

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 one of the cleanest, safest, and most innovative energy companies in America. This guide is designed to answer questions you may have regarding natural gas safety tips, energy savings and services.

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SAFETY

EMERGENCY INFORMATION

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

BEFORE AN EMERGENCY

- Know where your 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 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 gas at the appliance rather than shutting off all 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 gas appliance connectors with an approved flexible gas connector.
- Check safety devices, such as smoke and carbon monoxide detectors, to ensure that they are functioning properly.
- Make sure that flexible gas connectors are not damaged or passing through floors, walls, or ceilings.



AFTER AN EMERGENCY

- ONLY turn off the gas to your meter if you smell gas, hear the sound of gas escaping, or see other signs of a leak and ONLY if it is safe to do so.
- **Emergency 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 either direction until the valve is crosswise to the pipe (see illustration on page 8).
 - Call SoCalGas to turn the gas back on. Do not turn your gas back on yourself. We will also relight the pilots and service 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 includes 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 gas leaks.

IF YOU SMELL 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 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. Gas leaking from a plastic pipe can create static electricity that can ignite the 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 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 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 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, or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. 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 GAS LINES

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

Customer-owned gas lines include all pipes:

- That run from your gas meter to the gas equipment and appliances on your property
- That run from a curbside 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 gas equipment and appliances

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

NOTE: If you own a master-metered 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, protect your family, neighbors, and the pipelines near you by following these safety steps:



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.



WAIT TO DIG* until we either mark our gas pipelines or you are advised that the area is clear.



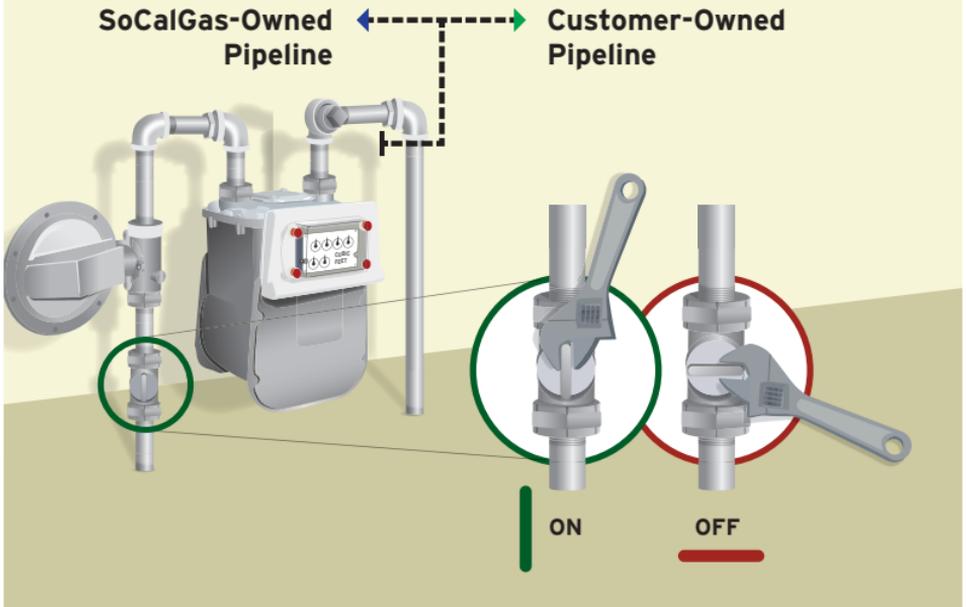
USE ONLY HAND TOOLS within 24 inches on each side of marked utility lines to carefully expose the exact locations of all lines.

If you've hired a contractor, make sure the contractor contacts 811 to have lines marked.

NOTE: SoCalGas does not mark customer-owned gas lines, which typically run from the meter to the customer's gas equipment. To have customer-owned lines located and marked before a project, contact a qualified pipe-locating professional.

Check utility responses to your **811** ticket by visiting DigAlert.org or USANorth.org.

You are responsible for maintaining
all gas lines after the meter



ABOUT THE GAS METER

SoCalGas has upgraded its 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 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 gas. 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 6084. To check the amount of 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 gas you have used in hundreds of cubic feet.

TAMPERING WITH A METER

Tampering with a 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 gas main or pipeline with the intent to obtain utility services without paying the 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 meter service tee is prohibited, will be removed, and may result in additional charges.

Do not use the 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 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 gas service shut-off valve, except in the event of an emergency requiring the gas to be shut off.

All customers bear the costs of gas thefts, resulting in higher gas rates. If you are aware of anyone tampering with 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

EXCESS FLOW VALVE (EFV)

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

An EFV is installed on the service pipeline that runs underground between the 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.

SAFE ACCESS FOR METER INSPECTIONS AND MAINTENANCE

For your safety, SoCalGas must be able to access all of its gas pipe facilities, including the gas meter, for periodic inspections and maintenance. SoCalGas owns and maintains the meter, regulator and piping upstream of the 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 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 gas pipelines. Our employees also undergo ongoing technical training and testing. We monitor 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 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 substitute contacting **811** at least two business days before digging.



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 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 gas meter and the front door.

CARBON MONOXIDE

SoCalGas or a qualified professional should inspect your 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 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 gas appliances serviced annually by SoCalGas or other qualified professional.
- Never store rags, mops, paper or other combustibles near any 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 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 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.

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 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 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 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 gas appliances is available at cpsc.gov or by calling 1-800-638-2772.

WATER HEATERS

- Elevate water heaters installed in garages so that pilots and other sources of ignition are a minimum of 18 inches (450 mm) above the floor unless exempted as “flammable vapor ignition resistant” by local building codes.
- 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 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.

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



REBATES*

SoCalGas offers energy efficiency rebates to homeowners, owners and property managers of multifamily units and business customers. Rebates may be available for qualifying ENERGY STAR® furnaces, clothes dryers, storage water heaters, tankless water heaters and more.

For details and availability, visit socialgas.com/Rebates.

ENERGY EFFICIENCY KIT

To save gas and water, request a no-cost Energy Efficiency Kit. The kit includes three faucet aerators (one for your kitchen, two for bathrooms) and a low-flow showerhead. Low-flow showerheads and faucet aerators are great ways to save energy and water. These devices allow air to enter into the water stream, maintaining a high-pressure flow while reducing water usage.

Visit socialgas.com/StarterKit.

ENERGY SAVINGS

You can find helpful tips to save energy around your home online - from energy improvements and thermostat settings to upgrading older appliances.

Visit socialgas.com/Save.

WAYS TO SAVE

Visit Ways to Save to get a household energy analysis and customized energy-efficiency recommendations. Build a personalized savings plan to help track your progress and help save energy and money.

To learn more, visit socialgas.com/WaysToSave.

*The program is funded by California utility customers and administered by 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. These programs may be modified or terminated without prior notice. Eligibility requirements apply; see the conditions for each program for complete details. The selection, purchase, and ownership of goods and services are the sole responsibility of customer. SoCalGas makes no warranty, whether express or implied, including the warranty of merchantability or fitness for a particular purpose, of goods and services selected by customer. Customers who choose to participate in these programs are not obligated to purchase any additional goods or services offered by the vendor, contractor, or any other third party. SoCalGas does not endorse, qualify, or guarantee the work of any vendor, contractor, or any other third party, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.

CUSTOMER ASSISTANCE PROGRAMS

DISCOUNTS AND BILL ASSISTANCE



CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)*

A 20-percent bill 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 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 gas for space heating. To learn more, visit socalgas.com/Medical or call 1-800-427-2200.

GAS ASSISTANCE FUND (GAF)*

One-time bill assistance may be available for income-qualified customers during the winter months through GAF. For more information, visit socalgas.com/GAF or call 1-800-427-2200.

ARREARAGE MANAGEMENT PLAN

Customers enrolled in the CARE program could also qualify for past due bill forgiveness through the Arrearage 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) and Energy Savings Assistance programs 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

SoCalGas ACCOUNT NUMBER 987 654 3210 3 SERVICE FOR JOHN Q. PUBLIC 123 TEST STREET LOS ANGELES CA 90010-1234

DATE MAILED Mar 19, 2019 Page 1 of 2
24 Hour Service
1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY
socialgas.com

You are currently receiving a CARE discount. The discount now appears as a separate credit on your bill.

Account Summary
Amount of Last Bill \$27.70
Payment Received 03/08/19 THANK YOU -27.70
Current Balance \$0.00
Total Amount Due \$20.28

Current Charges
Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 51 Therms
Meter Number: 56413849 (Next scheduled read date Apr 15 2019) Cycle: 10

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	x Factor	Billing	BTU	Total
02/13/19 - 03/15/19	30	56413849	2092	2076	16	1.000	1.033	17	17

GAS CHARGES
Customer Charge 30 Days x \$.16438
Gas Transportation (Details below) 17 Therms

Therms used	Rate/Therm	Charge
17	\$0.38041	6.47
17	\$0.00562	-1.10
		4.42
Total Gas Charges \$17.69		

TAXES & FEES ON GAS CHARGES

Amount	Amount
State Regulatory Fee 17 Therms x \$.00166	.03
CARE Public Purpose Surcharge 17 Therms x \$.07559	1.28
Los Angeles City Users Tax \$12.79	1.28
Total Taxes and Fees \$2.59	
Total Charges \$20.28	

Gas Usage History (Total Therms used)

Month	Therms used
Mar 18	18
Apr 18	15
May 18	16
Jun 18	17
Jul 18	18
Aug 18	19
Sep 18	17
Oct 18	18
Nov 18	19
Dec 18	20
Jan 19	18
Feb 19	17
Mar 19	17

Total Therms used 28 24 17
Daily average Therms 9 8 5
Days in billing cycle 30 29 30

Attractive finance rates are available for some energy improvements. Visit socialgas.com/financing

SoCalGas' gas commodity cost per therm for your billing period:
Mar.....\$.41230 Feb.....\$.34851

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SU REGISTRO. DEVOLVER ESTA PARTE CON SU PAGAMENTO.)

SoCalGas Save Paper & Reduce Waste DAY ONLINE socialgas.com ACCOUNT NUMBER 987 654 3210 3

DATE DUE Apr 8, 2019
AMOUNT DUE \$20.28

Please enter amount enclosed.
\$
Write account number on check and make payable to SoCalGas.

JOHN Q. PUBLIC
123 TEST STREET
LOS ANGELES CA 90010-1234

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

80 9876543210 00002028 43 9876543210 0000074243

READING YOUR MONTHLY BILL

1. Account number and service address
2. Account summary shows your previous balance and payment, plus current charges
3. Due date and total amount due
4. The bar graph provides at-a-glance usage over past 13 months (if available). Log in to My Account - MyAccount.socialgas.com and select Ways to Save to see more detailed usage information.
5. Gas usage information for the billing period
6. Important messages and ways to manage your bill
7. For customers enrolled in California Alternate Rates for Energy (CARE), the discount is reflected as a separate line item on your bill. Customers in the CARE program have a reduced Public Purpose Surcharge.
8. SoCalGas offers paperless billing and payment through My Account - MyAccount.socialgas.com

MY ACCOUNT

My Account is available to residential and business customers with online access. Once you are registered for My Account, you can:

- Securely view and pay your gas bill
- Schedule automatic payments
- Schedule additional email or text bill reminders
- Request payment extensions
- Schedule, view or cancel service appointments

Learn how to go paperless, visit socalgas.com/Paperless.

For additional ways to pay your bill, visit socalgas.com/WaysToPay.



LEVEL PAY PLAN

This plan averages annual gas usage and costs over a 12-month period. You pay an average bill amount each month instead of actual charges. The level pay amount may be re-evaluated and adjusted at six-month intervals if there is a significant increase or decrease in gas usage or the cost of gas.

To sign up for the Level Pay Plan, visit socialgas.com/LevelPayPlan.

THIRD-PARTY NOTIFICATION

If you or someone you know has a hard time remembering to pay the gas bill every month, our Third-Party Notification program may be able to help. The no-cost program can help prevent 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 gas shut-off.

For more information, visit socialgas.com/ThirdParty.

BILL TRACKER ALERTS

- Monitor your gas costs throughout the billing cycle.
- Take steps to lower your usage and avoid surprises.
- Receive weekly alert notifications via email and/or text message.

To register, visit [MyAccount.socialgas.com](https://socialgas.com/MyAccount).

NEED MORE TIME TO PAY?

Bills are due upon receipt and are considered past due if not paid within 19 days from the mail date as displayed on the bill. You can request a payment extension or learn about customer assistance programs on our website.

For more information on bill payment options, visit socialgas.com/Pay-Bill.

SELF-SERVICE OPTIONS

You can conveniently and quickly request a variety of services online, such as start, stop or transfer your gas service, you can request a customer service order, make a payment arrangement, and more.

Visit socialgas.com/Schedule-Service.

RESIDENTIAL SERVICE APPOINTMENTS

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

Schedule your service online through socialgas.com/Schedule-Service.

STANDARD APPOINTMENT - NO CHARGE

For arrival during:

- The morning (7 a.m. to noon)
- The afternoon (noon to 5 p.m.)
- Or the evening (5 p.m. to 8 p.m.)

SPECIAL APPOINTMENT - \$25 FEE*

For arrival at a specific time, offered from 8 a.m. to 7 p.m., Monday through Friday, on the hour and half hour. Our service employees will arrive within 30 minutes of the time specified.

*Fee subject to change.

APPLIANCE CONNECTION/REPAIR

Our technicians can:

- Connect ranges, dryers, and barbecues
- Perform minor repairs on furnaces and water heaters
- Change out uncoated brass connectors as recommended by the Consumer Product Safety Commission

Visit socialgas.com/Schedule-Service or call 1-800-427-2200 to 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](https://www.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
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MULTILINGUAL CALL CENTER

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