

Customer Programs & Assistance



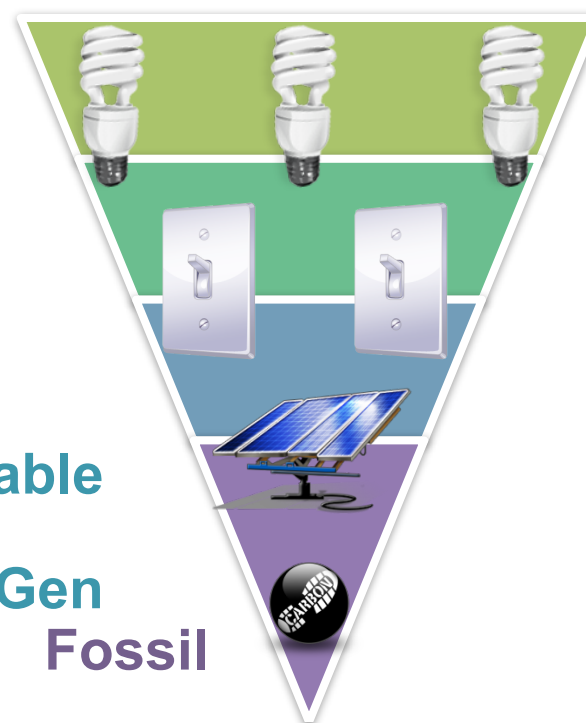
Did you know?

- Lighting accounts for up to 20% of the average home's electricity bill. ENERGY STAR®-qualified lighting can provide the same amount of light (lumens) as standard incandescent bulbs, but use 75% less energy and last for up to 25 years
- Using fans instead of central A/C can save up to 90% in cooling costs
- Use cold water when washing a load of laundry – up to 70% of the cost of washing a load of laundry is in heating the water

Energy efficiency – what is it?

- **Energy efficiency** typically refers to the installation of energy-efficient technologies, tools or equipment to help reduce energy use in homes, businesses, and in new construction
- An energy-efficient home or business reduces energy use, which saves money on utility bills

Energy
Efficiency
Demand
Response
Renewable
& Clean Gen
Fossil
Fuels



Program Overview



Residential energy efficiency programs:

- Home Energy Efficiency Survey
- Home Energy Efficiency Rebates
- Lighting
- Appliance Recycling
- AC Quality Care
- Summer Saver – AC Cycling
- Multifamily Energy Efficiency Rebates
- Comprehensive Mobile Home Program
- Energy Upgrade California
- Business and Consumer Electronics
- K-12 Energy Efficiency Education Program

Where do I get started?



- Take an online, no-cost Home Energy-Efficiency Survey to learn how to reduce your bills and your impact on the environment
- Discover ways to reduce your energy use. Visit www.sdge.com/saveenergy for tips
- Take advantage of a variety of energy- and money-saving programs

Home Energy Efficiency Survey - Online



Home Energy Efficiency Survey

This Free Survey Can Help You Save Energy and Money at Home.
After Completion of the Survey, You Can Request a
Complimentary Energy & Water Savings Kit.

Enter the information below to access the Home Energy Efficiency Survey. Any information you provide is strictly confidential. This information will not be given, sold or shared with any person, company, or organization external to SDG&E.

The customized report provided is based on estimates and assumptions reflecting average energy usage in San Diego County. Actual energy costs may vary based on various factors, such as actual weather conditions, types of equipment and frequency of use, future energy costs and governmental decisions. Available SDG&E rebates and offerings, if any, are subject to qualifying terms, and such programs may be terminated at any time.

* = required field

*Account Number:

First 10 digits only

*Amount of Last SDGE Bill (\$):

The "Total Amount Due" on your bill

*ZIP code:

The 5-digit ZIP code of the service address of this account

Click on the image for larger view.

1) Enter Account Information

Home Energy Efficiency Survey

A Free Tool to Help you Save Energy and Money at Home
and a Complimentary Energy & Water Savings Kit for
Completing the Survey

Welcome to the San Diego Gas & Electric (SDG&E) Home Energy Efficiency Survey, your source for home energy information. Our set of interactive tools can be used to analyze your personal energy use and costs.

Your customized survey will provide reliable information, energy use and costs of each major appliance in your home, including heating and cooling. Your personal survey will also suggest specific steps to reduce your energy costs.

To obtain your Home Energy Efficiency Survey, you will need to complete some questions relating to your home's energy usage. We are pleased to offer two options for obtaining this information, the Full Survey that takes about 40 minutes or the EZ-Survey which will take about 20 minutes to complete. You may switch between versions of the survey at any point within the questionnaire without losing the data you have already provided and can be updated or reviewed in the future.

[Use Another Account](#)

Month/ Year	Electric Usage kWhs	Electric Bill (\$)	Gas Usage Therms	Gas Bill (\$)
Jun 2010	199	28.36	9	9.88
May 2010	163	23.26	8	9.29
Apr 2010	159	22.67	8	9.38
Mar 2010	139	19.83	6	5.88
Feb 2010	164	23.38	9	11.79
Jan 2010	168	23.89	12	15.10
Dec 2009	242	33.15	29	33.19
Nov 2009	170	23.30	6	6.65
Oct 2009	159	21.78	5	5.18
Sep 2009	175	23.97	5	4.79
Aug 2009	0	5.21	6	6.23
Jul 2009	0	5.39	5	5.01

[What's this?](#)

Run the Full Survey

Choosing the Full Survey will give the most accurate results, but requires more time to answer the questions specific to your home's energy use. The advantage of using a full set of questions is that no assumptions are made that may not fit your survey and therefore affect the accuracy of the survey in your situation.

Run the EZ-Survey

Selecting the EZ-Survey will require answering fewer questions, and will be based on some general assumptions. The EZ Survey will provide a less comprehensive energy analysis.

2) Choose a 20 or 40-minute Survey

Home Energy Efficiency Rebates



Eligible Products	Rebate
Attic or Wall Insulation	\$0.15 per sq.ft.
Central Furnace (Natural Gas)	\$200
Pool Pumps and Motors (Variable Speed)	\$200
Room Air Conditioners	\$50
Water Heaters (Electric and Natural Gas)	Up to \$75
Clothes Washer	\$35

Lighting Program



- Designed to increase energy-efficient lighting use
 - Provide education on new technologies, including efficient lighting fixtures
- Participating stores (limited):
 - Mass merchandise
 - Home improvement
 - Hardware stores
 - Grocery and drug stores
 - Discount stores
 - Lighting and electronic stores
 - Membership club



Promotional Price

Sale or use outside California is prohibited.
For proper disposal information, visit sdge.com/lighting

Program funded by California utility customers and administered by SDG&E® under the auspices of the California Public Utilities Commission. SDG&E does not endorse or warrant any manufacturer's products and shall not be liable or responsible for claims arising out of the purchase and installation, use or performance of any product.

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Recycle your old fridge – earn \$35!



- Refrigerators can account for up to 20% of your annual energy costs
- Replace your old, inefficient model or get rid of an extra fridge or freezer in your garage
- Pick-up is free, the \$35 is easy, and the savings are immediate
- Visit www.sdge.com/recycleto get started



AC Quality Care



- Ensure your comfort and protect your investment with rebates for advanced AC maintenance
- Rebates include:
 - System assessment - \$50
 - Refrigeration system check - \$50
 - Quality maintenance agreement - \$50
 - Energy-efficient blower motor refit - \$150
 - Airflow improvement - \$200
- Visit www.acqualitycare.com for more info

Summer Saver - Residential



- Earn up to \$194 on your SDG&E bill
- No-cost, energy-saving program that helps reduce electricity demand during the summer months
- Administered by a third-party contractor
- Device installed at no charge for SDG&E customers

Multi-Family Program



- Promotes rebates for qualified energy-efficient improvements to multi-family complexes in:
 - Common areas
 - Apartment tenant dwelling units
- Property qualifications:
 - Fully constructed complexes with two or more units
 - Apartment and condo complexes
 - Mobile home parks
 - Active service with SDG&E

Comprehensive Mobile Home Program



- Offers a range of measures (both gas and electric) for mobile homes
 - AC diagnostic and tune-up services
 - Duct sealing
 - Energy Star® lighting fixtures (interior and exterior)
 - Water conservation measures such as low flow showerheads and aerators
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- Contact Synergy at 1-888-988-9829
 - You must be an SDG&E customer
 - Sub-metered accounts qualify provided master meter account is active SDG&E account

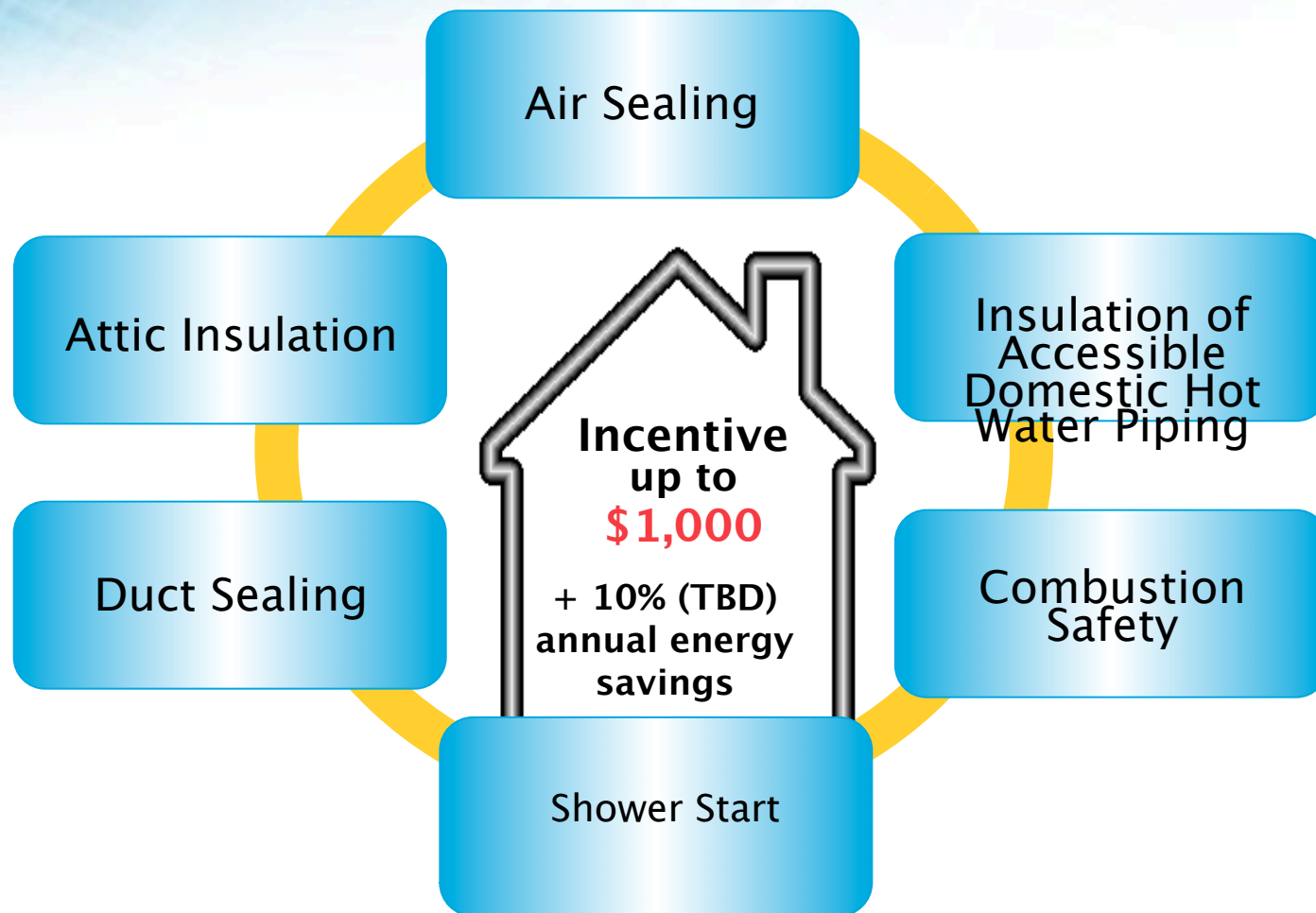
Energy Upgrade California



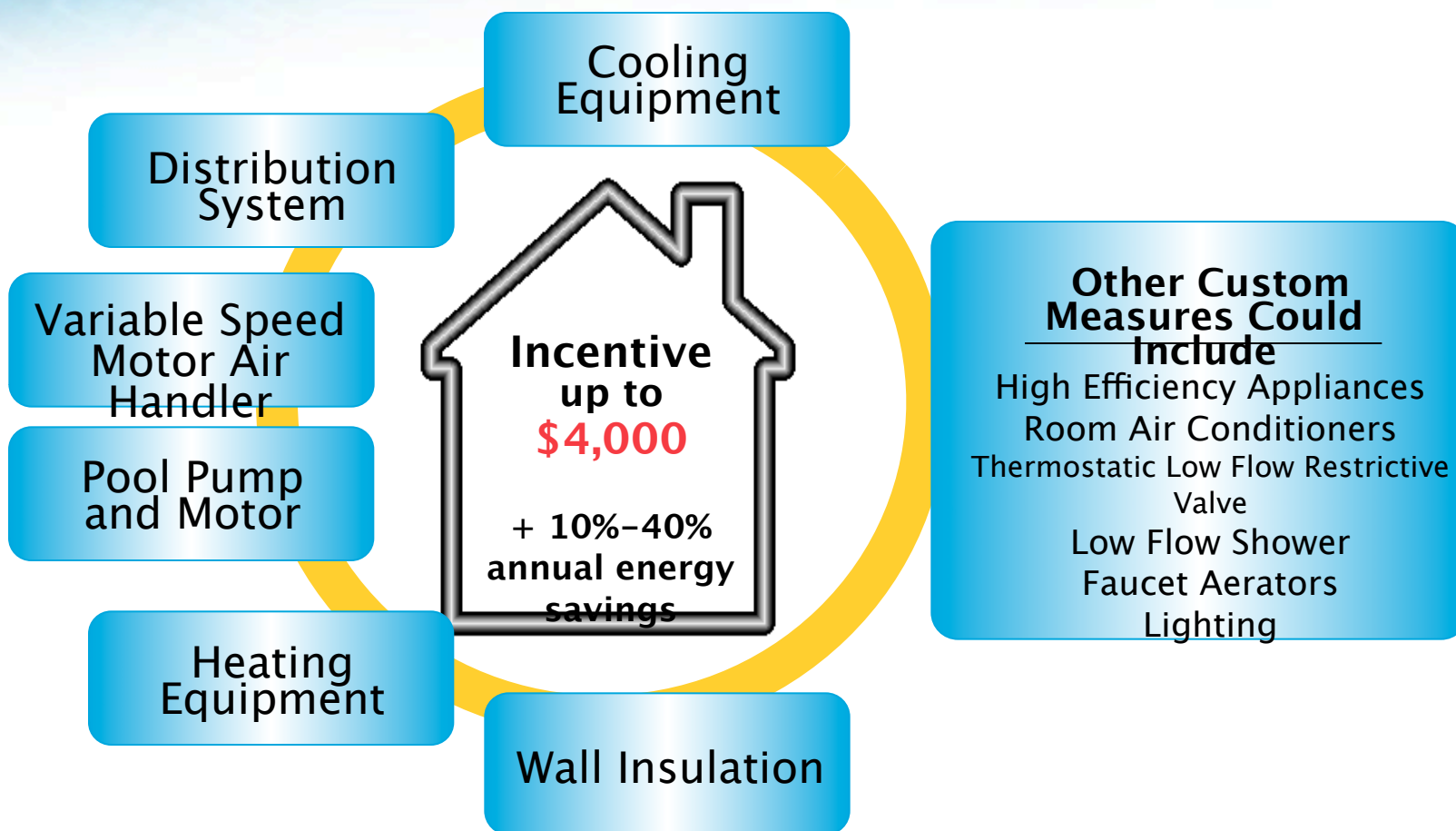
Earn up to \$4,000 when making select, energy-efficient upgrades to your single family home

- A participating contractor will help participants chose which energy-saving upgrades will have the biggest impact
- Upgrades will correct energy inefficiencies, save energy, increase comfort, and lower utility bills
- The program offers:
 - Basic and advanced options for home energy efficiency upgrades
 - Education on the house-as-a-system (or “whole house”) concept
 - Financing information
 - Rebates and incentives
- For more information: www.sdge.com/saveenergy

Basic Measures



Advanced Package



Look for this sign
at your local electronics retailer to ensure you're buying energy-
efficient televisions, computers and monitors



K-12 Energy Efficiency Education Program

- The Energy Coalition's PEAK Student Program
 - Statewide standard-based energy education program designed to educate 3rd–7th grade students about energy efficiency, conservation, demand response and renewable energy
- E3 Program
 - Includes curriculum aligned to California Science Content Standards, an informative website, and traveling energy exhibits
- City of San Diego's Green Schools Program
 - Offers high school students lectures, classroom and hands-on training, community service projects and youth forums



CARE and FERA

CARE Program

- Up to 35% savings every month
- Qualify by income or participation in certain public assistance programs

FERA Program

- For households of 3 or more
- Discount on electricity within certain levels of usage
- Qualify by income

**Save up to 35%
on your bill
every month**



Get connected to savings
by contacting us today:

1-877-646-5525

sdge.com/care

You could have a lower bill with California Alternate Rates for Energy (CARE) if you meet the income guidelines or if you already participate in certain public assistance programs.

Energy Savings Assistance Program



Offers free home repairs/
improvements and appliances

- Energy efficient lighting
- Low flow showerheads
- Weatherization
- Refrigerator, clothes washer, and furnace replacement

Available for renters, homeowners,
or those living in a mobile home



CUSTOMER ASSISTANCE

Energy Savings Assistance Program Save money by saving energy

Qualified renters and homeowners may receive these home improvements at no cost:

- ▶ Attic insulation
- ▶ Door weatherstripping
- ▶ Caulking
- ▶ Low-flow showerheads
- ▶ Energy-efficient lighting
- ▶ Replacement of qualified appliances*
- ▶ Minor home repairs
- ▶ Water heater blankets

How do I qualify?

You may qualify for these improvements if your household income falls within the guidelines below or if your household currently receives benefits from any of the public assistance programs listed below:

Income Guidelines

Household Size	Total Annual Gross Household Income
1 – 2	\$ 31,800
3	\$ 37,400
4	\$ 45,100
Each add'l household member, add	\$ 7,700

- ▶ Healthy Families A&B
- ▶ Medicaid/Medi-Cal
- ▶ SNAP/CalFresh (Food Stamps)
- ▶ CalWORKs (TANF) or Tribal TANF
- ▶ National School Lunch Program (NSLP)
- ▶ Women, Infants and Children program (WIC)
- ▶ Bureau of Indian Affairs General Assistance
- ▶ Head Start Income Eligible (Tribal Only)
- ▶ Supplemental Security Income (SSI)
- ▶ Low-Income Home Energy Assistance Program (LIHEAP)

To schedule a short qualification appointment at a time that's convenient for you, contact SDGE's Energy Savings Assistance Program at 1-866-597-0597, or visit sdge.com/energysavingsassistance.

TDD/TTY is available 24 hours a day, 7 days a week at 1-877-889-7343.

*Existing appliances must meet age requirements to qualify for replacement. Co-pay may be required for landlords who own appliances and pay tenant utility bill.

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Qualification based on income or
participation in certain public
assistance programs

Medical Baseline

Available to those with medical conditions and/or equipment that affect their SDG&E bill

- Devices such as apnea monitors, kidney dialysis machines, or motorized wheelchairs
- Conditions such as paraplegia, quadriplegia, or multiple sclerosis
- Some energy use is billed at SDG&E's lowest rates
- Average savings is \$33 a month

Medical Baseline Allowance

Qualifying Medical Devices

The following devices qualify for the program:

- ▶ Aerosol tents
- ▶ Apnea monitors
- ▶ Hemodialysis machines
- ▶ Kidney dialysis machines
- ▶ Suction machines
- ▶ IPPB machines
- ▶ Electrostatic nebulizers
- ▶ Ultrasonic nebulizers
- ▶ Pressure pumps
- ▶ Pressure pads
- ▶ Compressors
- ▶ Electric nerve stimulators
- ▶ Motorized wheelchairs
- ▶ Iron lungs
- ▶ Respirators
- ▶ Oxygen concentrators

Whirlpool pumps, heating pads, vaporizers, humidifiers, pool or tank heaters, saunas or hot tubs do not qualify for the program. However, other equipment that uses electricity may qualify.

What is the Medical Baseline Allowance Program?

The Medical Baseline Allowance program assists individuals who have medical conditions and/or equipment that affect their SDG&E bill. Under this program, customers receive some of their gas and electricity at the lowest rates. This helps reduce energy costs by an average of \$33 per month for qualified customers.

Who Qualifies?

Any full-time resident of the home can qualify for the allowance. However, the application must be signed by the account holder. Doctor certification is also required.

Qualifying Medical Conditions

Customers who require permanent space heating or air conditioning due to conditions such as paraplegia, quadriplegia, hemiplegia, multiple sclerosis or scleroderma, or have a compromised immune system or life threatening illness qualify.

How is the Baseline Determined?

Baseline allowance is the energy allowance for basic needs and is charged at the lowest rate. It's set by the California Public Utilities Commission (CPUC) and designed to encourage conservation. Every customer is allotted a daily baseline allowance and given a set amount of kilowatt hours (kWh) of electricity per day. This amount is determined by various factors such as climate zone, time of



year (summer vs. winter) and type of service (gas, electric or both). Month to month, the baseline allowance may change due to differences in the number of days in the billing cycle.

Customers may obtain an application in any of the following ways:

1. Download an application at sdge.com/medicalbaseline
2. Call SDG&E at 1-800-411-7343 to request an application
3. Send an email to medicalbaseline@sdge.com and request an application

Once the application is received, follow the instructions to complete and submit it.

Disclaimers



- Programs are funded by California utility customers and administered by San Diego Gas & Electric® (SDG&E) under the auspices of the California Public Utilities Commission.
- For some programs, SDG&E awards contracts to a third-party for implementation. Customers who choose to participate in these programs are not obligated to purchase any additional services offered by the contractor.
- For rebate and incentive programs, program funds will be allocated on a first-come, first-served basis, until funds are no longer available. The selection, purchase, and ownership of goods and services are the sole responsibility of the customer. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.
- The On-Bill Financing (OBF) program is funded by California utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission. The OBF program may be modified or terminated without prior notice and is provided to qualified customers on a first-come, first-served basis until program funds are no longer available. Eligibility requirements apply.

For more information please visit:

sdge.com/SaveEnergy

sdge.com/assistance

Or call:

Energy Savings Center (ESC)

1-800-644-6133

Thank You!