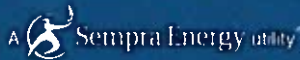




Southern California Gas Company



# WHAT YOU SHOULD KNOW ABOUT OUR ASSISTANCE PROGRAMS AND SERVICES

Southern California Gas Company (SoCalGas®) offers programs and services to help customers with financial difficulties, or customers with certain disabilities or medical conditions. Please review the program descriptions below, or for more information, visit [socialgas.com](http://socialgas.com) (search "ASSISTANCE") or call 1-800-427-2200. For the hearing impaired, TDD/TTY is available 24 hours a day, seven days a week by calling 1-800-252-0259 (available in English and Spanish only).

## Receive a 20 Percent Discount

Eligible customers of SoCalGas may receive a 20 percent discount on the gas bill at their primary residence through our California Alternate Rates for Energy (CARE) program. Customers meeting the program qualification shown in the charts below may qualify for this program. New customers, who are approved within 90 days of starting new gas service, may also receive a \$15 discount on their Service Establishment Charge. For more information regarding CARE visit [socialgas.com](http://socialgas.com) (search "CARE") or call 1-877-238-0092.

TO BE ELIGIBLE, THE TENANT MUST MEET ONE OF THE TWO REQUIREMENTS SHOWN BELOW:

**1 PUBLIC ASSISTANCE PROGRAMS:**  
If you or another person in your household receives benefits from any of the following programs:

- Medi-Cal/Medicaid
- Medi-Cal for Families A & B
- Women, Infants & Children (WIC)
- CalWORKs (TANF) or Tribal TANF
- Head Start Income Eligible – Tribal Only
- Bureau of Indian Affairs General Assistance
- CalFresh (Food Stamps)
- National School Lunch Program (NSLP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)



**2 MAXIMUM HOUSEHOLD INCOME:**  
(effective June 1, 2014 to May 31, 2015)

Number of Persons in Household:	Total Annual Income <sup>1</sup> before taxes and all deductions cannot exceed:
1-2	\$31,460
3	\$39,580
4	\$47,700
5	\$55,820
6	\$63,940
7	\$72,060
8	\$80,180
For each additional household member, add	\$8,120

<sup>1</sup>Includes current household income from all sources before deductions

If you are recently unemployed, your household income will be calculated from the date of your unemployment. All other provisions on determining income, described above, still apply.

## No-Cost Energy Savings Home Improvements

### Energy Savings Assistance Program™

Eligible renters and homeowners in SoCalGas' service area may receive no-cost energy-saving home improvements through our Energy Savings Assistance Program. Improvements include attic insulation, door weather-stripping, caulking, water heater blankets, low-flow showerheads, and minor home repairs. In addition, eligible homeowners may receive free limited appliance repair or replacement services.

- Customers must meet the qualifications shown in the charts above.

For more information regarding this program visit [socialgas.com](http://socialgas.com) (search "ENERGY SAVINGS ASSISTANCE PROGRAM") or call 1-800-331-7593.

## Receive Assistance Paying your Winter Gas Bills

The Gas Assistance Fund (GAF) provides income-qualified customers with a one-time grant for the amount of the gas bill, not exceeding \$100, during specific winter months (typically February through April). For more information visit [socialgas.com](http://socialgas.com) (search "ASSISTANCE") or call 1-877-238-0092.

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## Smooth Out the Ups and Downs by Paying an Average Bill Amount

The Level Pay Plan program helps smooth out the ups and downs of seasonal gas bills by averaging gas usage and costs over a 12-month period. Customers pay an average bill amount each month instead of actual charges. For an application, visit [socalgas.com](http://socalgas.com) (search "LEVEL PAY PLAN") or call 1-800-427-2200.

## Bill Payment Assistance and Energy-Saving Home Services

The State of California also offers financial assistance and home weatherization to income-qualified customers through their Low Income Home Energy Assistance Program (LIHEAP). If you've already qualified for SoCalGas' CARE or Energy Savings Assistance Program programs, you should apply for the State's LIHEAP program as well. For details, call the California Department of Community Services and Development toll-free at 1-866-675-6623, or visit their website at [csd.ca.gov/](http://csd.ca.gov/).

## Additional Natural Gas at a Lower Rate

If you or a full-time member of your household has a medical condition requiring a continuous level of heating, you may qualify for more gas at the lower baseline rate. The Medical Baseline Allowance program is not based on income; however, doctor certification is required. More information can be obtained by visiting [socalgas.com](http://socalgas.com) (search "MEDICAL BASELINE ALLOWANCE"), or by calling 1-877-238-0092.

## Payment Arrangements

If you are having difficulty paying your gas bill, please contact us to make payment arrangements. For more information visit [socalgas.com](http://socalgas.com) (search "ARRANGEMENT") or call 1-800-772-5050 to speak to a Customer Service Representatives, 24 hours a day.

## Avoid Possible Termination of Your Gas Service

If you or someone you know is elderly, sick, shut in, or away from home often, it's possible to overlook a gas bill or shutoff notice. You may designate a person you trust to receive a copy of any late payment or gas shut-off notice through our Third Party Notification program. We will notify your

designated third party so that they can help you take steps to avoid termination of your gas service. For details about this free service, visit [socalgas.com](http://socalgas.com) (search "BILL NOTIFICATION") or call us at 1-877-238-0092.

## 211 Community Information

211 is a free service that provides referrals to community agencies, and programs for assistance with social, health, and other non-emergency related services. Dial 211 for free confidential referrals 24 hours a day, seven days a week, or visit [211.org](http://211.org).

## Reaching SoCalGas

You may reach our customer service representatives 24 hours a day, seven days a week, online at [socalgas.com](http://socalgas.com) or at the following toll-free numbers. Residential customers: 1-800-427-2200. En español, llame al: 1-800-342-4545.

## Multilingual Call Center

Representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. to assist customers in the following languages.

欲知詳情·請洽 免費粵語專線:	1-800-427-1420
더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오:	1-800-427-0471
欲知詳情·請洽 免費國語專線:	1-800-427-1429
Để biết thêm chi tiết bằng tiếng Việt, xin gọi:	1-800-427-0478
Other languages:	1-888-427-1345
TDD/TTY:	1-800-252-0259

## Mailing Addresses:

Mail your bills to:  
Southern California Gas Company  
P.O. Box C  
Monterey Park, CA 91756

Send general correspondence to:  
Centralized Correspondence  
P.O. Box 3150  
San Dimas, CA 91773

Visit us online at: [socalgas.com](http://socalgas.com)

SOUTHERN CALIFORNIA GAS COMPANY  
[socalgas.com](http://socalgas.com)  
1-800-427-2000