

Contact 811 Before You Dig. It's free!



Utility lines could be anywhere. Follow these important steps to prevent serious injuries, property damages, loss of service and fines.

Mark Out your proposed project area in white.

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 line 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: SDG&E 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 gas equipment, contact a qualified pipe-locating professional.

If You Smell Natural Gas or Suspect a Leak



Immediately evacuate the area!

Call SDG&E from a safe location at **1-800-611-7343**.

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

DO NOT smoke or light a match, candle or create any other flame. Static electricity can ignite leaking natural gas.

DO NOT use machinery, turn electric appliances or lights on or off or use any device that could cause a spark.

DO NOT attempt to control the leak or repair a damaged pipe or meter.

How to Recognize a Natural Gas Leak



LOOK

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, a dry patch of grass, fire or an explosion near a pipeline.



LISTEN

If you hear unusual sounds like hissing or whistling.



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 due to a respiratory illness or another physical condition, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it) or because the odor is being hidden by other odors present.

In addition, certain pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

Provide Clear Access to Pipelines

SDG&E operates natural gas pipelines underground in residential and commercial areas, where you or your company may be receiving natural gas services and/or need to dig or excavate. To safely perform inspections and respond to pipeline emergencies, we must be able to access the pipeline right-of-way. Please keep the area above pipelines accessible and clear of obstructions such as shrubs, trees, fences and other structures. You can also support SDG&E's safety efforts by contacting **811** before digging.

For more safety and prevention information, visit sdge.com/Gas-Safety.

Para información de seguridad en español, visite sdge.com/Gas-Safety o llame al **1-800-611-7343**.



Wash clothes in cold water. It's gentler on fabrics and your energy bill. Get more energy-saving tips at [sdge.com/SimpleSteps](https://www.sdge.com/SimpleSteps).

Pipeline Maintenance and Your 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 [sdge.com/PipelineSafety](https://www.sdge.com/PipelineSafety).



Report any pipeline damage by calling SDG&E immediately at **1-800-611-7343**. 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.

Call 911 promptly after evacuating the area if the damage results in a natural gas leak that may endanger life, cause bodily harm or property damage.

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 [sdge.com/Pipeline-Map](https://www.sdge.com/Pipeline-Map) or on the National Pipeline Mapping System (NPMS) at www.npms.phmsa.dot.gov. These maps only indicate the general location of pipelines and should never be used as a substitute for contacting **811**.



California is fighting climate change and so can you! Your bill includes a Climate Credit from the California Cap-and-Trade Program, which is designed to cut carbon pollution while helping utility customers during the transition to a more sustainable future. Find out more at cpuc.ca.gov/ClimateCredit.

Changes to your electric bill – learn what's new

Your SDG&E® bill will now show electric delivery charges in a new way. This is not an extra charge, rather it is a change in how your bill is structured.

Why is this happening?

California Assembly Bill 205 requires electric utilities across the state to change how residential customers are billed to help make bills more transparent, while making it more affordable to use electric technologies, such as cars and appliances.

What's changing?

We're updating how some existing costs appear on your bill. Soon, you'll see a new line item called the Base Services Charge. Most customers will pay approximately¹ \$24 a month. Customers enrolled in FERA and CARE will automatically receive a discounted Base Services Charge of approximately \$12 and \$6, respectively.

The Base Services Charge covers some of the fixed costs that were previously included in the electric delivery price like customer service, transformers and meters that help ensure safe, reliable electric delivery to your property. By moving some costs out of delivery pricing, you may pay about 10% less per kWh for the energy you use (roughly 5 cents per kWh on electric delivery)². Each customer's usage varies, so lower electricity prices may or may not lead to a lower total bill. Because this is a reallocation of costs, SDG&E will not earn more profit from this change.

To learn more, visit [sdge.com/BaseServicesCharge](https://www.sdge.com/BaseServicesCharge) or call **1-800-411-7343**.

¹ Base Services Charge may vary based on the number of days in the billing month. Most customers will pay between \$22.22 - \$26.18, and \$11.11 - \$13.10 for FERA customers and \$5.52 - \$6.51 for CARE customers. For details on how your Base Services Charge will be calculated, visit [sdge.com/BaseServicesCharge](https://www.sdge.com/BaseServicesCharge).

² Actual price reductions will vary depending on your rate plan, commodity provider, electricity usage and the rates effective at the time of Base Services Charge implementation.