

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.

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 <a href="https://www.sdge.com/AMP">www.sdge.com/AMP</a> or call us at 1-800-411-7343.

# **Account Summary**

**Current Amount Due** 

# **Level Pay Plan**

Previous Amount Due	\$297.00	Level Pay Plan Amount	\$297.00
Payment Received	- 297.00	Your Level Pay Plan is scheduled for review	v and
Current Level Pay Plan Due	+ 297.00	recalculation in Jul 2024.	

\$297.00

# **Level Pay Plan Summary**

Previous Level Pay Plan Balance	+ 70.35
Current Level Pay Plan Amount	- 297.00
Current Charges	+ 403.62
Level Pay Plan Balance After Payment	\$176.97

# **Summary of Current Charges**

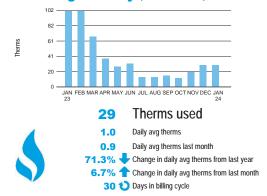
(See page 3 for details)

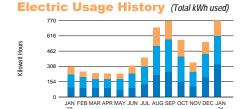
	Billing Period	Usage	Amount(\$)
Gas	Dec 27, 2023 - Jan 25, 2024	29 Therms	62.51
Electric Delivery	Dec 27, 2023 - Jan 25, 2024	766 kWh	290.23
CCA Electric General	tion		50.88
Total Charges this I	Month		\$403.62

(Continued on next page)

Your payment of \$297.00. will be paid by "Automatic Pay" on Feb 14, 2024.

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





# 766 kWh used 25.5 Daily avg kWh 17.2 Daily avg kWh last month 152.8% Change in daily avg kWh from last year 48.6% Max monthly demand 5.3 Max annual demand 300 Days in billing cycle

On-Peak Off-Peak Super Off-Peak

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: 10** 

Pay ONLINE sdge.com

ACCOUNT NUMBER

Your payment of \$297.00. will be paid by "Automatic Pay" on Feb 14, 2024.

Please enter amount enclosed.



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

PATRICIA MORENO-COLLIER MARVIN COLLIER MARVIN COLLI

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

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

# 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**

#### **Gas Service**

Rate: GR-Residential Baseline Allowance: 37 Therms Meter Number: 0 (Next scheduled read date Feb 26, 2024) Cycle: 18

Billing Period	Days	Current Reading -	Previous Reading = I	Difference	х	Meter Constant	х	Therm Multiplier = Total Therms	
12/27/23 - 01/25/24	30	4052	4024	28		1.000		1.020	29

**GAS CHARGES** Amount(\$)



#### **Gas Service 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 25 days were at Rate 2.

Gas Servi	ce (Details below)	5 Therms
	Baseline	
Therms used	5	
Rate/Therm	\$1,55928	

#### Gas Service (Details below) 24 Therms

	Baseline	_	
Therms used	24		
Rate/Therm	\$1.54808		
25 of 30 Days	\$37.15	_=	37.15



5 of 30 Days

\$7.80

# 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 25 days were at Rate 2.

Gas Energ	gy Charge (Details below)	5 Therms	
Therms used Rate/Therm 5 of 30 Days	<u>Usage</u> 5 \$.55902 \$2.80		= 2.80
Gas Energ	gy Charge (Details below)	24 Therms	
Therms used	Usage 24 \$ 49370		

5 of 30 Days	\$2.80		=	2.80
Gas Ener	gy Charge (Details below)	24 Therms		
	Usage			
Therms used	24			
Rate/Therm	\$.49370			
25 of 30 Days	\$11.85		<u></u> =	11.85
	<u> </u>	<u> </u>		

TAXES & FEES ON GAS CHARGES		Amount(\$)
Public Purpose Programs	5 Therms x \$.088810	.44
Public Purpose Programs	24 Therms x \$.101330	2.43
State Regulatory Fee	5 Therms x \$.003000	.02
State Regulatory Fee	24 Therms x \$.001000	.02

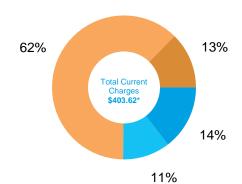
**Total Taxes & Fees on Gas Charges** \$2.91

**Total Gas Charges** 

**Total Gas Service** \$62.51

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# **Breakdown of Current Charges**



\*Credits are not shown on the chart

7.80

\$59.60

The total current charges include the following components. Definitions for these terms are shown on page 8 of your bill.

#### Gas Charges Gas Service \$59.60 (\*) Other Charges & Credits (Gas) Public Purpose Programs \$2.87 Other \$.04 Electric Charges Transmission \$46.67 Distribution \$110.66 **Nuclear Decommissioning** \$.05 **Competition Transition Charge** \$.57 Local Generation Charge \$17.81 Total Rate Adj. Comp. \$74.46 (\*) Other Charges & Credits (Electric) Public Purpose Programs

Public Pulpose Programs	\$13.00
Wildfire Fund Charge	\$4.25
PCIA	\$20.56
Other	\$1.60

#### **CCA Electric Generation Charges Total CCA Electric Generation** \$50.88 **Total Current Charges** \$403.62





#### Detail of Current Charges - Continued

#### **Electric Service**

Rate: Time of Use - TOU-DR1-Residential Climate Zone: Inland

Baseline Allowance: 288 kWh

Billing Period: 12/27/23 - 1/25/24 Total Days: 30

(Next scheduled read date Feb 26, 2024) Cycle: 18 Meter Number: 05

Meter Constant: 1.000 Billing Voltage Level: Secondary

Circuit: 0 Your circuit is currently not subjected to rotating outage.

However, this is subject to change without notice.

\$.38560

+ \$91.39

(Usage based on interval data) Total Usage: 766

ELECTRIC	CHARGES				Amount(\$)
Electricity	Delivery (Details	below)	129 kWh		
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak		
kWh used	26	49	54		
Rate/kWh	\$.43809	\$.43809	\$.43809		
5 Days Charge	\$11.39	+ \$21.47	+ \$23.66	=	56.52
Electricity	Delivery (Details	below)	637 kWh		
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak		
kWh used	130	237	270		

\$.38560

637 kWh x \$.02329

245.63

14.84

(Continued on next page)

+ \$104.11

\$.38560

Rate/kWh

PCIA 2022

25 Days Charge \$50.13

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 25 days were at Rate 2.

Wildfire Fur Wildfire Fur	· ·		129 kWh x \$.00530 637 kWh x \$.00561		.68 3.57
Electricity	Generation (Deta	ails below)	129 kWh		
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	_	
kWh used	26	49	54		
Rate/kWh	\$.19307	\$.10855	\$.08402		
5 Days Charge	\$5.02	+ \$5.32	+ \$4.54	=	14.88
=1					
Electricity	Generation (Deta	ails below)	637 kWh		
WINTER USAGE	Generation (Deta	off-Peak	637 kWh Super Off-Peak	_	
,	•	,		_	
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	_	
WINTER USAGE kWh used	On-Peak 130 \$.14088	Off-Peak 237	Super Off-Peak 270	_=	53.59
WINTER USAGE kWh used Rate/kWh 25 Days Charg	On-Peak 130 \$.14088	Off-Peak 237 \$.07913	Super Off-Peak 270 \$.06121	_=	53.59 -68.47
WINTER USAGE kWh used Rate/kWh 25 Days Charg Electricity C	On-Peak 130 \$.14088 e \$18.31	Off-Peak 237 \$.07913	Super Off-Peak 270 \$.06121	_=	
WINTER USAGE kWh used Rate/kWh 25 Days Charg Electricity G	On-Peak 130 \$.14088 e \$18.31 Generation Credit	Off-Peak 237 \$.07913	Super Off-Peak 270 \$.06121 + \$16.53	_=	-68.47



Detail of Current Charges - Continue	ed	
Economic Development Program Credit		01
	Total Electric Charges	\$288.63
TAXES & FEES ON ELECTRIC CH	ARGES	Amount(\$)
Franchise Fee Equivalent Surcharge	71.98 x 1.10%	.79
State Regulatory Fee		.81
Total Taxes & Fees on Electric Charges  Total Electric Service		\$1.60
		\$290.23

# **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: 9772030028 Service Delivery Point. 101660909772030750002

Bill Date: Jan 25, 2024 Billing Period: 12/27/23 - 1/25/24

	Amount(\$)
Generation On-Peak Winter 155 kWh X \$0.14081	21.84
Generation Off-Peak Winter 286 kWh X \$0.05974	17.09
Generation Super Off-Peak Winter 324 kWh X \$0.03622	11.72
State Surcharge Tax	.23
Total CCA Electric Generation Charges	\$50.88

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** \$403.62





# **Your Electricity Dashboard**

# **Highest Usage Hour**



Highest Usage Hour (Demand) this month:

3.9 kW on January 13, 2024 from 7:00am to 8:00am

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

# **Time of Use - Electricity**

Winter	kWh	
On-Peak	156	
Off-Peak	286	
Super Off-Peak	324	
Total	766	

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.
			2:00 p.m 4:00 p.m. 9:00 p.m midnight
Ī	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 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.

Baseline Allowance - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage 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 highvoltage 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. 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:

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