



A Semptra Energy utility

ADVANCEDmeter

September 26, 2014

IMPORTANT INFORMATION

Los Angeles, CA 90045-1091



47/0016501

Re: Service located at _____, **Los Angeles, CA, 90045-1091**

Dear F. [redacted]

Southern California Gas Company (SoCalGas®) will be in your area in the near future to upgrade the natural gas meter with an Advanced Meter communications device. The upgrade will enable you to access more detailed information about your gas usage so you can better manage your energy costs.

What you need to do:

- No action is required if we can gain access to the gas meter.
- If you have an access issue, such as a dog or locked gate, please call the Advanced Meter Customer Information Center at 1-877-268-6211, Monday through Friday, from 7 a.m. to 8 p.m., to schedule an appointment or make other access arrangements.

What you can expect:

- Advanced Meter installations will typically occur Monday through Friday from 7 a.m. to 5 p.m. and will take about 15 minutes to complete.
- In most cases, you will not need to be present and you should not have an interruption to your gas service.
- Until our communications network is fully operational in your neighborhood, we will continue to manually read the meter. Please provide safe access, and keep the area around the meter clear of obstructions, plants or shrubs.

The new Advanced Meter will allow you to view your daily and hourly gas usage information online through My Account at **socalgas.com**, where you can also sign up for Bill Tracker Alerts, paperless billing and to use the new Ways to Save tools. If you're not already enrolled in My Account, register today and we will email you when your enhanced Advanced Meter usage information becomes available online.

Thank you for your cooperation during the installation process. If you have any questions, please review the enclosed overview, visit **socalgas.com** (search "ADVANCED") or call SoCalGas at **1-877-268-6211**.

Sincerely,

Jeffery L. Walker

Director, Advanced Meter Project

Enclosure [Advanced Meter Overview]

What is Advanced Meter?

Southern California Gas Company (SoCalGas®) is upgrading its system by adding an Advanced Meter communication device to all residential and most business natural gas meters. The Advanced Meter will read and transmit customer natural gas usage to SoCalGas. However, until our communications network is fully operational, SoCalGas will continue to require access to manually read the meter for a few more months.

The Advanced Meter, which will be installed on the existing analog meter, is battery-powered and turns on for only a fraction of a second each day – for a total of less than two minutes per year. Advanced Meters cannot turn customer gas service on or off.

Advanced Meters provide customers with the opportunity to view their gas usage online by visiting My Account at socalgas.com or take it on the go through **SoCalGas Mobile App** (To find out more, visit socalgas.com/innovation/mobile-app/). Customers can use this information to manage energy consumption and to potentially reduce monthly costs.

SoCalGas is scheduled to install the Advanced Meter on approximately 6 million natural gas meters through 2017.

What if I don't want an Advanced Meter?

SoCalGas recognizes that some customers prefer to continue to have their natural gas meter read manually each month. An Advanced Meter Opt-Out Program has been established for residential customers who do not want an Advanced Meter installed.

The California Public Utilities Commission (CPUC) has mandated the following fee structure for residential customers who participate in the Advanced Meter Opt-Out Program:

For Non-CARE* Customers:

Initial Fee: \$75.00

Ongoing Monthly Charge: \$10.00

For CARE* Customers:

Initial Fee: \$10.00

Ongoing Monthly Charge: \$5.00

Customers who want to participate in the Opt-Out Program should immediately call the SoCalGas Customer Contact Center at, 1-800-427-2200.

Where Can I Find More Information?

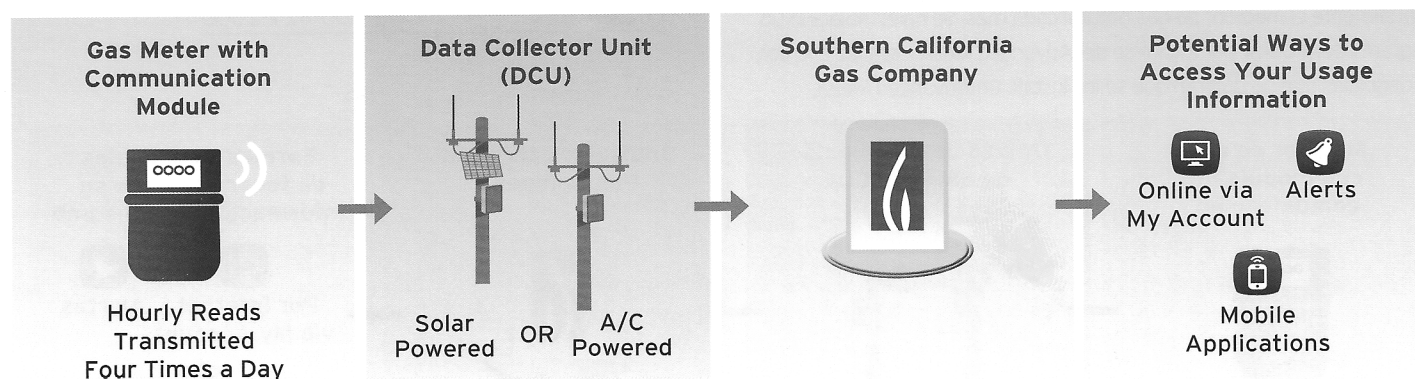
Visit socalgas.com (search "ADVANCED") or call:

Residential Customers:

English	1-800-427-2200
國語	1-800-427-1429
粵語	1-800-427-1420
한국어	1-800-427-0471
Tiếng Việt	1-800-427-0478
For other languages	1-888-427-1345
Hearing Impaired (TDD)	1-800-252-0259

Business Customers:

English	1-800-427-2000
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Images are for illustrative purposes only.

* California Alternate Rates for Energy (CARE) provides a 20% bill discount for income-qualified residential customers as well as for customers participating in public assistance programs.

TAKE CONTROL OF YOUR GAS USAGE AND START SAVING TODAY



Ways to Save

Our online tools
make saving easy.

View your daily and hourly gas usage and cost, set savings goals and obtain tips on how to achieve them. Find these Ways to Save tools at **socalgas.com** (search "MY ACCOUNT").



Bill Tracker Alerts

Get notifications about
your weekly usage.

Regular updates help you take steps to lower usage and avoid surprises. Weekly alerts are sent via email and/or text. There is no charge. To sign-up, go to My Account at **socalgas.com** (search "MY ACCOUNT").

The benefits of Advanced Meter don't stop there:



Privacy and Security

Usage data transmitted from the gas meter is encrypted to increase privacy and security.



Operational Savings

Operational savings will be passed along to customers in overall rates.

Visit My Account at **socalgas.com** today!

Already a My Account customer?

With Advanced Meter, you'll be able to do even more online:

- ▶ View and pay your bill online or with our Mobile App.
- ▶ Sign up for convenient paperless billing.
- ▶ Schedule service appointments.
- ▶ Set up e-reminders to avoid late payments.
- ▶ **NEW!** Pay your bill in seconds from your text message inbox.

Not a My Account customer yet?

Register today at socalgas.com

We'll email you when your detailed Advanced Meter usage information becomes available. Registration is easy and fast.

REGISTER TODAY