In case of wildfires, staying in the know can help keep you safe. Start by making sure your contact information is up to date. Visit sdge.com/MyAccount.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

**Account Summary**

- Previous Balance: -$118.64
- Payment Received: -.00
- Credit Balance: - $118.64
- Current Charges: + 266.39
- Total Amount Due: $147.75

**Summary of Current Charges**

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Aug 25, 2021 - Sep 23, 2021 122 Therms</td>
<td>266.39</td>
</tr>
</tbody>
</table>

**Gas Usage History** (Total therms used)

- **122** Therms used
- Daily avg therms: 4.1
- Daily avg therms last month: 0.2
- Change in daily avg therms from last year: 2,421.3%
- Change in daily avg therms from last month: 2,258.7%
- Days in billing cycle: 30

---

**DATE DUE** Oct 16, 2021
**AMOUNT DUE** $147.75

**Save Paper & Postage**

PAY ONLINE sdge.com

---

**DATE DUE** Oct 16, 2021
**AMOUNT DUE** $147.75

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
## Detail of Current Charges

### Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 15 Therms  
**(Next scheduled read date Oct 25, 2021)**  
**Cycle:** 16

**Billing Period Days** | **Current Reading** | **Previous Reading** | **Difference** | **Meter Constant** | **Therm Multiplier** | **Total Therms**
---|---|---|---|---|---|---
08/25/21 - 09/23/21 | 30 | 8858 | 8739 | 119 | 1.000 | 1.028 | 122

### GAS CHARGES

**Gas Service (Details below)**  
122 Therms

<table>
<thead>
<tr>
<th>Thersms used</th>
<th>Baseline</th>
<th>Non-Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>1.44464</td>
<td>107</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.44464</td>
<td>$1.70732</td>
</tr>
<tr>
<td>Charge</td>
<td>$21.67</td>
<td>$182.68 = 204.35</td>
</tr>
</tbody>
</table>

**Gas Energy Rate Change This Billing Period:**

There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 23 days were at Rate 2.

**Gas Energy Charge (Details below)**  
29 Therms

<table>
<thead>
<tr>
<th>Usage</th>
<th>Rate/Therm</th>
<th>7 of 30 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thersms used</td>
<td>.44642</td>
<td>$12.95 = 12.95</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$.44642</td>
<td>93 therms</td>
</tr>
<tr>
<td>23 of 30 Days</td>
<td>$41.36</td>
<td>$41.36</td>
</tr>
</tbody>
</table>

**Total Gas Charges**  
$258.66

(Continued on next page)
**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>7.03</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>.70</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $7.73

**Total Gas Service** $266.39

**Total Current Charges** $266.39

*Credits are not shown on the chart*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

- **Gas Charges**
  - Gas Service $258.66
- **Other Charges & Credits (Gas)**
  - Public Purpose Programs $7.03
  - Other $0.70

**Total Current Charges** $266.39
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

Visit EnergyUpgradeCA.org/credit to learn more. If you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive your check. Your check will not be returned by your bank; however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please call 1-866-534-5152. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year.

State Regulatory Fee - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for state programs. Visit EnergyUpgradeCA.org/credit to learn more.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Therm - A unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) to therms. If your check is processed electronically, your checking account may be debited on the same day we receive your check. Your check will not be returned by your bank; however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please call 1-866-534-5152. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive your check. Your check will not be returned by your bank; however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please call 1-866-534-5152. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including bilingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 300, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 300, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VCOD/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VCOD/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.
Stay safe this wildfire season by updating your contact info. Visit sdge.com/MyAccount.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $147.75
Payment Received 10/11/21 THANK YOU - 147.75
Current Charges + 10.04
Total Amount Due $10.04

Summary of Current Charges

(See page 2 for details)

Billing Period Usage Amount($)
Gas Sep 24, 2021 - Oct 25, 2021 5 Therms 10.04

Total Charges this Month $10.04

Gas Usage History (Total therms used)

<table>
<thead>
<tr>
<th>Month</th>
<th>Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>5</td>
</tr>
<tr>
<td>Nov</td>
<td>0</td>
</tr>
<tr>
<td>Dec</td>
<td>26</td>
</tr>
<tr>
<td>Jan</td>
<td>52</td>
</tr>
<tr>
<td>Feb</td>
<td>78</td>
</tr>
<tr>
<td>Mar</td>
<td>104</td>
</tr>
<tr>
<td>Apr</td>
<td>130</td>
</tr>
<tr>
<td>May</td>
<td>156</td>
</tr>
<tr>
<td>Jun</td>
<td>182</td>
</tr>
<tr>
<td>Jul</td>
<td>208</td>
</tr>
<tr>
<td>Aug</td>
<td>234</td>
</tr>
<tr>
<td>Sep</td>
<td>260</td>
</tr>
<tr>
<td>Oct</td>
<td>286</td>
</tr>
</tbody>
</table>

- 0.2 Daily avg therms
- 4.1 Daily avg therms last month
- 6.3% Change in daily avg therms from last year
- 96.2% Change in daily avg therms from last month
- 32 Days in billing cycle

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
Detail of Current Charges

Gas Service
Rate: GR-Residential
Baseline Allowance: 16 Therms

Meter Number: (Next scheduled read date Nov 23, 2021) Cycle: 16

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Thrm Multiplier</th>
<th>Total Thrms</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/24/21 - 10/25/21</td>
<td>32</td>
<td>8863</td>
<td>8858</td>
<td>5</td>
<td>1.000</td>
<td>1.025</td>
<td>5</td>
</tr>
</tbody>
</table>

GAS CHARGES

Gas Service Rate Change This Billing Period:
There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 25 days were at Rate 2.

Gas Service (Details below) 1 Therms

<table>
<thead>
<tr>
<th>Rate/Therm</th>
<th>1.44464</th>
</tr>
</thead>
</table>

Gas Service (Details below) 4 Therms

<table>
<thead>
<tr>
<th>Rate/Therm</th>
<th>1.38238</th>
</tr>
</thead>
</table>

Gas Energy Rate Change This Billing Period:
There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 25 days were at Rate 2.

Gas Energy Charge (Details below) 1 Therms

Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.

Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.
### Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>7 of 32 Days</th>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>25 of 32 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$.44468</td>
<td>$.44</td>
<td>4</td>
<td>4</td>
<td>$.57637</td>
<td>$2.31</td>
</tr>
</tbody>
</table>

**Gas Energy Charge** *(Details below) 4 Therms*

#### Total Gas Charges

| Total Gas Charges | $9.72 |

#### TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>$.29</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>$.03</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges**

| Total Taxes & Fees on Gas Charges | $0.32 |

**Total Gas Service**

| Total Gas Service | $10.04 |

**Total Current Charges**

| Total Current Charges | $10.04 |

*Credits are not shown on the chart*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please provide us your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - If you pay your SDG&E bill after the expiration date of a past due notice, your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

Pay Before Date / Disconnection Policy - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - If you are not satisfied with SDG&E’s response, you may be required to re-establish your credit by paying a deposit.

Descriptions of all fees are located on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your complaint is under review to keep your service turned on, please call 1-800-411-SDGE (7343).

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

This notice is provided under the authority of Cal. Energy Code Section 2506.6 for the conservation and development of energy resources in the state.

Pay Before Date / Disconnection Policy - If you pay your SDG&E bill before the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.
For updates on Public Safety Power Shutoffs, download our new Alerts app at sdge.com/PSPSapp.

**Bill Discount:** You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

**Descuento en la factura:** Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

### Account Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$10.04</td>
</tr>
<tr>
<td>Payment Received</td>
<td>11/18/21</td>
</tr>
<tr>
<td>Current Charges</td>
<td>+ 72.61</td>
</tr>
<tr>
<td><strong>Total Amount Due</strong></td>
<td><strong>$72.61</strong></td>
</tr>
</tbody>
</table>

### Summary of Current Charges

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Oct 26, 2021 - Nov 23, 2021</td>
<td>35 Therms</td>
</tr>
</tbody>
</table>

**Total Charges this Month**

- **$72.61**

---

**DATE DUE** Dec 15, 2021

**AMOUNT DUE** $72.61

**Gas Usage History** (Total therms used)

<table>
<thead>
<tr>
<th>Therms</th>
<th>Days in billing cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>29</td>
</tr>
<tr>
<td>1.2</td>
<td></td>
</tr>
<tr>
<td>0.2</td>
<td></td>
</tr>
<tr>
<td>513.5%</td>
<td></td>
</tr>
<tr>
<td>672.4%</td>
<td></td>
</tr>
</tbody>
</table>

**PLEASE KEEP THIS PORTION FOR YOUR RECORDS.**

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.**

**ACCOUNT NUMBER**

**DATE DUE** Dec 15, 2021

**AMOUNT DUE** $72.61

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
# Detail of Current Charges

## Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 39 Therms  
**Cycle:** 16  
**(Next scheduled read date Dec 23, 2021)**  

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Thern Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/21 - 11/23/21</td>
<td>29</td>
<td>8897</td>
<td>8863</td>
<td>34</td>
<td>1000</td>
<td>1.028</td>
<td>35</td>
</tr>
</tbody>
</table>

**GAS CHARGES**  
**Gas Service (Details below):** 35 Therms  

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>$1.38238</td>
<td>$48.38</td>
</tr>
</tbody>
</table>

**Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 7 of your Billing Period. Therefore, your charges for the first 6 days were at Rate 1, and the remaining 23 days were at Rate 2.

**Gas Energy Charge (Details below):** 7 Therms  

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Rate/Therm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td>$.57637</td>
<td>$4.03</td>
</tr>
</tbody>
</table>

**Gas Energy Charge (Details below):** 28 Therms  

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Rate/Therm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>28</td>
<td>$.63862</td>
<td>$17.88</td>
</tr>
</tbody>
</table>

**Total Gas Charges $70.29**  
(Continued on next page)

---

### Payment Options $  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

---

**Important Phone Numbers**

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-411-SDGE (7343)</td>
<td>English</td>
</tr>
<tr>
<td>1-800-311-SDGE (7343)</td>
<td>Español</td>
</tr>
<tr>
<td>1-877-889-SDGE (7343)</td>
<td>TTY</td>
</tr>
</tbody>
</table>

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week.  
8-1-1

To locate underground cables & gas pipes, please call DigAlert,  
Monday-Friday, 6am-7pm.  
1-800-386-0067

To make a payment using your credit or debit card via a third party vendor, call.  
1-800-386-0067

---

**Payment Options $**  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

---

**Important Phone Numbers**

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-411-SDGE (7343)</td>
<td>English</td>
</tr>
<tr>
<td>1-800-311-SDGE (7343)</td>
<td>Español</td>
</tr>
<tr>
<td>1-877-889-SDGE (7343)</td>
<td>TTY</td>
</tr>
</tbody>
</table>

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week.  
8-1-1

To locate underground cables & gas pipes, please call DigAlert,  
Monday-Friday, 6am-7pm.  
1-800-386-0067

To make a payment using your credit or debit card via a third party vendor, call.  
1-800-386-0067

---

**Payment Options $**  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

---

**Important Phone Numbers**

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-411-SDGE (7343)</td>
<td>English</td>
</tr>
<tr>
<td>1-800-311-SDGE (7343)</td>
<td>Español</td>
</tr>
<tr>
<td>1-877-889-SDGE (7343)</td>
<td>TTY</td>
</tr>
</tbody>
</table>

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week.  
8-1-1

To locate underground cables & gas pipes, please call DigAlert,  
Monday-Friday, 6am-7pm.  
1-800-386-0067

To make a payment using your credit or debit card via a third party vendor, call.  
1-800-386-0067

---

**Payment Options $**  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.
**Detail of Current Charges - Continued**

<table>
<thead>
<tr>
<th><strong>TAXES &amp; FEES ON GAS CHARGES</strong></th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>7 Therms x $.119150 = 2.12</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>35 Therms x $.005770 = .20</td>
</tr>
</tbody>
</table>

*Total Taxes & Fees on Gas Charges* $2.32

*Total Gas Service* $72.61

*Total Current Charges* $72.61

---

**Breakdown of Current Charges**

- **Gas Charges**
  - Gas Service: $70.29
- **Other Charges & Credits (Gas)**
  - Public Purpose Programs: $2.12
  - Other: $0.20

*Total Current Charges* $72.61

*Credits are not shown on the chart*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. Visit EnergyUpgradeCA.org/credit to learn more.

State Surcharge Tax - Charged to all utility users to pay for energy efficiency programs.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for CPUC operations.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please obtain your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).

SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
Our assistance programs can save you 30% on your bill. Visit sdge.com/assistance.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $72.61
Payment Received 12/9/21 THANK YOU - 72.61
Current Charges + 12.59
Total Amount Due $12.59

Summary of Current Charges

(See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Nov 24, 2021 - Dec 23, 2021</td>
<td>6 Therms</td>
<td>12.59</td>
</tr>
</tbody>
</table>

Total Charges this Month $12.59

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
## Detail of Current Charges

### Gas Service
Rate: GR-Residential  
Baseline Allowance: 46 Therms  
(Next scheduled read date Jan 25, 2022)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/24/21 - 12/23/21</td>
<td>30</td>
<td>8903</td>
<td>8897</td>
<td>6</td>
<td>1.000</td>
<td>1.031</td>
<td>6</td>
</tr>
</tbody>
</table>

*ESTIMATED*

### GAS CHARGES

<table>
<thead>
<tr>
<th>Gas Service (Details below)</th>
<th>6 Therms</th>
</tr>
</thead>
</table>

Baseline

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>$1.38238</td>
<td>$8.29</td>
</tr>
</tbody>
</table>

Gas Service Charge (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therm used</td>
</tr>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

Gas Energy Rate Change This Billing Period:

There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 23 days were at Rate 2.

### Gas Energy Charge (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therm used</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

### Total Gas Charges

<table>
<thead>
<tr>
<th>($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$12.19</td>
</tr>
</tbody>
</table>

(Continued on next page)

---

**Payment Options $**

Please visit sdge.com/pay-my-bill for more ways to pay your bill.

### Online Bill Pay:
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

### Mobile:
SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

### Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

### In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

### By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
### TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>6 Therms x $.061540 .37</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>6 Therms x $.005770 .03</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $0.40

**Total Gas Service** $12.59

**Total Current Charges** $12.59

---

**Breakdown of Current Charges**

- **Total Current Charges** $12.59
  - **Gas Charges**
    - Gas Service $12.19
  - **Other Charges & Credits (Gas)**
    - Public Purpose Programs $0.37
    - Other $0.03

*Credits are not shown on the chart.

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

Visit EnergyUpgradeCA.org/credit to learn more.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

State Regulatory Fee - Charged to all utility users to pay for energy efficiency programs.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) into a billable unit, known as a therm. Cubic feet of gas contain the equivalent heat content of 100,000 Btu. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 303, San Francisco, CA 94102, phone: 1-800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 303, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/O/HCO to Voice</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/O/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
Gas leaks are very dangerous. If you suspect a leak, leave the area immediately and call 911. For gas leak signs, visit sdge.com/Gas-Safety.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $12.59
Payment Received 1/11/22 THANK YOU - 12.59
Current Charges + 18.41
Total Amount Due $18.41

Summary of Current Charges (See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Dec 24, 2021 - Jan 25, 2022 8 Therms</td>
<td>18.41</td>
<td></td>
</tr>
</tbody>
</table>

Total Charges this Month $18.41

DATE DUE Feb 20, 2022
AMOUNT DUE $18.41

Gas Usage History (Total therms used)

- 8 Therms used
  - 0.2 Daily avg therms
  - 0.2 Daily avg thermo last month
  - 11.1% Change in daily avg therms from last year
  - 21.2% Change in daily avg therms from last month
  - 33 Days in billing cycle

DATE DUE Feb 20, 2022
AMOUNT DUE $18.41

Please enter amount enclosed.

San Diego Gas & Electric
PO BOX 25111
SANTA ANA, CA 92799-5111
**Detail of Current Charges**

### Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 51 Therms  
**(Next scheduled read date Feb 24, 2022)**  
**Cycle:** 16

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/24/21 - 01/25/22</td>
<td>33</td>
<td>8911</td>
<td>8903</td>
<td>8</td>
<td>1.000</td>
<td>1.031</td>
<td>8</td>
</tr>
</tbody>
</table>

**GAS CHARGES**

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>8 of 33 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$1.38238</td>
<td>$2.76</td>
</tr>
</tbody>
</table>

**Gas Service (Details below)**

- **Baseline**
- **Therms used:** 2
- **Rate/Therm:** $1.38238
- **8 of 33 Days:** $2.76

<table>
<thead>
<tr>
<th>Usage</th>
<th>(Continued on next page)</th>
</tr>
</thead>
</table>

- **Gas Service Rate Change This Billing Period:**
  There was a rate change on day 9 of your Billing Period. Therefore, your charges for the first 8 days were at Rate 1, and the remaining 25 days were at Rate 2.

### Gas Energy Charge (Details below)

- **2 Therms**

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>25 of 33 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>$1.43201</td>
<td>$8.59</td>
</tr>
</tbody>
</table>

**Gas Energy Charge**

- **Baseline**
- **Therms used:** 6
- **Rate/Therm:** $1.43201
- **25 of 33 Days:** $8.59

**Gas Energy Rate Change This Billing Period:**

There was a rate change on day 9 of your Billing Period. Therefore, your charges for the first 8 days were at Rate 1, and the remaining 25 days were at Rate 2.

### Important Phone Numbers

- **1-800-411-SDGE (7343) English**
- **1-800-311-SDGE (7343) Español**
- **1-877-889-SDGE (7343) TTY**

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week.  
1-800-611-7343

To locate underground cables & gas pipes, please call DigAlert,  
Monday-Friday, 6am-7pm.  
8-1-1

To make a payment using your credit or debit card via a third party vendor, call.  
1-800-386-0067

### Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.

- **Online Bill Pay:**
  Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

- **Mobile:**
  SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

- **Need help paying your bill?**
  For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

- **Credit/Debit:**
  Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

- **In Person:**
  To find the nearest location and hours of operation, visit sdge.com/locations.

- **By Mail:**
  Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
### Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$.65194</td>
<td>$1.30</td>
</tr>
</tbody>
</table>

#### Gas Energy Charge (Details below)

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>$.83668</td>
<td>$5.02</td>
</tr>
</tbody>
</table>

**Total Gas Charges** $17.67

**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Rate/Therm</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>2</td>
<td>$.061540</td>
<td>.12</td>
</tr>
<tr>
<td>Public Purpose Programs</td>
<td>6</td>
<td>$.095570</td>
<td>.57</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>8</td>
<td>$.005770</td>
<td>.05</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $0.74

**Total Gas Service** $18.41

**Total Current Charges** $18.41

*Credits are not shown on the chart

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Charges</td>
<td>$17.67</td>
</tr>
<tr>
<td>Other Charges &amp; Credits (Gas)</td>
<td></td>
</tr>
<tr>
<td>Public Purpose Programs</td>
<td>$0.69</td>
</tr>
<tr>
<td>Other</td>
<td>$0.05</td>
</tr>
</tbody>
</table>

**Total Current Charges** $18.41
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

Visit EnergyUpgradeCA.org/credit to learn more. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements if SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/CO/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/CO/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>
When stormy weather is headed your way, be aware and be prepared. Don’t touch downed power lines; call 911. Get more safety tips at sdge.com/safety.

Past due bills? We may be able to help. Visit sdge.com/Covid to learn more.

Bill Discount: You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

Descuento en la factura: Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $18.41
Payment Received - 0.00
Past Due Balance 18.41
Current Charges + 10.94
Total Amount Due $29.35

Summary of Current Charges

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Jan 26, 2022 - Feb 24, 2022</td>
<td>5 Therms</td>
</tr>
</tbody>
</table>

Total Charges this Month $10.94

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
### Detail of Current Charges

#### Gas Service

<table>
<thead>
<tr>
<th>Rate: GR-Residential</th>
<th>Baseline Allowance: 46 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Number:</td>
<td>(Next scheduled read date Mar 25, 2022) Cycle: 16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/26/22 - 02/24/22</td>
<td>30</td>
<td>8916</td>
<td>8911</td>
<td>5</td>
<td>1.000</td>
<td>1.033</td>
<td>5</td>
</tr>
</tbody>
</table>

**ESTIMATED**

#### GAS CHARGES

Gas Service **(Details below)** 5 Therms

- **Baseline**
  - Therms used: 5
  - Rate/Therm: $1.43201
  - Charge: $7.16 = 7.16

Gas Energy Rate Change **This Billing Period:**

*There was a rate change on day 7 of your Billing Period. Therefore, your charges for the first 6 days were at Rate 1, and the remaining 24 days were at Rate 2.*

Gas Energy Charge **(Details below)** 1 Therm

- Usage
  - Thems used: 1
  - Rate/Therm: $.83668
  - 6 of 30 Days: $.84 = .84

Gas Energy Charge **(Details below)** 4 Therms

- Usage
  - Therms used: 4
  - Rate/Therm: $.60727
  - 24 of 30 Days: $2.43 = 2.43

**Total Gas Charges $10.43**

(Continued on next page)

---

**Payment Options $** Please visit sdge.com/pay-my-bill for more ways to pay your bill.

- **Online Bill Pay:** Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

- **Mobile:** SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

- **Need help paying your bill?** For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

- **Credit/Debit:** Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

- **In Person:** To find the nearest location and hours of operation, visit sdge.com/locations.

- **By Mail:** Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>5 Therms x $.095570</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>5 Therms x $.005770</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $0.51

**Total Gas Service** $10.94

**Total Current Charges** $10.94

*Credits are not shown on the chart*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Service</td>
<td>5 Therms x $10.43</td>
</tr>
<tr>
<td>Other Charges &amp; Credits (Gas)</td>
<td>Public Purpose Programs $0.48, Other $0.03</td>
</tr>
</tbody>
</table>

**Total Current Charges** $10.94
**Definitions**

*Baseline Allowance* - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

*California Climate Credit* - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. Visit EnergyUpgradeCA.org/credit to learn more.

*City of San Diego Franchise Fee Differential* - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

*Climate Zone* - The CPUC established four Climatic Zones in California, based on annual average temperatures.

*Public Purpose Programs* - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

*State Regulatory Fee* - Charged to all utility users to pay for State Surcharge Tax - Charged to all utility users to pay for State Regulatory Fee - Charged to all utility users to pay for energy efficiency programs).

*State Surcharge Tax* - Collected by the State of California for the conservation and development of energy resources in the state.

*Therm* - Unit of measurement for billing purposes, nominally 100,000 Btu.

*Therm Multiplier* - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

---

**SDG&E Policies and Notices**

**Disconnection Policy** - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Date Due” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

$ 9.00 Collection field visit
$15.00 Maximum service disconnection charge
$ 5.85 Minimum reconnection charge per meter
$23.40 Maximum reconnection charge per meter
$23.40 Restore service at pole

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint.

A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

**Re-Establishment of Credit / Deposit** - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

**California Relay Service Phone Numbers:**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VOIC/DHC to Voice</td>
<td>1-800-735-3929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-885-3000 Spanish</td>
</tr>
<tr>
<td>Voice</td>
<td>1-800-735-3929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-885-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**Rates & Rules** - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
SDG&E’s mobile app makes it easier to pay your bill, track energy use and report outages. Sign in with fingerprint or face recognition! Download from the App Store or Google Play.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $29.35
Payment Received 3/17/22 THANK YOU - 29.35
Current Charges + 467.15
Total Amount Due $467.15

Summary of Current Charges

Bill Period Usage Amount($) Gas Feb 25, 2022 - Mar 25, 2022 202 Therms 467.15
Total Charges this Month $467.15

Gas Usage History

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Daily avg Therms</th>
<th>Daily avg Therms last month</th>
<th>Change in daily avg Therms from last year</th>
<th>Change in daily avg Therms from last month</th>
<th>Days in Billing Cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>202</td>
<td>7.0</td>
<td>0.2</td>
<td>4,079.3%</td>
<td>29</td>
<td></td>
</tr>
</tbody>
</table>

DATE DUE        Apr 17, 2022
AMOUNT DUE     $467.15

ACCOUNT NUMBER

DATE DUE        Apr 17, 2022
AMOUNT DUE     $467.15

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)

SERVICE ADDRESS: sdge.com

PAY ONLINE

San Diego Gas & Electric
PO BOX 25111
SANTA ANA CA 92799-5111
Detail of Current Charges

**Gas Service**

- **Rate:** GR-Residential  
- **Baseline Allowance:** 45 Therms  
- **Meter Number:** [Blank]  
- **Next scheduled read date Apr 26, 2022**  
- **Cycle:** 16

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Thern Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/25/22 - 03/25/22</td>
<td>29</td>
<td>9111</td>
<td>8916</td>
<td>195</td>
<td>1.000</td>
<td>1.034</td>
<td>202</td>
</tr>
</tbody>
</table>

**Important Phone Numbers**

1-800-411-SDGE (7343) English  
1-800-311-SDGE (7343) Español  
1-877-889-SDGE (7343) TTY

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week. 1-800-611-7343

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm. 8-1-1

To make a payment using your credit or debit card via a third party vendor, call 1-800-386-0067

**GAS CHARGES**

<table>
<thead>
<tr>
<th>Gas Service (Details below)</th>
<th>202 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline Thers used</td>
<td>45</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.43201</td>
</tr>
<tr>
<td>Charge</td>
<td>$64.44</td>
</tr>
<tr>
<td>Total</td>
<td>332.25</td>
</tr>
</tbody>
</table>

**Gas Service (Details below)**

<table>
<thead>
<tr>
<th>1000 Therms</th>
<th>1001-21,000 Therms</th>
<th>Over 21,000 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thers used</td>
<td>45</td>
<td>157</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.43201</td>
<td>$1.70577</td>
</tr>
<tr>
<td>Charge</td>
<td>$64.44</td>
<td>+ $267.81</td>
</tr>
<tr>
<td>Total</td>
<td>332.25</td>
<td></td>
</tr>
</tbody>
</table>

**Gas Energy Rate Change This Billing Period:**

*There was a rate change on day 3 of your Billing Period. Therefore, your charges for the first 4 days were at Rate 1, and the remaining 25 days were at Rate 2.*

<table>
<thead>
<tr>
<th>Gas Energy Charge (Details below)</th>
<th>28 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage</td>
<td></td>
</tr>
<tr>
<td>Therms used</td>
<td>28</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$.60727</td>
</tr>
<tr>
<td>4 of 29 Days</td>
<td>$17.00</td>
</tr>
<tr>
<td>Gas Energy Charge (Details below)</td>
<td>174 Therms</td>
</tr>
<tr>
<td>Usage</td>
<td></td>
</tr>
</tbody>
</table>

(Continued on next page)

Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**
SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Credit/Debit:**
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill, Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

**In Person:**
To find the nearest location and hours of operation, visit sdge.com/locations.

**By Mail:**
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
### Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>Therms used</th>
<th>174</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate/Therm</td>
<td>$.55988</td>
</tr>
<tr>
<td>25 of 29 Days</td>
<td>$97.42</td>
</tr>
<tr>
<td><strong>Total Gas Charges</strong></td>
<td><strong>$446.67</strong></td>
</tr>
</tbody>
</table>

#### TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>202 Therms x $.095570</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>202 Therms x $.005770</td>
</tr>
<tr>
<td><strong>Total Taxes &amp; Fees on Gas Charges</strong></td>
<td><strong>$20.48</strong></td>
</tr>
<tr>
<td><strong>Total Gas Service</strong></td>
<td><strong>$467.15</strong></td>
</tr>
</tbody>
</table>

**Total Current Charges** **$467.15**

*Credits are not shown on the chart

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

- **Gas Charges**
  - Gas Service: $446.67
- **Other Charges & Credits (Gas)**
  - Public Purpose Programs: $19.31
  - Other: $1.17

**Total Current Charges**: $467.15
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. Visit EnergyUpgradeCA.org/credit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) into a billable unit, known as a therm. Cubic feet = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB). 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VOICE/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VOICE/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>
MOVING? Make moving easier with online scheduling tools. Visit sdge.com/move to start, stop or move your SDG&E service and connect to other home services.

☑️ Savings Alert: California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E's new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

**Account Summary**

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$467.15</td>
</tr>
<tr>
<td>Payment Received 4/13/22</td>
<td>-467.15</td>
</tr>
<tr>
<td>Current Charges</td>
<td>-34.62</td>
</tr>
<tr>
<td><strong>Total Amount Due</strong></td>
<td><strong>-$34.62</strong></td>
</tr>
</tbody>
</table>

**Summary of Current Charges**

<table>
<thead>
<tr>
<th>Gas</th>
<th>4 Therm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage Mar 26, 2022 - Apr 26, 2022</td>
<td>-34.62</td>
</tr>
<tr>
<td><strong>Total Charges this Month</strong></td>
<td><strong>-$34.62</strong></td>
</tr>
</tbody>
</table>

**Gas Usage History**

<table>
<thead>
<tr>
<th>Month</th>
<th>Therm Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 22</td>
<td>0.1</td>
</tr>
<tr>
<td>May 22</td>
<td>7.0</td>
</tr>
<tr>
<td>Jun 22</td>
<td>98.2%</td>
</tr>
<tr>
<td>Jul 22</td>
<td>32 Days</td>
</tr>
<tr>
<td>Aug 22</td>
<td>4</td>
</tr>
<tr>
<td>Sep 22</td>
<td></td>
</tr>
<tr>
<td>Oct 22</td>
<td></td>
</tr>
<tr>
<td>Nov 22</td>
<td></td>
</tr>
<tr>
<td>Dec 22</td>
<td></td>
</tr>
<tr>
<td>Jan 23</td>
<td></td>
</tr>
<tr>
<td>Feb 23</td>
<td></td>
</tr>
<tr>
<td>Mar 23</td>
<td></td>
</tr>
</tbody>
</table>

No payment is due.
Your account has a credit balance of $34.62.
Detail of Current Charges

Gas Service
rate: GR-Residential
Baseline Allowance: 49 Therms
(Next scheduled read date May 25, 2022)
Cycle: 16

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Thrm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/26/22 - 04/26/22</td>
<td>32</td>
<td>9115</td>
<td>9111</td>
<td>4</td>
<td>1.000</td>
<td>1.032</td>
<td>4</td>
</tr>
</tbody>
</table>

ESTIMATED

GAS CHARGES

Gas Service (Details below)
4 Therms

Baseline
Therms used 4
Rate/Therm $1.43201
Charge $5.73 = 5.73

Gas Energy Rate Change This Billing Period:
There was a rate change on day 7 of your Billing Period. Therefore, your charges for the first 6 days were at Rate 1, and the remaining 26 days were at Rate 2.

Gas Energy Charge (Details below)
1 Therms

Usage
Therms used 1
Rate/Therm $0.55988
6 of 32 Days $.56 = .56

Gas Energy Charge (Details below)
3 Therms

Usage
Therms used 3
Rate/Therm $0.58212
26 of 32 Days $1.75 = 1.75

(Continued on next page)

Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.

Online Bill Pay:
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

Mobile:
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

Need help paying your bill?
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
**Detail of Current Charges - Continued**

California Climate Credit  

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Gas Charges</td>
<td>-$35.02</td>
</tr>
<tr>
<td>TAXES &amp; FEES ON GAS CHARGES</td>
<td></td>
</tr>
<tr>
<td>Public Purpose Programs</td>
<td>4 Therms x $.095570 .38</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>4 Therms x $.005770 .02</td>
</tr>
<tr>
<td>Total Taxes &amp; Fees on Gas Charges</td>
<td>$.40</td>
</tr>
<tr>
<td>Total Gas Service</td>
<td>-$34.62</td>
</tr>
<tr>
<td>Total Current Charges</td>
<td>-$34.62</td>
</tr>
</tbody>
</table>

*Credits are not shown on the chart

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

Gas Charges
- Total Current Charges -$34.62

Other Charges & Credits (Gas)
- Public Purpose Programs $.38
- Other $.02
- Total Current Charges -$34.62
**Definitions**

**Baseline Allowance** - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

**California Climate Credit** - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. California, based on annual average temperatures.

**Public Purpose Programs** - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

**State Regulatory Fee** - Charged to all utility users to pay for State Regulatory Fee operations.

**State Surcharge Tax** - Collected by the State of California for the conservation and development of energy resources in the state.

**Therm** - Unit of measurement for billing purposes, nominally 100,000 Btu.

**Therm Multiplier** - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) to the state.

**SDG&E Policies and Notices**

**Electronic Check Processing** - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

**Rates & Rules** - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

**Pay Before Date / Disconnection Policy** - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

**Re-Establishment of Credit / Deposit** - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343). To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 3003, San Francisco, CA 94102, phone: 1-800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

**California Relay Service Phone Numbers:**

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/CO/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/CO/HCO</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>
ACCOUNT NUMBER

SERVICE FOR

FALLBROOK, CA 92028

DATE MAILED May 27, 2022

sdge.com

Sign up to go Paperless

Sign up to go Paperless today.

Visit sdge.com/go-paperless-today.

Life’s full of surprises. Don’t let your energy bill be one of them. For a more predictable monthly bill, sign up for Level Pay at sdge.com/levelpay.

Bill Discount: You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

Descuento en la factura: Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance -$34.62
Payment Received - .00
Credit Balance - $34.62
Current Charges + 100.97
Total Amount Due $66.35

Summary of Current Charges

(See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Apr 27, 2022 - May 25, 2022</td>
<td>42 Therms</td>
<td>100.97</td>
</tr>
</tbody>
</table>

Total Charges this Month $100.97

ACCOUNT NUMBER

DATE DUE Jun 15, 2022

AMOUNT DUE $66.35

Please enter amount enclosed.

Write account number on check and mail payable to San Diego Gas & Electric.

SERVICE ADDRESS:

FALLBROOK, CA 92028

PAY ONLINE

sdge.com
**Detail of Current Charges**

**Gas Service**

Rate: GR-Residential  
Baseline Allowance: 19 Therms

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therms Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/27/22 - 05/25/22</td>
<td>29</td>
<td>9156</td>
<td>9115</td>
<td>41</td>
<td>1.000</td>
<td>1.023</td>
<td>42</td>
</tr>
</tbody>
</table>

**Gas Charges**

Gas Service (Details below)  
42 Therms

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Non-Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
<td>19</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.43201</td>
</tr>
<tr>
<td>Charge</td>
<td>$27.21</td>
</tr>
</tbody>
</table>

Gas Energy Rate Change This Billing Period:  
There was a rate change on day 5 of your Billing Period. Therefore, your charges for the first 4 days were at Rate 1, and the remaining 25 days were at Rate 2.

Gas Energy Charge (Details below)  
6 Therms

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
</tr>
<tr>
<td>Rate/Therm</td>
</tr>
<tr>
<td>4 of 29 Days</td>
</tr>
</tbody>
</table>

Gas Energy Charge (Details below)  
36 Therms

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
</tr>
<tr>
<td>Rate/Therm</td>
</tr>
<tr>
<td>25 of 29 Days</td>
</tr>
</tbody>
</table>

**Total Gas Charges**  
$96.72

(Continued on next page)
Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>TAXES &amp; FEES ON GAS CHARGES</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>4.01</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>.24</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $4.25

**Total Gas Service** $100.97

**Total Current Charges** $100.97

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

**Gas Charges**
- Gas Service $96.72

**Other Charges & Credits (Gas)**
- Public Purpose Programs $4.01
- Other $.24

**Total Current Charges** $100.97

*Credits are not shown on the chart*
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter) to therms. The multiplier is a factor by which to multiply the cubic feet of gas to obtain the total therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive your check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement.

If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&Es response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VOHO/HCO to Voice</td>
<td>1-800-735-2029 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VOHO/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>
Earn up to $70 when you sign up for SDG&E’s AC Saver Thermostat Program. You’ll also be helping your community when conservation is needed most. Learn more at sdge.com/thermostat.

Past due bills? We may be able to help. Visit sdge.com/Covid to learn more.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $66.35
Payment Received - .00
Past Due Balance 66.35
Current Charges + 25.12
Total Amount Due $91.47

Summary of Current Charges

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
</table>

Total Charges this Month $25.12

Date Due Jul 19, 2022
Amount Due $91.47

SDGE

SERVICE ADDRESS: FALLBROOK, CA 92028

SDGE™

DATE Mailed: Jun 30, 2022
sdge.com

Sign up to go Paperless
Visit sdge.com/go-paperless-today.

Save Paper & Postage
PAY ONLINE
sdge.com

DATE DUE Jul 19, 2022
AMOUNT DUE $91.47

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.

SAN DIEGO GAS & ELECTRIC
PO BOX 25111
SANTA ANA CA 92799-5111
Detail of Current Charges

Gas Service

Rate: GR-Residential  
Baseline Allowance: 15 Therms  
Cycle: 16  
(Meter Number: [redacted])

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/26/22 - 06/24/22</td>
<td>30</td>
<td>9166</td>
<td>9156</td>
<td>10</td>
<td>1.020</td>
<td>10</td>
</tr>
</tbody>
</table>

Estimated

GAS CHARGES

Gas Service (Details below)  
10 Therms

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
<td>$1.43201</td>
<td>$14.32</td>
</tr>
</tbody>
</table>

Gas Energy Rate Change This Billing Period:

There was a rate change on day 7 of your Billing Period. Therefore, your charges for the first 6 days were at Rate 1, and the remaining 24 days were at Rate 2.

Gas Energy Charge (Details below)  
2 Therms

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>$.74406</td>
<td>1.49</td>
</tr>
</tbody>
</table>

Gas Energy Charge (Details below)  
8 Therms

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
<td>$1.03610</td>
<td>8.29</td>
</tr>
</tbody>
</table>

Total Gas Charges $24.10

(Continued on next page)

Payment Options

Online Bill Pay:
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

Mobile:
SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

Need help paying your bill?
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.

Important Phone Numbers

1-800-411-SDGE (7343)  
1-800-311-SDGE (7343)  
1-877-889-SDGE (7343)  
TTY

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week. 

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm. 

To make a payment using your credit or debit card via a third party vendor, call. 

Online Bill Pay: Please visit sdge.com/pay-my-bill for more ways to pay your bill.
Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>TAXES &amp; FEES ON GAS CHARGES</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>10 Therms x $.095570</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>10 Therms x $.005770</td>
</tr>
</tbody>
</table>

Total Taxes & Fees on Gas Charges $1.02

Total Gas Service $25.12

Total Current Charges $25.12

Breakdown of Current Charges

- Gas Charges $24.10
- Other Charges & Credits (Gas) $1.02

Total Current Charges $25.12

*Credits are not shown on the chart

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. Visit EnergyUpgradeCA.org/credit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for energy efficiency programs.

State Surcharge Tax - Collected by the State of California for the California Public Utilities Commission (CPUC) operations.

State Conservation and Development of Energy Resources in the State - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the "Date Due" shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

$ 9.00 Collection field visit
$15.00 Maximum service disconnection charge
$ 5.85 Minimum reconnection charge per meter
$23.40 Maximum reconnection charge per meter
$23.40 Restore service at pole

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VCO/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td>Voice</td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VCO/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-855-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
Get paid for reducing your energy use! Our Power Saver Rewards program at sdge.com/PowerSaver gives you a bill credit when you use less energy when demand is high. Know when to conserve energy. Sign up to receive Flex Alerts at FlexAlerts.org.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary
Previous Balance $91.47
Payment Received 7/19/22 THANK YOU - 91.47
Current Charges + 7.17
Total Amount Due $7.17

Summary of Current Charges
(See page 2 for details)
Gas Jun 25, 2022 - Jul 26, 2022 3 Therms 7.17

Total Charges this Month $7.17

Please enter amount enclosed.

$
**Detail of Current Charges**

**Gas Service**

<table>
<thead>
<tr>
<th>Rate: GR-Residential</th>
<th>Baseline Allowance: 16 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Number:</td>
<td>(Next scheduled read date Aug 24, 2022)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cycle: 16</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/25/22 - 07/26/22</td>
<td>32</td>
<td>9169</td>
<td>9166</td>
<td>3</td>
<td>1.000</td>
<td>1.022</td>
<td>3</td>
</tr>
</tbody>
</table>

ESTIMATED

**GAS CHARGES**

<table>
<thead>
<tr>
<th>Gas Service</th>
<th>3 Therms</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>$1.43201</td>
<td>$4.30</td>
</tr>
</tbody>
</table>

Gas Energy Charge (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3 Therms</td>
<td>$1.43201</td>
<td>$4.30</td>
</tr>
</tbody>
</table>

**Gas Energy Rate Change This Billing Period:**

There was a rate change on day 7 of your Billing Period. Therefore, your charges for the first 6 days were at Rate 1, and the remaining 26 days were at Rate 2.

**Gas Energy Charge** (Details below)

<table>
<thead>
<tr>
<th>Gas Energy Charge</th>
<th>1 Therm</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Therms</td>
<td>$1.03610</td>
<td>$1.04</td>
</tr>
</tbody>
</table>

**Gas Energy Charge** (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 Therms</td>
<td>$0.76085</td>
<td>$1.52</td>
</tr>
</tbody>
</table>

**Total Gas Charges** $6.86

(Continued on next page)

---

**Payment Options $** Please visit sdge.com/pay-my-bill for more ways to pay your bill.

- **Online Bill Pay:** Register to make a secure payment now or schedule your payment at sdge.com/myaccount.
- **Mobile:** SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.
- **Need help paying your bill?** For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.
- **Credit/Debit:** Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.
- **In Person:** To find the nearest location and hours of operation, visit sdge.com/locations.
- **By Mail:** Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
### Detail of Current Charges - Continued

**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>3 Therms x $.095570</td>
<td>.29</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>3 Therms x $.005770</td>
<td>.02</td>
</tr>
</tbody>
</table>

*Total Taxes & Fees on Gas Charges*  \$0.31

*Total Gas Service*  \$7.17

*Total Current Charges*  \$7.17

---

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

**Gas Charges**

- **Gas Service**  \$6.86

**Other Charges & Credits (Gas)**

- Public Purpose Programs  \$0.29
- Other  \$0.02

*Total Current Charges*  \$7.17

*Credits are not shown on the chart*
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit monthly. Visit EnergyUpgradeCA.org/credit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-886-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 3003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 3003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice</td>
<td>1-800-735-2922 English</td>
</tr>
</tbody>
</table>
| Speech to Speech             | 1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
In case of wildfires, staying in the know can help keep you safe. Start by making sure your contact information is up to date. Visit sdge.com/MyAccount. Find out if you qualify for a monthly energy bill discount, free energy-efficient home improvements or other financial help at sdge.com/assistance.

**Bill Discount:** You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

**Descuento en la factura:** Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

**Account Summary**

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>$7.17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Received</td>
<td>8/9/22</td>
</tr>
<tr>
<td>Current Charges</td>
<td>+ 12.34</td>
</tr>
<tr>
<td>Total Amount Due</td>
<td>$12.34</td>
</tr>
</tbody>
</table>

**Summary of Current Charges**

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Jul 27, 2022 - Aug 24, 2022</td>
<td>5 Therms 12.34</td>
</tr>
<tr>
<td>Total Charges this Month</td>
<td></td>
<td>$12.34</td>
</tr>
</tbody>
</table>

**DATE DUE** Sep 25, 2022
**AMOUNT DUE** $12.34

**Gas Usage History** (Total therms used)

- 5 Therms used
- 0.2 Daily avg therms
- 0.1 Daily avg therms last month
- 0.0% Change in daily avg therms from last year
- 83.9% Change in daily avg therms from last month
- 29 Days in billing cycle

**DATE DUE** Sep 25, 2022
**AMOUNT DUE** $12.34

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)

Please enter amount enclosed.

$ Write account number on check and make payable to San Diego Gas & Electric.
**Detail of Current Charges**

**Gas Service**

Rate: GR-Residential  
Baseline Allowance: 14 Therms  

<table>
<thead>
<tr>
<th>Meter Number:</th>
<th>(Next scheduled read date Sep 23, 2022)</th>
<th>Cycle: 16</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference x Meter Constant x Therm Multiplier = Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/27/22 - 08/24/22</td>
<td>29</td>
<td>9174</td>
<td>9169</td>
<td>5 x 1.000 x 1.024 = 5</td>
</tr>
</tbody>
</table>

**GAS CHARGES**

<table>
<thead>
<tr>
<th>Gas Service (Details below)</th>
<th>5 Therms</th>
</tr>
</thead>
</table>

Baseline:  
Rate/Therm: $1.43201  
Charge: $7.16 = 7.16  

**Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 6 of your Billing Period. Therefore, your charges for the first 5 days were at Rate 1, and the remaining 24 days were at Rate 2.  

<table>
<thead>
<tr>
<th>Gas Energy Charge (Details below)</th>
<th>1 Therms</th>
</tr>
</thead>
</table>

Usage:  
Rate/Therm: $.76085  
Charge: $.76 = .76  

<table>
<thead>
<tr>
<th>Gas Energy Charge (Details below)</th>
<th>4 Therms</th>
</tr>
</thead>
</table>

Usage:  
Rate/Therm: $.97656  
Charge: $3.91 = 3.91  

**Total Gas Charges**

<table>
<thead>
<tr>
<th>$11.83</th>
</tr>
</thead>
</table>

(Continued on next page)

**Payment Options**  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

**Important Phone Numbers**

1-800-411-SDGE (7343) **English**  
1-800-311-SDGE (7343) **Español**  
1-877-889-SDGE (7343) **TTY**

M-F, 7am-8pm, Sat, 7am-6pm  
For emergencies and to report outages, please call 24 hours a day, 7 days a week.  
1-800-611-7343  
To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm.  
8-1-1  
To make a payment using your credit or debit card via a third party vendor, call.  
1-800-386-0067
Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>TAXES &amp; FEES ON GAS CHARGES</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs 5 Therms x $0.095570</td>
<td>.48</td>
</tr>
<tr>
<td>State Regulatory Fee 5 Therms x $0.005770</td>
<td>.03</td>
</tr>
</tbody>
</table>

Total Taxes & Fees on Gas Charges $0.51

Total Gas Service $12.34

Total Current Charges $12.34

Breakdown of Current Charges

- Gas Charges
  - Gas Service $11.83
- Other Charges & Credits (Gas)
  - Public Purpose Programs $0.48
  - Other $0.03

Total Current Charges $12.34

*Credits are not shown on the chart.

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement.

If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 303, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 303, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/C/O/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/C/O/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
In case of wildfires, staying in the know can help keep you safe. Start by making sure your contact information is up to date. Visit sdge.com/MyAccount. Find out if you qualify for a monthly energy bill discount, free energy-efficient home improvements or other financial help at sdge.com/assistance.

Past due bills? We may be able to help. Visit sdge.com/Covid to learn more.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

**Account Summary**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$12.34</td>
</tr>
<tr>
<td>Payment Received</td>
<td>-.00</td>
</tr>
<tr>
<td>Past Due Balance</td>
<td>12.34</td>
</tr>
<tr>
<td>Current Charges</td>
<td>+ 10.02</td>
</tr>
<tr>
<td>Total Amount Due</td>
<td>$22.36</td>
</tr>
</tbody>
</table>

**Summary of Current Charges**

(See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Aug 25, 2022 - Sep 23, 2022</td>
<td>4 Therms $10.02</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Charges this Month</td>
<td></td>
<td>$10.02</td>
</tr>
</tbody>
</table>

**Gas Usage History**

<table>
<thead>
<tr>
<th>Month</th>
<th>Therms used</th>
<th>Daily avg therms</th>
<th>Daily avg therms last month</th>
<th>Change in daily avg therms from last year</th>
<th>Change in daily avg therms from last month</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEP</td>
<td>0.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCT</td>
<td>0.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOV</td>
<td>96.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEC</td>
<td>22.7%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JAN</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DATE DUE** Oct 17, 2022

**AMOUNT DUE** $22.36

**DATE DUE** Oct 17, 2022

**AMOUNT DUE** $22.36

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)

**SERVICE ADDRESS:**

FALLBROOK, CA 92028

**ACCOUNT NUMBER**

**DATE DUE** Oct 17, 2022

**AMOUNT DUE** $22.36

Save Paper & Postage
PAY ONLINE sdge.com

**SERVICE ADDRESS:**

FALLBROOK, CA 92028

Please enter amount enclosed.

$ Write account number on check and make payable to San Diego Gas & Electric.

SAN DIEGO GAS & ELECTRIC
PO BOX 25111
SANTA ANA CA 92799-5111
### Detail of Current Charges

#### Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 15 Therms  
**Cycle:** 16  
**(Next scheduled read date Oct 24, 2022)**  
**Meter Number:**  
**Bill Period Days** | **Current Reading** | **Previous Reading** | **Difference** | **Meter Constant** | **Therm Multiplier** | **Total Therms**  
--- | --- | --- | --- | --- | --- | ---  
08/25/22 - 09/23/22 | 30 | 9178 | 9174 | 4 | 1.000 | 1.028 | 4  

**ESTIMATED**

<table>
<thead>
<tr>
<th><strong>GAS CHARGES</strong></th>
<th><strong>Amount($)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Service (Details below)</td>
<td>4 Therms</td>
</tr>
<tr>
<td>Baseline</td>
<td></td>
</tr>
<tr>
<td>Therms used</td>
<td>4</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.43201</td>
</tr>
<tr>
<td>Charge</td>
<td>$5.73</td>
</tr>
</tbody>
</table>

\[
\text{Total Therms} = \frac{\text{Difference} \times \text{Meter Constant} \times \text{Therm Multiplier}}{\text{Therms used}} = 5.73
\]

**Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 23 days were at Rate 2.

| **Gas Energy Charge (Details below)** | **1 Therms** |
| Usage |  |
| Therms used | 1 |
| Rate/Therm | $.97656 |
| 7 of 30 Days | $.98 |

\[
\text{Rate/Therm} = \frac{\text{Therms used} \times \text{Rate/Therm}}{\text{days used}} = .98
\]

| **Gas Energy Charge (Details below)** | **3 Therms** |
| Usage |  |
| Therms used | 3 |
| Rate/Therm | $.97108 |
| 23 of 30 Days | $2.91 |

\[
\text{Rate/Therm} = \frac{\text{Therms used} \times \text{Rate/Therm}}{\text{days used}} = 2.91
\]

**Total Gas Charges**  
$9.62  
(Continued on next page)

---

### Payment Options $  
Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**  
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

**Credit/Debit:**  
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

**In Person:**  
To find the nearest location and hours of operation, visit sdge.com(locations).

**By Mail:**  
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>TAXES &amp; FEES ON GAS CHARGES</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>4 Therms x $.095570</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>4 Therms x $.005770</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $ .40

**Total Gas Service** $ 10.02

**Total Current Charges** $ 10.02

*Credits are not shown on the chart
The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

**Gas Charges**
- Gas Service $ 9.62

**Other Charges & Credits (Gas)**
- Public Purpose Programs $ .38
- Other $ .02

**Total Current Charges** $ 10.02
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for energy efficiency programs.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Date Due” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

- $ 9.00 Collection field visit
- $15.00 Maximum service disconnection charge
- $5.85 Minimum reconnection charge per meter
- $23.40 Maximum reconnection charge per meter
- $23.40 Restore service at pole

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/C to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/C</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
A paper bill in your mailbox puts you at risk for identity theft. Enroll in paperless billing at sdge.com/MyAccount. Our SDG&E mobile app is an easy way to pay your bill and track energy use. Download on the App Store or Google Play.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

### Account Summary

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>$22.36</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Received</td>
<td>10/3/22 THANK YOU</td>
</tr>
<tr>
<td>Credit Balance</td>
<td>- $12.34</td>
</tr>
<tr>
<td>Current Charges</td>
<td>+ 20.32</td>
</tr>
<tr>
<td>Total Amount Due</td>
<td>$7.98</td>
</tr>
</tbody>
</table>

### Summary of Current Charges

<table>
<thead>
<tr>
<th>Billing Period Usage Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Sep 24, 2022 - Oct 24, 2022 9 Therms</td>
</tr>
<tr>
<td>Total Charges this Month</td>
</tr>
</tbody>
</table>
## Detail of Current Charges

### Gas Service

<table>
<thead>
<tr>
<th>Rate: GR-Residential</th>
<th>Baseline Allowance: 15 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Number:</td>
<td>(Next scheduled read date Nov 22, 2022)</td>
</tr>
<tr>
<td>Cycle: 16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>x Meter Constant</th>
<th>x Thern Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/24/22 - 10/24/22</td>
<td>31</td>
<td>9187</td>
<td>9178</td>
<td>9</td>
<td>1.000</td>
<td>1.033</td>
<td>9</td>
</tr>
</tbody>
</table>

ESTIMATED

### GAS CHARGES

<table>
<thead>
<tr>
<th>Gas Service (Details below)</th>
<th>9 Therms</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Rate/Therm</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>$1.43201</td>
<td>$12.89</td>
</tr>
</tbody>
</table>

Gas Energy Rate Change This Billing Period:

There was a rate change on day 8 of your Billing Period. Therefore, your charges for the first 7 days were at Rate 1, and the remaining 24 days were at Rate 2.

### Gas Energy Charge (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>7 of 31 Days</th>
<th>$1.94</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>$.97108</td>
<td></td>
<td>1.94</td>
</tr>
</tbody>
</table>

### Gas Energy Charge (Details below)

<table>
<thead>
<tr>
<th>Usage</th>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>24 of 31 Days</th>
<th>$4.58</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td>$.65498</td>
<td></td>
<td>4.58</td>
</tr>
</tbody>
</table>

**Total Gas Charges** $19.41

(Continued on next page)

---

### Payment Options $ *

Please visit sdge.com/pay-my-bill for more ways to pay your bill.

#### Online Bill Pay:
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

#### Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

#### In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

#### By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
**Detail of Current Charges - Continued**

**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>.86</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>.05</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $0.91

**Total Gas Service** $20.32

**Total Current Charges** $20.32

*Credits are not shown on the chart*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.

**Gas Charges**
- Gas Service $19.41

**Other Charges & Credits (Gas)**
- Public Purpose Programs $0.86
- Other $0.05

**Total Current Charges** $20.32
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for State Surcharge Tax and the California Public Utilities Commission (CPUC) operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file with the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 3003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 3003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VOIC/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VOIC/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
There’s a chill in the air! Grab a hot cocoa and learn about winter energy-saving tips at sdge.com/MyEnergy-Winter.

Are you decorating with holiday lights this season? Use energy-efficient LEDs. They’re safer and more durable.

☑️ Bill Discount: You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

☑️ Descuento en la factura: Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance: $7.98
Payment Received: 11/29/22 THANK YOU: - 7.98
Current Charges: + 65.63
Total Amount Due: $65.63

Summary of Current Charges

(See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Oct 25, 2022 - Nov 22, 2022 29 Therms</td>
<td>65.63</td>
</tr>
</tbody>
</table>

Total Charges this Month: $65.63

DATE DUE: Dec 24, 2022
AMOUNT DUE: $65.63

Please enter amount enclosed.

San Diego Gas & Electric
PO Box 25111
Santa Ana CA 92799-5111
## Detail of Current Charges

**Gas Service**

- **Rate:** GR-Residential
- **Baseline Allowance:** 3 Therms
- **Meter Number:** [Redacted]
- **(Next scheduled read date Dec 22, 2022)**
- **Cycle:** 16

### Billing Period

<table>
<thead>
<tr>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/25/22 - 10/31/22</td>
<td>7</td>
<td>9190</td>
<td>9187</td>
<td>3</td>
<td>1.000</td>
<td>1.033</td>
</tr>
</tbody>
</table>

**GAS CHARGES**

Gas Service (Details below) 3 Therms

<table>
<thead>
<tr>
<th>Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
</tr>
</tbody>
</table>

| Rate/Therm | $1.43201 |
| Charge | $4.30 |

Gas Energy Charge (Details below) 3 Therms

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
</tr>
</tbody>
</table>

| Rate/Therm | $.65498 |
| Charge | $1.96 |

**Total Gas Charges** $6.26

**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs 3 Therms x $.095570</td>
</tr>
<tr>
<td>State Regulatory Fee 3 Therms x $.005770</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $ .31

**Total Gas Service** $6.57

(Continued on next page)
## Detail of Current Charges - Continued

### Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 15 Therms  
**Meter Number:** [Redacted]  
**Cycle:** 16  
**Next scheduled read date Dec 22, 2022**

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Thermns</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/22 - 11/22/22</td>
<td>22</td>
<td>9215</td>
<td>9190</td>
<td>25</td>
<td>1.000</td>
<td>1.032</td>
<td>26</td>
</tr>
</tbody>
</table>

**GAS CHARGES**

**Gas Service (Details below)**  
26 Therms

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Non-Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
<td>15</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.40199</td>
</tr>
<tr>
<td>Charge</td>
<td>$21.03</td>
</tr>
</tbody>
</table>

\[
\text{Total} = 39.52
\]

**Gas Energy Charge (Details below)**  
26 Therms

<table>
<thead>
<tr>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
</tr>
<tr>
<td>Rate/Therm</td>
</tr>
<tr>
<td>Charge</td>
</tr>
</tbody>
</table>

\[
\text{Total Gas Charges} = 16.91 + 26 = 39.52 + 16.91 = 56.43
\]

### Breakdown of Current Charges

- **Total Gas Charges:** $56.43
- **TAXES & FEES ON GAS CHARGES:** $2.63
- **Total Gas Service:** $59.06
- **Total Current Charges:** $65.63
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for State Regulatory Fee energy efficiency programs.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Pay Before Date / Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Due Date” shown on your bill, your SDG&E service is subject to disconnection after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are available to assist with payment arrangements.

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 300, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: info@sdge.com.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUCs Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 300, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/CO/HCO to Voice</td>
<td>1-800-735-2929 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/CO/HCO</td>
<td>1-800-735-2922 English</td>
</tr>
<tr>
<td></td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
Gas leaks are very dangerous. If you suspect a leak, leave the area immediately and call 911. For gas leak signs, visit sdge.com/Gas-Safety.

This winter, take control of your energy bill. Get energy-saving tips at sdge.com/MyEnergy.

Past due bills? We may be able to help. Visit sdge.com/Covid to learn more.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $65.63
Payment Received -.00
Past Due Balance 65.63
Current Charges + 14.53
Total Amount Due $80.16

Summary of Current Charges

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Nov 23, 2022 - Dec 22, 2022</td>
<td>6 Therms</td>
</tr>
</tbody>
</table>

Total Charges this Month $14.53

DATE DUE: Jan 24, 2023
AMOUNT DUE: $80.16

Please enter amount enclosed.

Write account number on check and make payable to San Diego Gas & Electric.
Detail of Current Charges

**Gas Service**

Rate: GR-Residential
Baseline Allowance: 33 Therms

<table>
<thead>
<tr>
<th>Meter Number:</th>
<th>(Next scheduled read date Jan 24, 2023)</th>
<th>Cycle: 16</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/23/22 - 12/22/22</td>
<td>30</td>
<td>9221</td>
<td>9215</td>
<td>6</td>
<td>1.000</td>
<td>1.024</td>
<td>6</td>
</tr>
</tbody>
</table>

ESTIMATED

**GAS CHARGES**

<table>
<thead>
<tr>
<th>Gas Service (Details below)</th>
<th>6 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td></td>
</tr>
<tr>
<td>Therm used</td>
<td>6</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.40199</td>
</tr>
<tr>
<td>Charge</td>
<td>$8.41</td>
</tr>
</tbody>
</table>

Gas Energy Rate Change This Billing Period:
There was a rate change on day 9 of your Billing Period. Therefore, your charges for the first 8 days were at Rate 1, and the remaining 22 days were at Rate 2.

<table>
<thead>
<tr>
<th>Gas Energy Charge (Details below)</th>
<th>2 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage</td>
<td></td>
</tr>
<tr>
<td>Therm used</td>
<td>2</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$0.65036</td>
</tr>
<tr>
<td>8 of 30 Days</td>
<td>$1.30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gas Energy Charge (Details below)</th>
<th>4 Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usage</td>
<td></td>
</tr>
<tr>
<td>Therm used</td>
<td>4</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.05454</td>
</tr>
<tr>
<td>22 of 30 Days</td>
<td>$4.22</td>
</tr>
</tbody>
</table>

**Total Gas Charges** $13.93
(Continued on next page)

Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

**Credit/Debit:**
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

**In Person:**
To find the nearest location and hours of operation, visit sdge.com/locations.

**By Mail:**
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
Detail of Current Charges - Continued

TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>6 Therms x $0.095570</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>6 Therms x $0.005770</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $0.60

**Total Gas Service** $14.53

**Total Current Charges** $14.53

Breakdown of Current Charges

- **Gas Charges**
  - Gas Service $13.93
- **Other Charges & Credits (Gas)**
  - Public Purpose Programs $0.57
  - Other $0.03

**Total Current Charges** $14.53

*Credits are not shown on the chart.*

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for State Regulatory Fee Operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the "Date Due" shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

$ 9.00 Collection field visit
$15.00 Maximum service disconnection charge
$ 5.85 Minimum reconnection charge per meter
$23.40 Maximum reconnection charge per meter
$23.40 Restore service at pole

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VO/C/O/HCO to</td>
<td>1-800-733-2922 English</td>
</tr>
<tr>
<td>Voice</td>
<td>1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VO/C/O/HCO</td>
<td>1-800-733-2922 English</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-855-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Rates & Rules - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
Gas leaks are very dangerous. If you suspect a leak, leave the area immediately and call 911. For gas leak signs, visit sdge.com/Gas-Safety.

This winter, take control of your energy bill. Get energy-saving tips at sdge.com/MyEnergy.

Past due bills? We may be able to help. Visit sdge.com/Covid to learn more.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $80.16
Payment Received -.00
Past Due Balance 80.16
Current Charges + 1,282.53
Total Amount Due $1,362.69

Summary of Current Charges

(See page 2 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>Dec 23, 2022 - Jan 24, 2023</td>
<td>274 Therms</td>
</tr>
</tbody>
</table>

Total Charges this Month $1,282.53

DATE DUE Feb 14, 2023
AMOUNT DUE $1,362.69
### Detail of Current Charges

#### Gas Service

**Rate:** GR-Residential  
**Baseline Allowance:** 41 Therms  
**Cycle:** 16  

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Meter Constant</th>
<th>Thrm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/23/22 - 01/24/23</td>
<td>33</td>
<td>9487</td>
<td>9221</td>
<td>266</td>
<td>1.000</td>
<td>1.029</td>
<td>274</td>
</tr>
</tbody>
</table>

#### Gas Charges

**Gas Service Rate Change This Billing Period:**

There was a rate change on day 10 of your Billing Period. Therefore, your charges for the first 9 days were at Rate 1, and the remaining 24 days were at Rate 2.

**Gas Service (Details below)**

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Non-Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
<td>$1.40199</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.68063</td>
</tr>
<tr>
<td>9 of 33 Days</td>
<td>$15.42 + $107.56 = 122.98</td>
</tr>
</tbody>
</table>

**Gas Service (Details below)**

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Non-Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms used</td>
<td>$1.56481</td>
</tr>
<tr>
<td>Rate/Therm</td>
<td>$1.89548</td>
</tr>
<tr>
<td>24 of 33 Days</td>
<td>$46.94 + $320.34 = 367.28</td>
</tr>
</tbody>
</table>

**Credit/Debit:**

Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

**Important Phone Numbers**

- 1-800-411-SDGE (7343) English
- 1-800-311-SDGE (7343) Español
- 1-877-889-SDGE (7343) TTY

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week. ................. 1-800-611-7343

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm. ........ 8-1-1

To make a payment using your credit or debit card via a third party vendor, call. ................. 1-800-386-0067

**Payment Options $**

Please visit sdge.com/pay-my-bill for more ways to pay your bill.

**Online Bill Pay:**

Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

**Mobile:**

SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

**Need help paying your bill?**

For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.
### Detail of Current Charges - Continued

<table>
<thead>
<tr>
<th>Therms used</th>
<th>Rate/Therm</th>
<th>Usage</th>
<th>Rate/Therm</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>75</td>
<td>$1.05454</td>
<td></td>
<td>$3.45384</td>
<td></td>
</tr>
<tr>
<td>9 of 33 Days</td>
<td>$79.09</td>
<td></td>
<td>$687.31</td>
<td></td>
</tr>
</tbody>
</table>

**Gas Energy Charge (Details below)**

- **199 Therms**

**TAXES & FEES ON GAS CHARGES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs 75 Therms x $.095570</td>
<td>7.17</td>
</tr>
<tr>
<td>Public Purpose Programs 199 Therms x $.088810</td>
<td>17.67</td>
</tr>
<tr>
<td>State Regulatory Fee 75 Therms x $.005770</td>
<td>.43</td>
</tr>
<tr>
<td>State Regulatory Fee 199 Therms x $.003000</td>
<td>.60</td>
</tr>
</tbody>
</table>

**Total Taxes & Fees on Gas Charges** $25.87

**Total Gas Charges** $1,256.66

**Breakdown of Current Charges**

- **Gas Charges**
  - Gas Service $1,256.66
- **Other Charges & Credits (Gas)**
  - Public Purpose Programs $24.84
  - Other $1.03

**Total Current Charges** $1,282.53

---

The total current charges include the following components. Definitions for these terms are shown on page 4 of your bill.
Definitions

**Baseline Allowance** - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

**California Climate Credit** - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpuc.ca.gov/climatecredit to learn more.

**City of San Diego Franchise Fee Differential** - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

**Climate Zone** - The CPUC established four Climatic Zones in California, based on annual average temperatures.

**Public Purpose Programs** - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

**State Regulatory Fee** - Charged to all utility users to pay for State Regulatory Fee operations.

**State Surcharge Tax** - Collected by the State of California for the conservation and development of energy resources in the state.

**Therm** - Unit of measurement for billing purposes, nominally 100,000 Btu.

**Therm Multiplier** - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

**SDG&E Policies and Notices**

**Disconnection Policy** - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the “Date Due” shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

<table>
<thead>
<tr>
<th>$9.00</th>
<th>Collection field visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15.00</td>
<td>Maximum service disconnection charge</td>
</tr>
<tr>
<td>$5.85</td>
<td>Minimum reconnection charge per meter</td>
</tr>
<tr>
<td>$23.40</td>
<td>Maximum reconnection charge per meter</td>
</tr>
<tr>
<td>$23.40</td>
<td>Restore service at pole</td>
</tr>
</tbody>
</table>

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 303, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint.

A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

**Re-Establishment of Credit / Deposit** - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E’s response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 303, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

<table>
<thead>
<tr>
<th>California Relay Service Phone Numbers:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Call</strong></td>
</tr>
<tr>
<td>TTY/VCO/HCO to Voice</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Voice to TTY/VCO/HCO</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Speech to Speech</td>
</tr>
</tbody>
</table>

**Rates & Rules** - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**SDG&E Policies and Notices**

- **Definitions**
  - **Baseline Allowance**
  - **California Climate Credit**
  - **City of San Diego Franchise Fee Differential**
  - **Climate Zone**
  - **Public Purpose Programs**
  - **State Regulatory Fee**
  - **State Surcharge Tax**
  - **Therm**
  - **Therm Multiplier**

- **SDG&E Policies and Notices**
  - **Disconnection Policy**
  - **Re-Establishment of Credit / Deposit**
  - **Disputed Bills / Service Complaints**

- **Rates & Rules**
  - SDG&E’s rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com.
  - Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

- **Large Font Bill**
  - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).
WARNING: Throughout its service area, SDG&E uses natural gas and treated wood utility poles containing formaldehyde and pentachlorophenol known to cause cancer and birth defects or other reproductive harm. Learn more at sdge.com/Prop65.

Need more time to pay? We’re here to help. Visit sdge.com/PaymentHelp to set up payment arrangements.

Bill Discount: You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

Descuento en la factura: Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Bill Credit Alert: California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at cpuc.ca.gov/ClimateCredit.

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E’s new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit www.sdge.com/AMP or call us at 1-800-411-7343.

Account Summary

Previous Balance $1,362.69
Payment Received 1/26/23 THANK YOU - 80.16
Past Due Balance 1,282.53
Current Charges - 27.23
Total Amount Due $1,255.30

Summary of Current Charges

(See page 3 for details)

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Usage</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Jan 25, 2023 - Feb 23, 2023</td>
<td>5 Therms</td>
<td>-27.23</td>
</tr>
</tbody>
</table>

(Continued on next page)
Total Charges this Month

- $27.23

Important Phone Numbers

1-800-411-SDGE (7343)  English
1-800-311-SDGE (7343)  Español
1-877-889-SDGE (7343)  TTY

M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week. . . . . . . . . . . . . . . . . . . . . . . . . . 1-800-611-7343

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm. . . . . . . . . . . . 8-1-1

To make a payment using your credit or debit card via a third party vendor, call. . . . . . . . . . . . . . . . . . . . . . . 1-800-386-0067

Payment Options $ Please visit sdge.com/pay-my-bill for more ways to pay your bill.

Online Bill Pay:
Register to make a secure payment now or schedule your payment at sdge.com/myaccount.

Credit/Debit:
Pay by credit/debit card via third party vendor (fee applies) by visiting sdge.com/pay-my-bill. Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.

Mobile:
SDG&E’s no-cost app for your mobile device gives you more ways to connect with us. Visit sdge.com/mobileapp to download.

In Person:
To find the nearest location and hours of operation, visit sdge.com/locations.

Need help paying your bill?
For payment options or to make payment arrangements, visit sdge.com/assistance or call 1-800-411-7343.

By Mail:
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.
Detail of Current Charges

Gas Service
Rate: GR-Residential
Baseline Allowance: 37 Therms

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Days</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Difference</th>
<th>Therm Constant</th>
<th>Therm Multiplier</th>
<th>Total Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/25/23 - 02/23/23</td>
<td>30</td>
<td>9492</td>
<td>9487</td>
<td>5</td>
<td>1.000</td>
<td>1.036</td>
<td>5</td>
</tr>
</tbody>
</table>

ESTIMATED

GAS CHARGES

Gas Service (Details below) 5 Therms

Baseline
Therms used 5
Rate/Therm $1.56481
Charge $7.82

Gas Energy Charge (Details below) 1 Therms

Usage
Therms used 1
Rate/Therm $3.45384
7 of 30 Days $3.45

Gas Energy Charge (Details below) 4 Therms

Usage
Therms used 4
Rate/Therm $1.11029
23 of 30 Days $4.44

California Climate Credit -43.40

Gas Energy Charge -43.40

Gas Service -27.69

Gas Energy Charge -23.29

Gas Energy Charge (Details below) $-27.69

Breakdown of Current Charges

Total Gas Charges $-27.69

TAXES & FEES ON GAS CHARGES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Purpose Programs</td>
<td>$.44</td>
</tr>
<tr>
<td>State Regulatory Fee</td>
<td>$.02</td>
</tr>
</tbody>
</table>

Total Taxes & Fees on Gas Charges $0.46

Total Gas Service $-27.23

Total Current Charges $-27.23
Definitions

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

California Climate Credit - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit cpc.ca.gov/climatecredit to learn more.

City of San Diego Franchise Fee Differential - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

Climate Zone - The CPUC established four Climatic Zones in California, based on annual average temperatures.

Public Purpose Programs - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

State Regulatory Fee - Charged to all utility users to pay for State Regulatory Fee for CPUC operations.

State Surcharge Tax - Collected by the State of California for the conservation and development of energy resources in the state.

Therm - Unit of measurement for billing purposes, nominally 100,000 Btu.

Therm Multiplier - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

SDG&E Policies and Notices

Disconnection Policy - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the "Date Due" shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

- $ 9.00 Collection field visit
- $15.00 Maximum service disconnection charge
- $ 5.85 Minimum reconnection charge per meter
- $23.40 Maximum reconnection charge per meter
- $23.40 Restore service at pole

Residential customers who are unable to pay their SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, need to call SDG&E before the expiration of this notice. Employees, including multi-lingual staff, are available to assist with payment arrangements. If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: consumer-affairs@cpuc.ca.gov, prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or email: info@sdge.com.

Re-Establishment of Credit / Deposit - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

Disputed Bills / Service Complaints - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Toll-Free Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY/VOICED/HCO to Voice</td>
<td>1-800-735-2929 English 1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Voice to TTY/VOICED/HCO</td>
<td>1-800-735-2929 English 1-800-855-3000 Spanish</td>
</tr>
<tr>
<td>Speech to Speech</td>
<td>1-800-854-7784</td>
</tr>
</tbody>
</table>

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Rates & Rules - SDG&E's rate schedules and rules, on file and approved by the CPUC, are available on the Internet at www.sdge.com. Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

Large Font Bill - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).