



Help is just a click or
phone call away.



Online
sdge.com/assistance



By phone
1-800-411-7343

Support available when you need it

Whether you're interested in financial assistance, flexible payment options or ways to save energy, we can help.

SAVE MONEY

Save 30% or more on your monthly bill

With the California Alternate Rates for Energy (CARE)* program you can save on your energy bill every month. Eligibility can be based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, visit sdge.com/care.

Lower Electric Rates

If you do not qualify for CARE, you may be eligible for the Family Electric Rate Assistance (FERA) program. FERA provides income-qualified households of three or more with a reduced electric rate that can save 18% every month on your bill. To apply, visit sdge.com/fera.

Medical Devices

The Medical Baseline Allowance Program offers more energy at the lowest price to customers who rely on certain medical devices for their well-being. This program is not income based. For a full list of qualifying devices or to apply, please call 1-866-463-0070 or visit sdge.com/medical.

Debt Forgiveness

Qualified residential CARE or FERA customers may be eligible for financial assistance to help reduce outstanding account balances through SDG&E's Arrearage Management Payment (AMP) Plan. For details, visit sdge.com/AMP.

Help Paying Your Bill

If you meet established income guidelines, you may qualify for emergency bill payment assistance and home repair services through the Low-Income Home Energy Assistance Program (LIHEAP). Call 2-1-1 to learn more. San Diego customers can also visit 211sandiego.org or if you're in Orange County, 211oc.org for more information.

Neighbor-to-Neighbor

A one-time assistance payment toward your SDG&E bill may be available from the Neighbor-to-Neighbor program. If you're facing an interruption of service and don't qualify for government assistance, call 2-1-1 to see if you qualify.

PAYMENT OPTIONS

Online Tools

Pay Online with My Account – it's convenient, easy and secure. My Account gives you the power to manage and monitor your energy cost and use. You can also schedule service requests and moving services, make payment arrangements, sign up for Energy Alerts, view outages, and receive alerts mid-cycle with your current and projected costs. Save time when you pay online with Auto Pay or on our mobile app with Text to Pay. Visit sdge.com/MyAccount to enroll.

Payment Arrangements

Need more time to pay your bill? We can help. Extend your bill's due date to give yourself more time to pay or split your bills over time with a down payment and monthly installments. For more information, visit sdge.com/MyAccount.

Level Pay Plan

If you'd like to have more predictable energy bills each month, our Level Pay Plan (LPP) is free and can help. LPP will average your annual energy use and costs during a 12-month period. You pay an average bill amount each month instead of actual charges. To apply, visit sdge.com/MyAccount.

Third-party Notification

You can designate a friend, relative or community agency to receive a copy of your late payment notices from us. This "third party" can remind you that your payment is late and offer advice or assistance. To enroll, visit sdge.com/thirdparty.

Vision Impairment

If you or someone you know is vision impaired, information from your SDG&E bill is available in braille. To make a request, call us at **1-800-411-7343**.

Automated Notification of Outages

If extreme heat poses a health risk for anyone in your home and your living space must be kept at a constant temperature, sign up for advance notification phone calls about state-directed rotating outages. To learn more, visit sdge.com/tempensitive.

SAVE ENERGY

Free services and appliances for your home

If you qualify for the Energy Savings Assistance Program** we'll provide free energy-saving home improvements to your apartment, condo, house or mobile home. You may receive free lighting, weather stripping, attic insulation and even select appliances.



Please note that renters need written permission from landlords to receive these services. Call **1-866-597-0597** or visit sdge.com/esa to apply.

Cash Back on Energy-Saving Products and Projects

To help you save energy and money, we offer cash back for qualifying purchases and upgrades you make to your home. To see available rebates, visit sdge.com/rebates.

My Energy Survey

To learn how your home uses energy, take our free My Energy Survey. You'll receive a customized report that shows where your energy dollars are going and an action plan with tips and ideas based on your answers to the survey. Visit sdge.com/survey.

CONTACT INFORMATION

For more information on our programs and services, including income qualifications and referrals to community agencies, contact us at **1-800-411-7343**. TDD/TTY call **1-877-889-7343** or voice (emergencies): **1-800-611-7343**. You can also visit our website at sdge.com/assistance.

*High energy use may result in removal from the program.

**SDG&E does not warrant goods and services provided to customers. Homes previously participating in the program may be excluded from additional program participation.

Some of these programs are funded by California utility customers and administered by San Diego Gas & Electric under the auspices of the California Public Utilities Commission.

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