

Pay your bill, track your energy use, view power outages and more with our mobile app. Download from the App Store or Google Play.

SDG&E can inspect your gas appliances for safety, make minor adjustments & light heater pilots. Learn more at [sdge.com/GasCheck](http://sdge.com/GasCheck).

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](http://www.sdge.com/AMP) or call us at 1-800-411-7343.

You are currently receiving the CARE discount

### Account Summary

Previous Balance			\$262.68
Payment Received	1/16/24	THANK YOU	- 262.68
Current Charges			+ 285.20
<b>Total Amount Due</b>			<b>\$285.20</b>

### Summary of Current Charges

(See page 3 for details)

	Billing Period	Usage	Amount(\$)
Gas	Dec 22, 2023 - Jan 23, 2024	41 Therms	69.59
Electric Delivery	Dec 22, 2023 - Jan 23, 2024	758 kWh	163.30
CCA Electric Generation			52.31
<b>Total Charges this Month</b>			<b>\$285.20</b>

(Continued on next page)

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.)



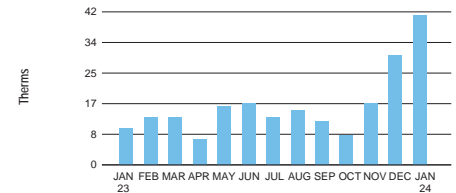
**Save Paper & Postage**  
PAY ONLINE  
[sdge.com](http://sdge.com)

ACCOUNT NUMBER  
**002**

SERVICE ADDRESS:

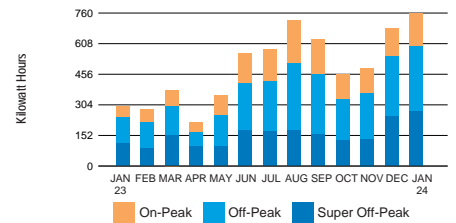
Your payment of \$285.20 will be paid by "Automatic Pay" on Feb 19, 2024.

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



**41** Therms used  
**1.2** Daily avg therms  
**1.0** Daily avg therms last month  
**310.0%** ↑ Change in daily avg therms from last year  
**24.2%** ↑ Change in daily avg therms from last month  
**33** 🔄 Days in billing cycle

#### Electric Usage History (Total kWh used)



**758** kWh used  
**23.0** Daily avg kWh  
**22.7** Daily avg kWh last month  
**155.2%** ↑ Change in daily avg kWh from last year  
**1.0%** ↑ Change in daily avg kWh from last month  
**2.8** Max monthly demand  
**4.4** Max annual demand  
**33** 🔄 Days in billing cycle


Your payment of \$285.20 will be paid by "Automatic Pay" on Feb 19, 2024.

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

 Your electric energy is provided by SAN DIEGO COMMUNITY POWER . If you have any questions about the Community Choice Aggregation (CCA) charges on your bill, please contact your CCA at 1-888-382-0169.

### Regulatory Notices

- All customers are required to pay a Competition Transition Charge as part of the charges above, including those who choose an electric service provider other than SDG&E.
- Power Charge Indifference Adjustment (PCIA) comprises the above market cost of the Utility's existing procurement portfolio and is calculated annually. This is a cost that is ultimately borne by all customers. The PCIA bill line item ensures that customers pay their share of generation costs already contracted to serve them.

### 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](https://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](https://sdge.com/myaccount).



### Credit/Debit:

Pay by credit/debit card via third party vendor (fee applies) by visiting [sdge.com/pay-my-bill](https://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](https://sdge.com/mobileapp) to download.



### In Person:

To find the nearest location and hours of operation, visit [sdge.com/locations](https://sdge.com/locations).



### Need help paying your bill?

For payment options or to make payment arrangements, visit [sdge.com/assistance](https://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: GRLI-Residential      Baseline Allowance: 41 Therms  
 Meter Number:      (Next scheduled read date Feb 22, 2024)      Cycle: 16

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Meter Constant	x Therm Multiplier	= Total Therms
12/22/23 - 01/23/24	33	1873	1833	40	1.000	1.020	41

### GAS CHARGES

Amount(\$)

**Gas Service Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

Gas Service (Details below)	12 Therms	
	Baseline	
Therms used	12	
Rate/Therm	\$1.55928	
10 of 33 Days	\$18.71	= 18.71

Gas Service (Details below)	29 Therms	
	Baseline	
Therms used	29	
Rate/Therm	\$1.54808	
23 of 33 Days	\$44.89	= 44.89

**Gas Energy Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

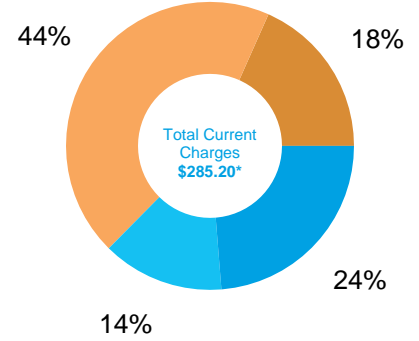
Gas Energy Charge (Details below)	12 Therms	
	Usage	
Therms used	12	
Rate/Therm	\$.55902	
10 of 33 Days	\$6.71	= 6.71

Gas Energy Charge (Details below)	29 Therms	
	Usage	
Therms used	29	
Rate/Therm	\$.49370	
23 of 33 Days	\$14.32	= 14.32

California Solar Initiative Credit      -.02  
 Residential CARE Discount      -16.92

**Total Gas Charges \$67.69**  
 (Continued on next page)

## Breakdown of Current Charges



\*Credits are not shown on the chart  
 The total current charges include the following components. Definitions for these terms are shown on page 8 of your bill.

<b>Gas Charges</b>	
Gas Service	\$67.69
<b>Other Charges &amp; Credits (Gas)</b>	
Public Purpose Programs	\$1.83
Other	\$.07
<b>Electric Charges</b>	
Transmission	\$47.02
Distribution	-\$9.07
Nuclear Decommissioning	\$.05
Competition Transition Charge	\$.62
Local Generation Charge	\$16.99
Total Rate Adj. Comp.	\$70.60
<b>Other Charges &amp; Credits (Electric)</b>	
Public Purpose Programs	\$13.98
PCIA	\$21.53
Other	\$1.58
<b>CCA Electric Generation Charges</b>	
Total CCA Electric Generation	\$52.31
<b>Total Current Charges</b>	<b>\$285.20</b>



Detail of Current Charges - Continued

**TAXES & FEES ON GAS CHARGES**

		Amount(\$)
Public Purpose Programs	12 Therms x \$.044620	.54
Public Purpose Programs	29 Therms x \$.044450	1.29
State Regulatory Fee	12 Therms x \$.003000	.04
State Regulatory Fee	29 Therms x \$.001000	.03
<b>Total Taxes &amp; Fees on Gas Charges</b>		<b>\$1.90</b>
<b>Total Gas Service</b>		<b>\$69.59</b>

**Electric Service**

Rate: Time of Use - TOU-DR1-Residential      Climate Zone: Inland  
 Baseline Allowance: 317 kWh  
 Billing Period: 12/22/23 - 1/23/24      Total Days: 33  
 Meter Number: 0      (Next scheduled read date Feb 22, 2024)      Cycle: 16  
 Meter Constant: 1.000      Billing Voltage Level: Secondary  
 Circuit: 0094      *Your circuit is currently not subjected to rotating outage.  
 However, this is subject to change without notice.*  
 Total Usage: 758      (Usage based on interval data)

**ELECTRIC CHARGES**

				Amount(\$)
Electricity Delivery (Details below)	184 kWh			
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	49	72	63	
Rate/kWh	\$.43739	\$.43739	\$.43739	
10 Days Charge	\$21.43	+ \$31.49	+ \$27.56	= 80.48

Electricity Delivery (Details below)	574 kWh			
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	113	251	210	
Rate/kWh	\$.38560	\$.38560	\$.38560	
23 Days Charge	\$43.57	+ \$96.79	+ \$80.98	= 221.34

**Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

(Continued on next page)



Detail of Current Charges - Continued

Electricity Generation (Details below)	184 kWh			
<i>WINTER USAGE</i>	On-Peak	Off-Peak	Super Off-Peak	
kWh used	49	72	63	
Rate/kWh	\$ .19307	\$ .10855	\$ .08402	
10 Days Charge	\$9.46	+ \$7.82	+ \$5.29	= 22.57

Electricity Generation (Details below)	574 kWh			
<i>WINTER USAGE</i>	On-Peak	Off-Peak	Super Off-Peak	
kWh used	113	251	210	
Rate/kWh	\$ .14088	\$ .07913	\$ .06121	
23 Days Charge	\$15.92	+ \$19.86	+ \$12.85	= 48.63

Electricity Generation Credit		-71.20
CARE Baseline Adjustment Credit	100 kWh x $-.11724$	-11.72
CARE Baseline Adjustment Credit	312 kWh x $-.09946$	-31.03
PCIA 2022	184 kWh x $$.04437$	8.16
PCIA 2022	574 kWh x $$.02329$	13.37
Economic Development Program Credit		-.01
Residential CARE Discount		-118.87

**Total Electric Charges \$161.72**

**TAXES & FEES ON ELECTRIC CHARGES**

		Amount(\$)
Franchise Fee Equivalent Surcharge	70.43 x 1.10%	.77
State Regulatory Fee		.81

**Total Taxes & Fees on Electric Charges \$1.58**

**Total Electric Service \$163.30**

**Community Choice Aggregation (CCA) Electric Generation Charges**

Your Electric energy is provided by the following CCA:

**SAN DIEGO COMMUNITY POWER** Phone: 1-888-382-0169

CCA Account Number: 5 Service Delivery Point: 1

Bill Date: Jan 23, 2024 Billing Period: 12/22/23 - 1/23/24

	Amount(\$)
Generation On-Peak Winter 162 kWh X \$0.14081	22.82
Generation Off-Peak Winter 324 kWh X \$0.05974	19.35
Generation Super Off-Peak Winter 274 kWh X \$0.03622	9.91
State Surcharge Tax	.23
<b>Total CCA Electric Generation Charges</b>	<b>\$52.31</b>

For more detail on your SDCP bill, please call us at 888-382-0169.  
Your CCA rate is TOU-DR-1 - 2022 Vintage.

**Total Current Charges \$285.20**

## Your Electricity Dashboard

### Highest Usage Hour



Highest Usage Hour (Demand) this month:

**2.8 kW on January 12, 2024 from 12:00pm to 1:00pm**

Demand is the highest amount of electricity used at a given point in time.

### Time of Use - Electricity

Winter	kWh
On-Peak	162
Off-Peak	323
Super Off-Peak	273
<b>Total</b>	<b>758</b>

TOU Period - Weekdays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	6:00 a.m. - 4:00 p.m.; 9:00 p.m. - midnight	6:00 a.m. - 4:00 p.m. Excluding 10:00 a.m. - 2:00 p.m. in March and April; 9:00 p.m. - midnight
Super Off-Peak	Midnight - 6:00 a.m.	Midnight - 6:00 a.m. 10:00 a.m. - 2:00 p.m. in March and April

TOU Period - Weekends and Holidays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight
Super Off-Peak	Midnight - 2:00 p.m.	Midnight - 2:00 p.m.

**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](http://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.

**Competition Transition Charge (CTC)** - Through this charge, SDG&E recovers costs for power plants and longterm power contracts approved by state regulators that have been made uneconomic by the shift to competition.

**Delivery** - Charges for the costs of owning, operating, and maintaining the transmission and distribution facilities to deliver power to customers.

**Distribution** - This line reflects charges to distribute power to customers. It includes power lines, poles, transformers, repair crews and emergency services.

**Electricity Generation Charge** - This charge is for the electricity you use and includes charges for the energy provided by both SDG&E and DWR. Electricity from DWR is owned by DWR, not SDG&E. If you purchase electricity from another supplier or buy electricity through SDG&E using hourly pricing, this charge appears only for informational purposes and will be offset by a credit.

**Electricity Generation Credit** - This credit offsets the Electricity Generation Charge.

**kWh (kilowatt hour)** - A common unit to measure electric energy consumption. A kWh equals 1,000 watts of electric power consumed for one hour of time.

**Local Generation Charge** - Recovers the costs associated with generation power suppliers that the CPUC has determined should be recovered from all benefiting customers.

**Maximum Annual Demand** - The highest Maximum Monthly Demand for the current and prior eleven billing periods.

**Maximum Monthly Demand** - The maximum demand during the current billing period.

**Nuclear Decommissioning** - This charge pays for the retirement of nuclear power plants.

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

**Reliability Services (RS)** - The Independent System Operator is required to ensure adequate generation to maintain electric system reliability. This means having enough generating facilities available to meet the demand for electricity at all times. The costs associated with this are passed on to SDG&E customers.

**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.

**Total Rate Adjustment Component (TRAC)** - This charge achieves legislative and CPUC subsidies such as maintaining the Commission approved tier differential between rates for usage up to 130% of baseline and usage above 130% of baseline; discounted rates for assistance programs; and elimination or modification of seasonality in rates by lowering Summer rates and increasing Winter rates.

**Transmission** - This charge pays for the delivery of high-voltage electricity from power plants to distribution points near your home or business. It includes the cost of high-voltage power lines and towers, as well as monitoring and control equipment.

**Wildfire Fund Charge** - The Wildfire Fund Charge is mandated by the CPUC to repay costs associated with wildfire damage after July 12, 2019.

**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](http://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](mailto: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](mailto: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/](http://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:

Type of Call	Toll-Free Number
TTY/VCO/HCO to Voice	1-800-735-2929 English 1-800-855-3000 Spanish
Voice to TTY/VCO/HCO	1-800-735-2922 English 1-800-855-3000 Spanish
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).

