



A Semptra Energy utility

Don't be fooled by SDG&E scam artists! We will never call, email or text you and ask for banking info. We won't demand immediate payment for a past due bill and threaten power shut-off. Get more tips on sdge.com/avoid-scams.

MARCH 2020

When it comes to saving energy, timing really is everything

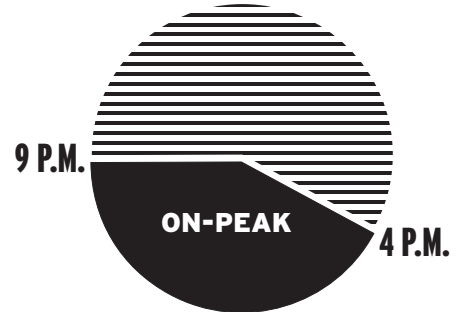
Time-of-Use is a statewide initiative that's about much more than saving energy or money. It's about keeping our state cleaner and healthier and protecting our environment for generations to come. It's about working together to reach California's energy goals.

Time-of-Use pricing puts you in control. If you can shift some of your energy use to lower-cost time periods outside 4 p.m. to 9 p.m., you can lower your electricity bills

and make better use of cleaner, renewable energy sources, like wind and solar, when they are more readily available.

It's your home, your community, your world and your choice, but California can't succeed as a smart energy leader without all of us. It's just that simple.

For more information, including helpful Time-of-Use tips and resources, visit sdge.com/whenmatters.



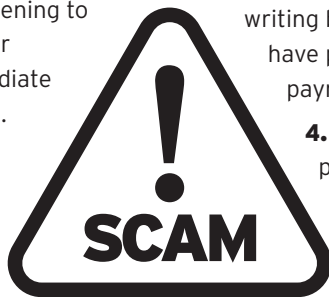
With Time-of-Use, energy prices are lower all day, except between the on-peak hours of 4 p.m. and 9 p.m. when prices are higher.

Protect yourself from SDG&E scam artists

Criminals impersonating SDG&E® come up with new ways to defraud people and we've noticed a spike in scammers targeting our customers. The scams we're seeing involve threatening to turn off a customer's power unless they make an immediate payment for a past-due bill. Some of these phone calls are made to look as if they're coming from our official number - this is called ID-spoofing.

Here are things you need to know:

1. SDG&E will never contact customers to get their credit card or banking information over the phone, nor would we ever send our employees to knock on doors for payment. Never provide financial information unless YOU made the call.
2. If someone claims to work for SDG&E to enter your home or business, ask them to show you their company identification card, ensure they're wearing an SDG&E official uniform and look to see if they



arrived in an SDG&E-marked company vehicle.

3. If you have a past-due balance, we'll always provide past-due notices in writing before shutting off service. We have programs to help with payment arrangements, too.
4. If you get a phone call from a person claiming to work for SDG&E and the caller asks for payment over the phone, it is a scam. Hang up.
5. Some thieves contact customers via email, cell or text and demand payment via Bitcoin or prepaid cards. In this scam, the con artist emails an online payment method featuring SDG&E's logo and a QR code (akin to a bar code).

New scams arise every day. Arm yourself with information by visiting sdge.com/avoid-scams so you don't become the next victim. If you believe you might have been a victim of fraud, please call us immediately at **800-411-7343**.

Protecting your privacy



You count on us to deliver clean, reliable and safe energy. You also count on us to protect your personal information. At SDG&E, privacy is fundamental to our business and we are committed to protecting your privacy.

Learn how we protect your privacy and safeguard your energy-use information in our Privacy Center at sdge.com/privacy.

You can request the privacy notice and policy by emailing privacy@sdge.com or calling **1-800-411-7343**.

Visit sdge.com/privacy periodically for policy and procedure updates that reflect changes in legal requirements or best practices.

Safety Tip:

If a power line touches your car, stay inside your car and call **9-1-1**. The ground around your car may be energized.



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SAFETY TIP: Be prepared before an earthquake strikes. Identify safe places to “drop, cover and hold” at home and practice. For more tips on staying safe, visit [sdge.com/safety](https://www.sdge.com/safety).

Have you downloaded the new SDG&E mobile app?

Make your life a little easier with our new mobile app. We redesigned our app with you in mind because having the right tools to manage your account is important.

Four reasons to download the app:

1. Tired of remembering passwords? The app can identify you and log you in with fingerprint or face recognition.
2. Short on time? Pay your energy bill on the spot, anywhere, anytime.
3. Experiencing a power outage? Report it in a snap with the app. You can also view the current outage map in your area.
4. Looking for a better way to stay in control of your energy costs? Use the app's self-service features to track and review your energy use, and sign up for alerts.



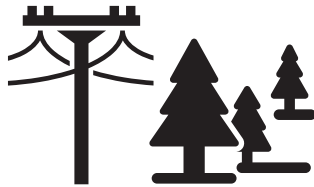
Download the new app in the App Store or Google Play, or learn more at [sdge.com/mobileapp](https://www.sdge.com/mobileapp).

You may have noticed SDG&E is cutting back

Sometimes it truly is the little things that can make a big difference. Each year, SDG&E's Vegetation Management team partners with professional arborists and contractors to inspect nearly half a million trees and brush near power lines.

SDG&E's annual tree inspection includes trimming and removal to maintain clearance for electric equipment, including overhead power lines and underground equipment, transmission towers and power poles. This helps reduce the risk of fire, prevent power outages and save lives by removing electric shock hazards. SDG&E also performs quality assurance audits of the work to make sure we've done everything possible to help keep you and your family safe. As always, your safety is our top priority.

We don't stop there; trees near power lines can be a safety hazard. That's one reason SDG&E sponsors tree-planting events at schools. We share our expertise through community education and outreach so you can plant the right tree in the right place. Learn more at [sdge.com/treesafety](https://www.sdge.com/treesafety).



Proposition 65 warning

SDG&E is a regulated public utility that provides energy service to 3.6 million people through 1.4 million electric meters and 873,000 natural gas meters in San Diego and southern Orange counties. Our service area spans 4,100 square miles. For a map of our service area go to [sdge.com/about-us](https://www.sdge.com/about-us).

Natural gas and treated wood utility poles are used throughout our service area. In accordance with Proposition 65, the following warnings are provided:

Natural gas combustion

WARNING: Entering this area can expose you to chemicals including formaldehyde, which is known to the State of California to cause cancer, and carbon monoxide, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

Treated wood utility poles

WARNING: Entering this area can expose you to chemicals including pentachlorophenol, which is known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov.

Advertencia de la Proposición 65

SDG&E es una empresa de servicios públicos regulada que ofrece servicio de energía a 3.6 millones de personas a través de 1.4 millones de medidores eléctricos y 873,000 medidores de gas natural en los condados de San Diego y sur de Orange. Nuestra área de servicio abarca 4,100 millas cuadradas. Para ver un mapa de nuestra área de servicio vaya a [sdge.com/about-us](https://www.sdge.com/about-us).

En toda nuestra área de servicio se utilizan gas natural y postes de madera tratados para servicios públicos. De conformidad con la Proposición 65, se proporcionan las siguientes advertencias:

Combustión del gas natural

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluyen formaldehído, conocido por el estado de California como causante de cáncer, y monóxido de carbono, conocido por el estado de California como causante de defectos congénitos u otros daños reproductivos. Para obtener más información, vaya a www.P65Warnings.ca.gov.

Postes de madera tratados para servicios públicos

ADVERTENCIA: Entrar a esta área puede exponerle a sustancias químicas, entre las que se incluye pentaclorofenol, conocido por el estado de California como causante de cáncer. Para obtener más información, vaya a www.P65Warnings.ca.gov.