



ACCOUNT NUMBER 8058 224 578 1  
SERVICE FOR  
KEREN SHAL  
3737 NOBEL DR 2215  
SAN DIEGO, CA 92122

DATE MAILED Dec 20, 2019  
sdge.com

Page 1 of 5

For safety, comfort and convenience, schedule an annual checkup for your gas furnace so it's ready when you need it. Visit [sdge.com/serviceorder](http://sdge.com/serviceorder).

## Account Summary

Previous Balance			\$113.14
Payment Received	12/06/19	THANK YOU	- 113.14
Current Charges			+ 95.96
<b>Total Amount Due</b>			<b>\$95.96</b>

## Summary of Current Charges

(See page 2 for details)

	Billing Period	Usage	Amount(\$)
Electric	Nov 18, 2019 - Dec 18, 2019	341 kWh	95.96
<b>Total Charges this Month</b>			<b>\$95.96</b>

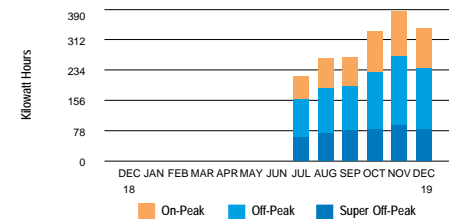
## Regulatory Notices

- 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.

DATE DUE Jan 8, 2020

AMOUNT DUE \$95.96

## Electric Usage History (Total kWh used)



**341 kWh used**

- 11.4 Daily avg kWh
- 12.1 Daily avg kWh last month
- 0.0% Change in daily avg kWh from last year
- 5.8% Change in daily avg kWh from last month
- 3.2 Max monthly demand
- 3.2 Max annual demand
- 30 Days in billing cycle

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: 3737 NOBEL DR 2215 SD 92122

KEREN SHAL  
3737 NOBEL DR 2215  
SAN DIEGO CA 92122-4581

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

ACCOUNT NUMBER  
8058 224 578 1

DATE DUE Jan 8, 2020

AMOUNT DUE \$95.96

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

1 2 10000805822457800000095960000009596

CY 14

## Detail of Current Charges

### Electric Service

Rate: Time of Use - TOU-DR1-Residential Climate Zone: Coastal  
 Baseline Allowance: 357 kWh  
 Billing Period: 11/18/19 - 12/18/19 Total Days: 30  
 Meter Number: 05622365 (Next scheduled read date Jan 21, 2020) Cycle: 14  
 Meter Constant: 1.000  
 Circuit: 0749 Block: 076A  
 Total Usage: 341 (Usage based on interval data)

### ELECTRIC CHARGES

				Amount(\$)
Electricity Delivery (Details below) 341 kWh				
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	103	156	82	
Rate/kWh	\$ .27759	\$ .27759	\$ .27759	
Charge	\$28.59	+ \$43.30	+ \$22.76	= 94.65

DWR Bond Charge 341 kWh x \$.00503 1.72

Electricity Generation (Details below) 341 kWh				
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	103	156	82	
Rate/kWh	\$ .08739	\$ .07757	\$ .06668	
Charge	\$9.00	+ \$12.10	+ \$5.47	= 26.57

DWR Revenue Adjustment -.01  
 Baseline Adjustment Credit -32.52

**Total Electric Charges \$90.41**

### TAXES & FEES ON ELECTRIC CHARGES

			Amount (\$)
City of San Diego Franchise Fee Differential	88.70 x 5.78%		5.13
Franchise Fees on Electric Energy Supplied by Others	1.71 x 6.88%		.12
State Surcharge Tax	341 kWh x \$.000300		.10
State Regulatory Fee	341 kWh x \$.000580		.20

**Total Taxes & Fees on Electric Charges \$5.55**

**Total Electric Service \$95.96**

### 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/residential/pay-your-bill](http://sdge.com/residential/pay-your-bill) for more ways to pay your bill.



#### Online Bill Pay:

Register to make a secure payment now or schedule your payment at [myaccount.sdge.com](http://myaccount.sdge.com), or visit your bank's website for home banking options.



#### Credit/Debit:

Pay by credit/debit card via third party vendor (fee applies) by visiting [sdge.com/residential/pay-your-bill](http://sdge.com/residential/pay-your-bill). Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.



#### Mobile:

SDG&E's free app for your mobile device gives you more ways to connect with us. Visit [sdge.com/mobileapps](http://sdge.com/mobileapps) to download.



#### In Person:

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



#### Need help paying your bill?

For payment options or to make payment arrangements, visit us at [sdge.com/assistance](http://sdge.com/assistance) or call 1-800-411-7343

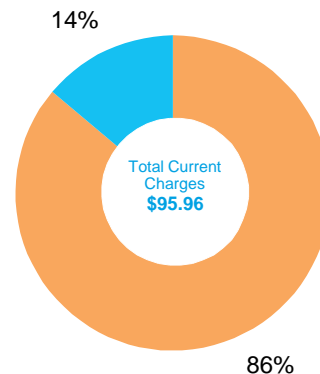


#### By Mail:

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.

Total Current Charges \$95.96

#### Breakdown of Current Charges



The total current charges include the following components. Definitions for these terms are shown on page 5 of your bill.



#### Electric Charges

Electricity Generation	\$26.57
Transmission	\$16.94
Distribution	\$34.95
Nuclear Decommissioning	-\$0.01
Competition Transition Charge	\$0.24
Local Generation Charge	\$4.21
Total Rate Adj. Comp.	-\$0.23



#### Other Charges & Credits (Electric)

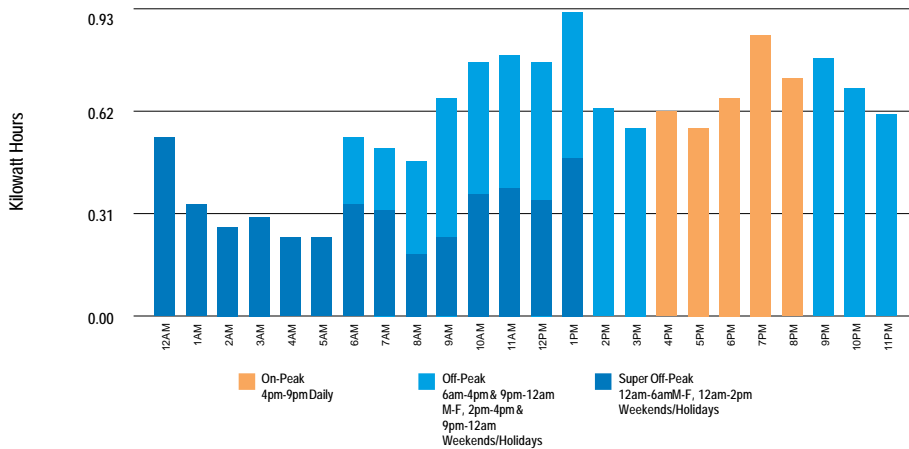
Public Purpose Programs	\$6.03
DWR Bond Charge	\$1.72
DWR Revenue Adjustment	-\$0.01
Other	\$5.55

Total Current Charges \$95.96

## Your Electricity Dashboard

\*Charts may not display if usage data is unavailable

### Average Hourly Electric Usage



For each day in the billing cycle, an hourly usage is calculated by peak. At the end of the bill cycle, hourly usage is averaged and displayed on the chart by peak.

### Highest Usage Hour

Highest Usage Hour this month:

**3.2 kWh on November 28, 2019 from 3am to 4am**

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

### Time of Use - Electricity

Winter	kWh	Nov 1 - Feb 28
On-Peak	103	4pm-9pm Daily
Off-Peak	156	6am-4pm & 9pm-12am M-F, 2pm-4pm & 9pm-12am Weekends/Holidays
Super Off	82	12am-6am M-F, 12am-2pm Weekends/Holidays
<b>Total</b>	<b>341</b>	

## 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 monthly. Visit [EnergyUpgradeCA.org/credit](http://EnergyUpgradeCA.org/credit) 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.

**DWR Charges** - The Department of Water Resources (DWR) Bond Charge pays for bonds issued by DWR to cover the costs of purchasing power during the electricity crisis. All DWR charges, including the Cost Responsibility Surcharge component of DWR charges, are owned by DWR and not SDG&E. SDG&E collects charges for DWR as an agent of DWR.

**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.

**Franchise Fees for Electric Energy Supplied by Others** - This charge pays cities for the right to have transmission and distribution equipment (such as poles and wires) on city streets. This charge collects the franchise fee on the electricity purchased for you by DWR. The franchise fee on the electricity provided to you by SDG&E is included in the SDG&E 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.

**Total Rate Adjustment Component (TRAC)** - This legislated charge is a conservation incentive. Customers with usage of less than 130% of baseline receive a subsidy credit. Customers with usage over 130% of baseline make up the difference and cover the cost of the subsidy.

**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.

## 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.

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).

