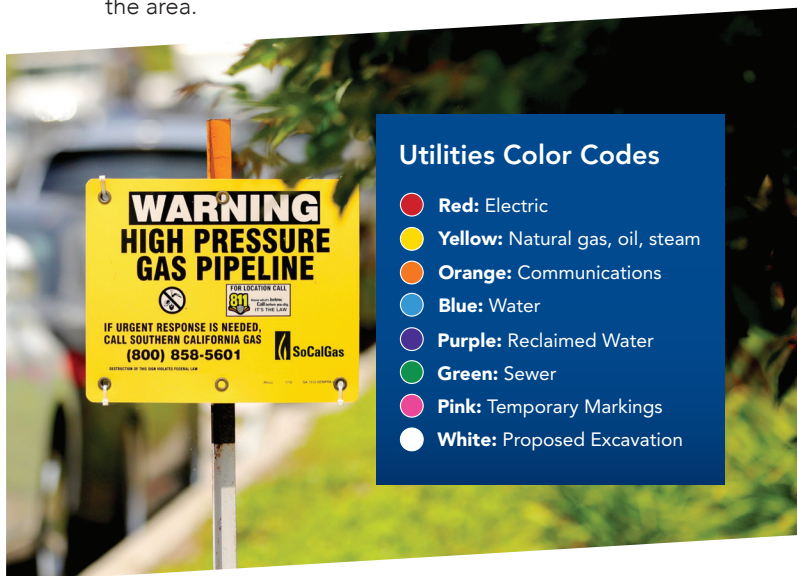
Pipeline Maintenance and Safety

We routinely patrol, test, repair and replace our natural gas pipelines. Our employees also undergo ongoing technical training and testing. We monitor natural gas for quality and add a distinctive odor to aid in the detection of leaks. We also maintain an ongoing relationship with emergency response officials to prepare for and respond to any pipeline emergency.

For more information on our integrity management plan outline, visit socalgas.com/PipelineSafety.

Locate Major Pipelines Near You

Most pipelines are buried underground. Pipeline markers identify the approximate locations of major pipelines and include our emergency number. Markers do not indicate the depth or number of pipelines in the area.



You can view the approximate locations of major natural gas pipelines at socalgas.com/Map or at the National Pipeline Mapping System (NPMS) npms.phmsa.dot.gov. These maps indicate the general location of pipelines and should never be a substitute for contacting 811.

Fumigation

SoCalGas will close service prior to the fumigation of a home or business, as well as restore service afterward. Only SoCalGas is authorized to operate the natural gas service shut-off valve. Fumigation contractors are not authorized. SoCalGas will provide all service valve closure and restoration services at no cost to you. SoCalGas inspects and adjusts all appliances for proper operation as part of the restore service.

To close service for fumigation, the request must be made at least two or more business days prior to the service closure. To restore service, advance notice of at least one business day is required. Call 1-800-427-2200 to schedule service or visit socalgas.com/Fumigation.

Service restoration orders are scheduled no sooner than two days after the tent has been installed and the structure fumigated. Service restoration may be scheduled the same day the tent is removed if you provide a "Certification for Re-Entry" from your fumigation contractor. Please leave clear access to the natural gas meter and the front door.

Carbon Monoxide

SoCalGas or a qualified professional should inspect your natural gas appliances every year. Not performing annual maintenance may result in inefficient appliance operation, and in some cases, dangerous exposure to carbon monoxide.

Carbon monoxide is a dangerous gas that you cannot smell, taste or see. It can build up in a home or other structure when natural gas appliances are not working properly or when combustion gases are not being safely vented to the outside.

Carbon Monoxide Alarms

California's Carbon Monoxide Poisoning Prevention Act requires that all residential properties having a fossil fuel-burning appliance, fireplace or attached garage be equipped with an approved carbon monoxide alarm. Only carbon monoxide alarms that are approved by the California State Fire Marshall and have the Underwriter's Laboratories (UL) Certification may be used. They are available at your local hardware and home improvement stores.

To learn more about carbon monoxide poisoning and ways to prevent it, visit socalgas.com/CarbonMonoxide.

Appliance Safety



Appliance Maintenance is Always the Customer's Responsibility

Properly caring for appliances helps to keep them operating safely and efficiently. Here are some important tips:

- Have your natural gas appliances serviced annually by SoCalGas or other qualified professional.
- Never store rags, mops, paper or other combustibles near any natural gas appliance.
- Never place anything near an appliance that might interfere with normal airflow.
- Never store or use flammable products in the same room or near any natural gas or heat-producing appliances. Flammable products include gasoline, spray paints, solvents, insecticide, adhesives, foggers, varnish, cleaning products and other pressurized containers.
- Never use your barbecue, range or oven to heat your home because these appliances are not designed for this purpose and can be a safety hazard.
- Elevate natural gas appliances installed in garages so that burners and burner-ignition devices are a minimum of 18 inches (450 mm) above the floor unless exempted as "flammable vapor ignition resistant" by local building codes.

Appliance Safety Tips

Cooking Ranges

- Keep range top, oven and broiler areas clean of grease. Grease is flammable and excessive build-up may result in a fire.
- Do not use the range top or oven to heat your home.
- Do not install aluminum foil in the oven or range top to avoid restricting exhaust vents, which may result in carbon monoxide poisoning.

Clothes Dryer

- Always vent natural gas dryers outdoors.
- Do not exhaust into an attic, chimney, wall, ceiling, or concealed space of a building.
- Use only approved metal vent ducting material. Plastic and vinyl are not approved for natural gas dryers.
- Inspect the exhaust duct regularly to ensure that it has not become crushed, kinked or restricted.
- Keep area around the exhaust opening and adjacent surrounding areas free from the accumulation of lint.

Furnace Space Heaters

Floor Furnace

- Avoid lint build-up by vacuuming the floor furnace and the area around it regularly.
- Keep children away from the grill, as it gets very hot.
- Don't place rugs, furniture or combustible items over or near the grill and do not block airflow.

Wall Furnace

- Clean inside the burner compartment of built-in, vented wall furnaces once a month during the heating season to prevent lint build-up.

CAUTION: Unvented natural gas space heaters are unsafe and not allowed for use in California.

Appliance Safety Recalls

The U.S. Consumer Product Safety Commission periodically announces safety recalls for appliances and equipment. Information about product recalls that may affect natural gas appliances is available at cpsc.gov or by calling 1-800-638-2772.

Water Heaters

- Earthquakes can cause improperly secured water heaters to move or topple. To help prevent this, strap it firmly to the wall studs in two places — the upper and lower one-third of the tank — with heavy bolts and metal strapping. Place the lower strap at least four inches above the thermostat according to state and local codes. Kits are available at hardware stores and we recommend having a qualified professional install it.
- Lowering your temperature setting can help prevent scalding accidents and may lower your energy costs. Water temperatures above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a 120° F or lower thermostat setting to prevent contact with “HOT” water. Refer to your water heater manufacturer’s recommendation for safe water heater temperature settings.

Attic Insulation

- Keep insulation away from all heat sources, furnaces, water heaters, recessed light fixtures, fan motors, doorbell transformers, chimneys, flues and vents.
- Install a barrier made of non-combustible material around the above-mentioned heat sources.
- Keep insulation away from all bare wires or knob and tube wiring.
- Keep the air supply openings to the forced air furnace free of any insulation.
- Leave attic and eave vents uncovered.
- Periodically check attic for insulation movement.
- Contact a state-licensed insulation contractor if you have any questions about proper installation.

Natural Gas Fireplace Log

To help avoid serious accidents, the damper must be kept open on a permanent basis. Use the damper lock included with the gas log assembly kit.

Energy Efficiency



Residential Rebates*

SoCalGas offers rebates for qualifying energy-efficient natural gas appliances, including natural gas tankless water heaters, clothes dryers, and furnaces. Visit socalgas.com/Rebates for details.

Energy-Efficiency Starter Kit

This complementary kit includes three faucet aerators (one for your kitchen, two for bathrooms) and a low-flow shower head. Low-flow shower heads and faucet aerators are great ways to help save energy and water. These devices allow air to enter the water stream, maintaining a high-pressure flow while reducing water usage. Request your kit today at socalgas.com/StarterKit.

Energy Savings

Find tips to help save energy in your home, from making energy-efficient improvements to adjusting thermostat settings and upgrading older appliances. Learn more at socalgas.com/Save.

Ways to Save

By using our Ways to Save tool, you can complete the My Energy Profile survey for a no-cost household energy analysis. You can also receive personalized energy-saving tips and recommendations for energy-efficient appliance rebates to help reduce your home energy usage. Learn more at socalgas.com/WaysToSave.

*This program is funded by California utility customers and administered by Southern California Gas Company (SoCalGas) under the auspices of the California Public Utilities Commission. Program funds, including any funds utilized for rebates or incentives, will be allocated on a first-come, first-served basis until such funds are no longer available. This program may be modified or terminated without prior notice. The selection, purchase and ownership of goods and/or services are the sole responsibility of the customer. Customers who choose to participate in this program are not obligated to purchase any additional goods or services offered by manufacturer, vendor, service provider, or any other third party. **SoCalGas makes no warranty, whether expressed or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and/or services selected by customer. SoCalGas does not endorse, qualify, or guarantee the work of any third party.** Eligibility requirements apply; see the program conditions for details.

Customer Assistance Programs

Discounts and Bill Assistance



California Alternate Rates for Energy (CARE)*

A 20 percent monthly discount is available for eligible, income-qualified customers through the CARE program. For more information or to apply, visit socalgas.com/CARE or call 1-800-427-2200, or TDD/TTY 1-800-252-0259.

Energy Savings Assistance Program*

Energy-saving home improvements are available at no cost to eligible homeowners and renters. For more information, visit socalgas.com/Improvements or call 1-800-331-7593.

Medical Baseline Allowance Program*

Receive more natural gas at the lowest rate if you or a full-time member of your household has a qualifying medical condition that requires the use of additional natural gas for space heating. To learn more, visit socalgas.com/Medical or call 1-800-427-2200.

Gas Assistance Fund (GAF)*

One-time grant to income-qualified customers who need help paying their natural gas bill. Funds are available on a first-come, first-served basis until funds are depleted. For more information, visit socalgas.com/GAF.

Past Due Bill Forgiveness


Customers enrolled in the CARE program could also qualify for past due bill forgiveness through the Arrangement Management Plan. Customers must have an active service account with SoCalGas for a six-month period before enrolling in the plan. Learn more at socalgas.com/Forgiveness

Low-Income Home Energy Assistance Program (LIHEAP)

Energy bill payment assistance for income-qualified customers may be available through the federally-funded LIHEAP program. For more information contact the Department of Community Services and Development at csd.ca.gov or call 1-866-675-6623, TDD/TTY 1-916-263-1402 or CA Relay Service 711.

*The California Alternate Rates for Energy (CARE), Energy Savings Assistance Program and Arrearage Management Plan are funded by California utility customers and administered by Southern California Gas Company under the auspices of the California Public Utilities Commission. The Gas Assistance Fund is funded by donations (including those from customers, shareholders and employees of SoCalGas) and administered by the United Way of Greater Los Angeles. Eligibility requirements apply; see the program conditions for details.

Bill Payments



ACCOUNT NUMBER 987 654 3210 4
SERVICE FOR
 JOHN Q SMITH
 2345 SOCIALGAS AVE
 LOS ANGELES CA 99999

DATE MAILED Nov 9, 2023 Page 1 of 2

1-800-427-2200 English
 1-800-342-4545 Español
 1-800-252-0259 TTY
 M-F, 7am-8pm Sat, 7am-6pm
 24 Hour Emergency Services Available
socialgas.com

DATE DUE Dec 3, 2023
AMOUNT DUE \$70.08

Account Summary

Amount of Last Bill		\$80.05
Payment Received	10/28/23 THANK YOU	- 60.05
Current Charges		+ 70.08
Total Amount Due		\$70.08

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 30 Therms
 Meter Number: 09612355 (Next scheduled read date Dec 9 2023) Cycle: 10

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	x Factor	BTU	x Factor	Total Therms
10/09/23 - 11/08/23	30	09612355	9841	9794	47	1.000	1,033	*	48

GAS CHARGES

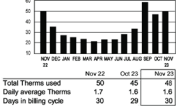
Customer Charge	30 Days x \$.16438	Amount	4.93
Gas Transportation (Details below)	48 Therms		
Therms used	Baseline Over Baseline		
	30 18		
Rate/Therm	\$.63566	\$.96806	
Charge	\$ 19.07	+ \$ 17.43	= 36.50
Gas Commodity	48 Therms x \$.38041		18.26
		Total Gas Charges	\$58.59

SoCalGas' gas commodity cost per therm for your billing period:
 Nov - \$4.1230 Oct - \$3.851

TAXES & FEES ON GAS CHARGES


State Regulatory Fee	48 Therms x \$.00166	Amount	.08
Public Purpose Surcharge	48 Therms x \$.10060		4.83
Los Angeles City Users Tax	\$54.76 x 10.00%		5.48
	Total Taxes and Fees on Gas Charges		\$10.39
	Total Current Charges		\$70.08

Usage History (Total Therms used)




Your Usage: 48 Therms

BASELINE	OVER BASELINE
30 Therms	18 Therms
\$1.91607 /Therm	\$1.34847 /Therm



The pricing illustrated above represents cost per therm for Baseline and Over Baseline. Actual prices may vary as some credits, discounts and taxes are not added.
 CARE to save 20% off your monthly bill? Visit socialgas.com/careparami to learn more.
 ¿Quiere ahorrar un 20% en su factura mensual? Visite socialgas.com/careparami para más información.



JOHN Q SMITH
 2345 SOCIALGAS AVE
 LOS ANGELES CA 99999

ACCOUNT NUMBER 987 654 3210 4

Save Paper & Postage
 PAY ONLINE
socialgas.com

DATE DUE Dec 3, 2023
AMOUNT DUE \$70.08

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

80 9876543210 00006460 40 9876543210 0000073947

How to Read Your Natural Gas Bill

General Information

1. Your account number and service address.
2. The Account Summary section shows your previous balance and payment, plus any current charges.
3. Your bill due date and the total amount due.

How Your Current Charges are Calculated

Rates are regulated and approved by the CPUC. The Current Charges section on your bill is based on three components multiplied by the number of units of natural gas you used, plus taxes and fees:

4. Total Therms – calculates the total units of natural gas you used during the defined billing period. This number is used to calculate the total cost of your natural gas service.

5. Customer Charge – based on days of service.
6. Gas Transportation Charge – the cost to deliver your natural gas.
7. Gas Commodity Cost – the cost of natural gas purchased by SoCalGas on behalf of its customers.
8. Taxes and Fees – this includes the CPUC-mandated Public Purpose Surcharge, as well as any state or local fees and taxes. Customers enrolled in the California Alternate Rates for Energy (CARE) program will see the discount reflected as a separate line item, and CARE customers have a reduced Public Purpose Surcharge. Learn more at socalgas.com/CARE.

Your Personalized Natural Gas Usage

9. Usage History – the bar graph shows your natural gas usage over the past 13 months (if available). Log in to or sign up for My Account at MyAccount.socalgas.com for more detailed usage information.
10. Your Usage – the gauge visually depicts your natural gas usage and the total cost per therm for this billing cycle. Your Baseline Therms are displayed in blue (Baseline Transportation Rate per therm, plus Natural Gas Commodity Cost) and your Over Baseline Therms are displayed in orange (Over Baseline Transportation Charges, plus Natural Gas Commodity Cost).

11. You may receive important messages, including information about Assistance Programs and tools that could help you manage your energy usage.
12. Go paperless through My Account to view and pay your bills Online, enroll in weekly Bill Tracker Alerts, and more.

For more information, visit socalgas.com/ReadYourBill.

Benefits of SoCalGas My Account

- **Easily Manage Your Bill**
View and pay your bill, schedule one-time or automatic payments, and more. You can also choose paperless billing and receive an email notification when your bill is ready each month.

- **Receive Personalized Alerts**
Monitor your natural gas consumption, take steps to reduce your usage, and help avoid surprises on your bill with Bill Tracker Alerts.
- **Enroll in Pay by Text**
Receive Bill Ready Notifications, check your account balance, and pay your monthly bill – all through text.
- **Get Customized Energy-Savings Tips**
Complete your Energy Profile through our Ways to Save tool and get a household energy analysis and customized energy-efficiency recommendations.

To learn more and sign up, visit socialgas.com/MyAccount.

Level Pay Plan

Eligible customers may sign up for a Level Pay Plan, which averages their annual natural gas use and costs over 12 months. Customers then pay an average bill amount each month instead of actual charges. Learn more at socialgas.com/LevelPayPlan.

Third-Party Notification

If you or someone you know has a hard time remembering to pay the natural gas bill every month, our Third-Party Notification program may be able to help. This no-cost program can help prevent natural gas service from being shut off by selecting a friend, relative, or social agency you trust to receive a copy of past due notices. The third party is not responsible for the bill, but can remind you that a payment is due to help prevent natural gas shut-off.

For more information, visit socialgas.com/ThirdParty.

Bill Tracker Alerts

Monitor your natural gas consumption, take steps to reduce your usage, and help avoid surprises on your bill. Learn more at [MyAccount.socialgas.com](https://socialgas.com/MyAccount).

Need More Time to Pay?

If you need more time to pay your natural gas bill, we're here to help. We offer a variety of options to assist you, from a one-time payment extension to longer-term solutions to help lower or manage your bill. For more information, visit socialgas.com/PayBill.

Services



Self-Service Options

You can conveniently schedule, view, and cancel service appointments, as well as start, stop, or transfer service—all online.

Residential Service Appointments

Our trained service employees can verify that your appliances are operating safely and efficiently. They can also adjust natural gas burners, light pilots, and make limited repairs.

Schedule your service Online through socalgas.com/Schedule-Service.

Standard Appointment – No Charge

For all day arrivals (7 a.m. – 8 p.m.)

- Morning (7 a.m. – noon)
- Afternoon (noon – 5 p.m.)
- Evening (5 p.m. – 8 p.m.)

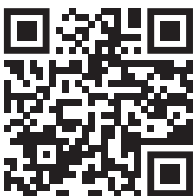
Special Appointment – \$25 Fee*

For arrivals between 7:30 a.m. and 7:30 p.m., Monday through Friday, on the hour and half-hour. Our service employees will arrive within 30 minutes of the specified time.

*Fee subject to change.

Appliance Repair

Our technicians can perform minor repairs on most natural gas appliances.



Scan the QR code or visit socalgas.com/ScheduleService, or call 1-800-427-2200 to learn more and schedule your service.

How to Reach Us

24-Hour Emergency Response

If you have an emergency involving natural gas, call our 24-hour line at 1-800-427-2200 or TDD/TTY 1-800-252-0259.

Customer Contact Center

If you need assistance, please visit socalgas.com or call us at one of the following numbers:

- 24-hour emergency response 1-800-427-2200
- Residential customers 1-800-427-2200
- Business customers 1-800-427-2000
- Residential rebates 1-800-427-4400
- Multifamily rebates 1-800-427-4400
- Business rebates 1-800-427-2000

Multilingual Call Center

Para asistencia en español, llame al 1-800-342-4545 (Spanish)

欲知詳情，請洽免費國語專線: 1-800-427-1429 (Mandarin)

欲知詳情，請洽免費粵語專線: 1-800-427-1420 (Cantonese)

더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오: 1-800-427-0471 (Korean)

Để biết thêm chi tiết bằng tiếng Việt, xin gọi: 1-800-427-0478 (Vietnamese)

For other languages 1-888-427-1345
TDD/TTY 1-800-252-0259
(for the speech and hearing impaired)

Mail Payments to: SoCalGas, P.O. Box C,
Monterey Park, CA 91756

Write Us at: SoCalGas, P.O. Box 1626,
Monterey Park, CA 91754-8626