



ACCOUNT NUMBER 8103 049 054 0  
SERVICE FOR  
CHASTITY STERLING  
930 THOMAS AVE 16  
SAN DIEGO, CA 92109

DATE MAILED Apr 23, 2014 Page 1 of 4  
24 Hour Service  
**1-800-411-SDGE (7343) English**  
**1-800-311-SDGE (7343) Español**  
**1-877-889-SDGE (7343) TTY**  
**www.sdge.com**

Spring into savings. Contact our Energy Savings Center at 1-800-644-6133 or ESC@semprautilities.com to ask a specialist about money-saving options.

**Savings Alert:** California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

## Account Summary

Previous Balance			\$13.25
Payment Received	04/10/14	THANK YOU	- 13.25
Current Charges			- 23.87
<b>Credit Balance</b>			<b>- \$23.87</b>

## Summary of Current Charges

(See page 2 for details)

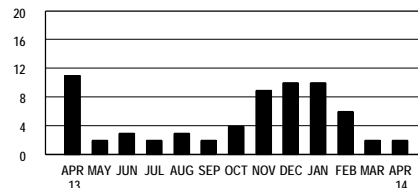
	Billing Period	Usage	Amount(\$)
Gas	Mar 21, 2014 - Apr 21, 2014	2 Therms	2.69
Electric	Mar 21, 2014 - Apr 21, 2014	72 kWh	-26.56
<b>Total Charges this Month</b>			<b>-\$23.87</b>

### 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.

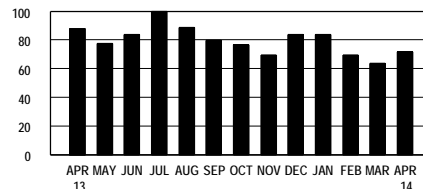
No payment is due.  
Your account has a credit balance of \$23.87.

### Gas Usage History (Total Therms used)



	Apr 13	Mar 14	Apr 14
Total Therms used	11	2	2
Daily average Therms	.3	.1	.1
Days in billing cycle	32	29	31
Change in daily average from last month			+ 0.0%
Change in daily average from last year			- 66.7%

### Electric Usage History (Total kWh used)



	Apr 13	Mar 14	Apr 14
Total kWh used	88	64	72
Daily average kWh	2.8	2.2	2.3
Days in billing cycle	32	29	31
Change in daily average from last month			+ 4.5%
Change in daily average from last year			- 17.9%

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.)



Save Paper &  
Postage  
PAY ONLINE  
www.sdge.com

ACCOUNT NUMBER  
8103 049 054 0

No payment is due.  
Your account has a credit balance of \$23.87.

SERVICE ADDRESS: 930 THOMAS AVE 16 SD 92109

CHASTITY STERLING  
930 THOMAS AVE 16  
SAN DIEGO CA 92109-4013

SAN DIEGO GAS & ELECTRIC  
PO BOX 25111  
SANTA ANA CA 92799-5111

CY 14

0 2 20000810304905400000023870000002387



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AMOUNT DUE

No Payment Due

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## Detail of Current Charges

### Gas Service

Rate: GR-Residential

Baseline Allowance: 48 Therms

Meter Number: 00613430 (Next scheduled read date May 20, 2014) Cycle: 14

Billing Period	Days	Current Reading	- Previous Reading	= Difference	x Meter Constant	x Therm Multiplier	= Total Therms
03/21/14 - 04/21/14	31	8150	8148	2	1.000	1.029	2

### GAS CHARGES

Amount(\$)

Gas Service (Details below) 2 Therms

Therms used	Baseline	
Rate/Therm	2	
Charge	\$1.45	
		= 1.45



### Gas Energy Rate Change This Billing Period:

There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 21 days were at Rate 2.

Gas Energy Charge (Details below) 2 Therms

Therms used	Usage	
Rate/Therm	2	
10 of 31 Days	\$1.45	
		= .39
Therms used	2	
Rate/Therm	\$1.45	
21 of 31 Days	\$1.45	
		= .67

Total Gas Charges \$2.51

(Continued on next page)

### Other Important Phone Numbers

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**

### Payment Options \$

**Online:** It's fast, easy and free. Just register or sign into My Account at <https://myaccount.sdge.com>

**Home banking:** If you pay bills online through your bank, check with them to see if you can receive your bill online.

**Automatic Pay:** Have your payment automatically deducted from your account. For more information, call 1-800-411-SDGE (7343) or visit [www.sdge.com](http://www.sdge.com)

**Pay by Phone:** Call 1-800-411-SDGE or visit [www.sdge.com](http://www.sdge.com) to enroll. Once enrolled, you may authorize a payment from your checking account any day up to and including the bill due date.

**By Mail:** Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDGE, PO Box 25111, Santa Ana, CA 92799-5111

**ATM/Debit/Credit Card or Electronic Check:** You can use most major ATM/Debit cards, MasterCard and Visa credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-386-0067 or visit [www.sdge.com/epay](http://www.sdge.com/epay).

**In Person:** To find the nearest location and hours of operation, call 1-800-411-SDGE (7343) or visit [www.sdge.com](http://www.sdge.com).

**Need help paying your bill?** Call us for programs and services at 1-800-411-SDGE (7343) or visit [www.sdge.com](http://www.sdge.com).



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## Detail of Current Charges - Continued

TAXES & FEES ON GAS CHARGES			Amount (\$)
City of San Diego Franchise Fee Differential	2.51 x 1.03%		.03
Public Purpose Program	2 Therms x \$.073760		.15
Total Taxes & Fees on Gas Charges			\$ .18
Total Gas Service			\$2.69

## Electric Service

Rate: DR-Residential

Climate Zone: Coastal

Baseline Allowance: 313 kWh

Billing Period: 3/21/14 - 4/21/14

Total Days: 31

Meter Number: 06067013

(Next scheduled read date May 20, 2014) Cycle: 14

Meter Constant: 1.000

Circuit: CSS1 Block: 065A

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Meter Constant	= Total kWh
03/21/14 - 04/21/14	31	4437	4365	72	1.000	72

## ELECTRIC CHARGES

Electricity Delivery (Details below)		72 kWh	
WINTER USAGE	Baseline	100-130% of Baseline	131-200% of Baseline
kWh used	72		More than 200% of Baseline
Rate/kWh	\$ .08552		
10 of 31 Days	\$1.99	=	1.99
kWh used	72		
Rate/kWh	\$ .07297		
21 of 31 Days	\$3.56	=	3.56
DWR Bond Charge	72 kWh x \$.00513		.37
Winter Electricity Generation	72 kWh x \$.06483 x 10/31		1.51
Winter Electricity Generation	72 kWh x \$.07738 x 21/31		3.77
DWR Revenue Adjustment			-.11
California Climate Credit			-36.24
Total Electric Charges			-\$25.15

TAXES & FEES ON ELECTRIC CHARGES			Amount (\$)
City of San Diego Franchise Fee Differential	-25.41 x 5.78%		-1.47
Franchise Fees on Electric Energy Supplied by Others	.26 x 6.88%		.02
State Surcharge Tax	72 kWh x \$.000290		.02
State Regulatory Fee	72 kWh x \$.000240		.02
Total Taxes & Fees on Electric Charges			\$1.41

Total Electric Service -\$26.56

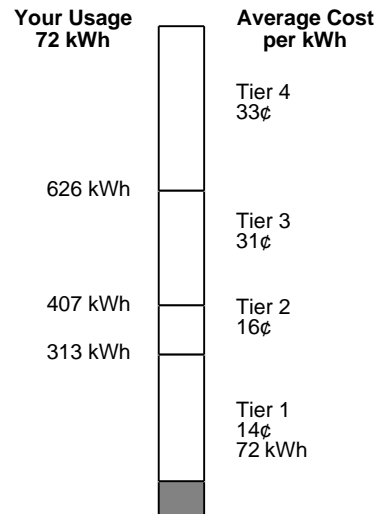
Total Current Charges -\$23.87

## Breakdown of Electric Charges

The total electric charges shown in the "Electric Service" section include the following components. Definitions for these terms are shown on page 4 of your bill.

Electricity Generation	5.28
DWR Bond Charge	.37
Transmission	1.61
Distribution	6.78
Public Purpose Programs	-3.06
Nuclear Decommissioning	.03
DWR Revenue Adjustment	-.11
California Climate Credit	-36.24
Competition Transition Charge	.17
Reliability Services	.02
Total Electric Costs	-\$25.15

Meter Number: 06067013



The average cost per kilowatt hour (kWh) figures in the chart above are based on averages. Actual prices may vary. For more information visit [www.sdge.com/customer/rates](http://www.sdge.com/customer/rates).



## 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** - Part of California's efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at [EnergyUpgradeCA.org/credit](http://EnergyUpgradeCA.org/credit).

**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.

**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.

**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.

**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) and included the rate subsidies required by legislation and applied to residential usage up to 130% of Baseline allowances. The associated rate capping subsidy amounts applicable to usage up to 130% of Baseline allowances are tracked and charged by means of adders to residential energy rates for usage in excess of 130% of Baseline allowances, as reflected in the TRAC component.

**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.

**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 will 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](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), 24 hours a day.

**Disputed Bills** - If you dispute the SDG&E charges on your bill, which may include electric energy charges that reflect electricity provided by the State of California Department of Water Resources (DWR), please request an explanation from SDG&E within five days. If you still believe you have been billed incorrectly, the full amount of the SDG&E charges and DWR charges on the bill should be deposited with the California Public Utilities Commission, 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), within 15 days of the mailing date of a past due notice for residential customers or seven days for non-residential customers, to avoid disconnection of your SDG&E service. Make the remittance payable to the CPUC, not SDG&E.

You may, in lieu of depositing the full amount of disputed bills with the CPUC, agree to an installment plan with SDG&E. A complaint may still be filed with the CPUC by stating your claim in writing and by providing supporting documentation.

The CPUC will not accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications, and sources of fuel that are used to generate power.

Failure to make the deposit to the CPUC or payment arrangements with SDG&E by the expiration date of a past due notice, may result in the disconnection of your SDG&E service.

**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 equal to twice the highest monthly SDG&E amount at your address.