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Presentation to LIOB on the Heat Wave of July 2006

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Questions posed by the Energy Division

1. Impact of the heat wave on customer bills
2. Number of energy efficiency calls or heat wave related calls to SDG&E's call center
3. Level of utilization for the Cool Centers
4. Efforts undertaken by SDG&E to deal with heat waves

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Impact of the heat wave on customer bills

- According to the National Weather Service, this July was the second hottest July in San Diego since record keeping began in 1872 -- more than 125 years ago
- This past June was the third hottest June in that same time period
- Customers used more electricity in July 2006 than in any other month in SDG&E's history

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Impact of the heat wave on customer bills

- A typical SDG&E residential customer uses 500 kWh of electricity each month, most of which would be in the lower two rate tiers. This typical customer's bill would be about $71.
- If this customer doubled his/her energy usage during the heat wave, much of the usage would be in the higher tiers, and the resulting bill would be more than double -- about $202.
- The typical SDG&E residential CARE customer uses 363 kWh of electricity each month. This typical customer's bill would be about $30
- If this CARE customer doubled his/her energy usage during the heat wave, much of the usage would be in the higher tiers, and the resulting bill would be more than double -- about $85.

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Number of energy efficiency or heat wave related calls to SDG&E's call center

During July and August, SDG&E has experienced a 5% to 5.5% increase in customer calls over the same time period in 2005

- Regarding higher energy bills
- Requesting energy efficiency information
- In response to company advertising encouraging customers to call for payment arrangements and/or requesting payment assistance

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Level of utilization for the Cool Centers

- Cool Zones in San Diego are a cooperative effort between the County of San Diego, Aging and Independent Services, and SDG&E
- 150 Cool Zone sites in San Diego County
- As of August 25, 2006:
  - 2,291 Calls received by the County on the Cool Zones
  - 1,100 bus passes distributed to those who lacked transportation to the sites
  - 1,549 electric table fans distributed to low income seniors and disabled who could not travel to a Cool Zone site
  - CARE applications were provided to all Cool Zone sites and to all customers receiving bus passes fans

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Efforts undertaken by SDG&E to deal with heat waves

- $250,000 made available in Neighbor to Neighbor fund
  - Neighbor to Neighbor funds are contributions from SDG&E's shareholders and employees
- Asked for more federal dollars to assist low income customers
- Increased SDG&E outreach efforts to inform customers of available services and assistance
  - Press releases, radio ads, calls, emails & letters to customers offering conservation tips, rate discounts & other assistance programs
- Summer energy savings website with links to assistance program information and energy conservation tips.
- Worked with community & senior organizations & agencies, participated in community events

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2006 Customer Assistance Programs

California Alternate Rate for Energy (CARE)

Provides a monthly rate discount for qualified, low-income customers. The discount amount is 20% off of the cost of energy.

Energy Team – Direct Assistance Program (DAP)

Provides free energy education, energy efficient lighting, weatherization, and limited appliance services to low-income and senior residential customers.

Family Electric Rate Assistance (FERA) Discount to qualified residential customers when their electric usage reaches the third Tier. The discount is on the cost of energy.

Neighbor to Neighbor Customer Assistance Program Assists customers who are unable to pay their utility bill due to a temporary financial hardship. There is no income requirement, but the customer must demonstrate need and not qualify for any other assistance programs.

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2006 Customer Assistance Programs

Low Income Home Energy Assistance Program - (LIHEAP)

Provides assistance with utility bills and home weatherization to low income customers. Federally funded and administered by the California Department of Community Services and Development.

Medical Baseline

Provides additional energy at the lowest rate if a customer has a full-time resident with a medical condition requiring permanent space heating or air conditioning or specified life support equipment.

Limited Income Refrigerator Replacement

Provides energy-saving refrigerators at no cost for qualifying households.

Hard-to-Reach Lighting Turn-In Events

Aimed at replacing inefficient Halogen torchiere fixtures and/or incandescent bulbs with energy efficient ENERGY STAR® qualified replacement products for free. SDG&E works with local organizations to coordinate events for hard to reach lower/moderate income customers.

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2006 Customer Assistance Programs

Cool Zones

Offers senior customers a place to escape mid-day summer heat and reduce their own air conditioning use. Cool Zones are open most weekday afternoons from July through October.

Third-Party Notification

To help prevent shut-off for non-payment of bills, customers can designate another person or agency (third party) to receive a copy of past-due notices.

211

A telephone hotline that provides free confidential help in finding community, health and disaster services throughout San Diego County, 24 hours a day, seven days a week.

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2006 Customer Assistance Programs

Payment Arrangements

Customers are encouraged to call and set up a payment plan to avoid service shut-offs which can lead to reconnection fees and deposits. No action is taken on accounts with approved payment arrangements as long as they are kept.

Level Pay Plan

Averages usage and costs over a 12 month period allowing customers to pay an average bill amount each month instead of actual charges.

Temperature Sensitive Customer Notification

Automated notification calls to customers who are vulnerable to extreme temperatures.

Energy Education Low Income (EELI)

Educational workshops for low-income residential customers to help reduce energy usage by modifying consumption patterns and habits. Available in various languages including: English, Spanish, Russian and Vietnamese.

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Summer Outreach--Ad in Sunday, August 13th Union Tribune

Help to cool off energy bills during heat waves this summer.

Home appliance operating costs*

Your cost to run household items depends on the overall amount of energy you use. To see a complete explanation of usage costs and a comprehensive list of appliances, download the "Room by Room Energy Guide" found at sdge.com/energyuse.

Central A/C
36¢ to $1.28/hr

Room A/C
11¢ to 18¢/hr

Portable Fan
2¢ to 3¢/hr

Refrigerator
$11.90/month ENERGY STAR® qualified
$ 23.55/month one less-efficient model

Swimming Pool Pump Motor
28¢ to 47¢/hr
(2hp Electric)

*For cost provided are estimates only. Energy costs are dependent upon consumption and usage, higher or lower than estimated. Actual costs may vary, due to consumption, rate schedule, and other factors and rates are subject to change.

July was one of the hottest months on record in San Diego, and air conditioners were getting a real workout. For many, that could mean energy bills that are more than double. So take a minute to review the cost-saving tips and information below, and for more details and assistance, visit sdge.com/energyuse or call us at 1-800-411-SDGE (7343).

Be an Energy Saver.

Helping customers manage their energy use is one of the ways we're working to provide exceptional customer service.

Ten smart ways to keep cool for less

Air conditioning (A/C) costs can range up to $1.28/hour or more depending on your house, your system, and how much you use it. Consider these ideas to help manage your cooling costs.

1. Try using a portable or ceiling fan (about 3¢/hour) instead of A/C.
2. Setting your A/C thermostat to 78° instead of 72° can cut cooling costs by about 12%.
3. Weatherstripping around doors and caulking around windows will help keep warm air out and cool air in.
4. Closing doors and A/C vents helps avoid cooling unused rooms.
5. Closing blinds on windows exposed to direct sunlight will help block out heat (solar screens or reflective film on windows can help too).
6. Checking your A/C's filter monthly, and making sure the condenser coils are clean will help it run more efficiently.
7. Using a programmable thermostat will automatically regulate your temperature settings.
8. Installing a whole house fan can cool your home at night instead of using your A/C.
9. Remembering to turn off the A/C and other appliances when not in use or when you leave home will help you save.
10. Check with SDG&E® about rate discounts and assistance programs for qualifying customers with limited incomes, as well as an assistance program for people with certain medical needs.

SDG&E Customer Service Representatives are available to assist you around the clock.

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Summer Outreach--Flyer

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SUMMER ENERGY SAVINGS

Summer is officially here and now is a good time to invest a few minutes in some simple energy-saving ideas to keep your home cool. Many customers have seen unusually high energy bills, mostly as a result of running air conditioners during the recent heat wave.

SDG&E® offers a variety of options worth considering to help during this hot summer. Here you will find simple "how-to's" to help make your home more energy efficient, lower your monthly electric costs, and allow you greater indoor summer comfort.

Air Conditioner Settings

If health permits, an air conditioner setting of 78°F, instead of 72°F, can save up to 12% on your cooling costs. Use ceiling or portable fans to help circulate air throughout the house. By using fans instead of central air conditioning, you can save 80-90% on cooling costs.
For more tips: *sdge.com/energyuse*

Summer A/C Saver

Receive an annual $25 SDG&E bill credit when you participate in Summer A/C Saver. This program helps lower the region's demand for electricity on hot summer days by cycling your central air conditioner on and off when it is operating on select summer days.
For more information: *sdge.com/summeracsaver*

No-cost Home Energy Analysis

An energy analysis can show you where your monthly energy goes, and help identify ways to save. An energy analysis can be performed quickly online or by mail.
For the online calculator: *sdge.com/homeanalysis*

Bill Assistance

To help lower- and limited-income families, SDG&E offers various programs for bill assistance and payment arrangements. Call 1-800-411 SDGE (7343) for qualification information. For more information: *sdge.com/residential/assistance_services*

FOR MORE ENERGY SAVING TIPS AND INFORMATION
on SDG&E's programs and services, visit sdge.com/energyuse today, or call 1-800-411-SDGE (7343).
Providing energy-saving and assistance services is one of the ways SDG&E provides exceptional customer service.

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Summer Outreach--Card

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RESOURCES TO HELP CUSTOMERS MANAGE SUMMER ENERGY BILLS

JULY WAS ONE OF THE HOTTEST MONTHS IN HISTORY, triggering record-breaking electricity use throughout California. This has resulted in unusually high energy bills, especially for customers who ran air conditioners – and the summer is not over yet. SDG&E® offers a variety of options worth considering to help during this hot summer.

ASSISTANCE PROGRAMS: To help lower- and limited-income families, SDG&E offers various programs for bill assistance, energy-saving home improvements and payment arrangements. Call 1-800-411-SDGE (7343) for qualification information.

ENERGY ANALYSIS: We'll show you where your home is using the most energy and recommend smart ways for you to save. Visit sdge.com/homeanalysis to complete the analysis online.

ENERGY CALCULATOR: SDG&E's Energy Calculator determines the approximate energy consumption and cost for your home appliances. Visit sdge.com/energycalculator.

COOL ZONES: Cool Zones offer a place for senior citizens to escape mid-day summer heat and reduce their own air conditioning use. You can get location information by calling 1-800-510-2020.

Card also available in Spanish.

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