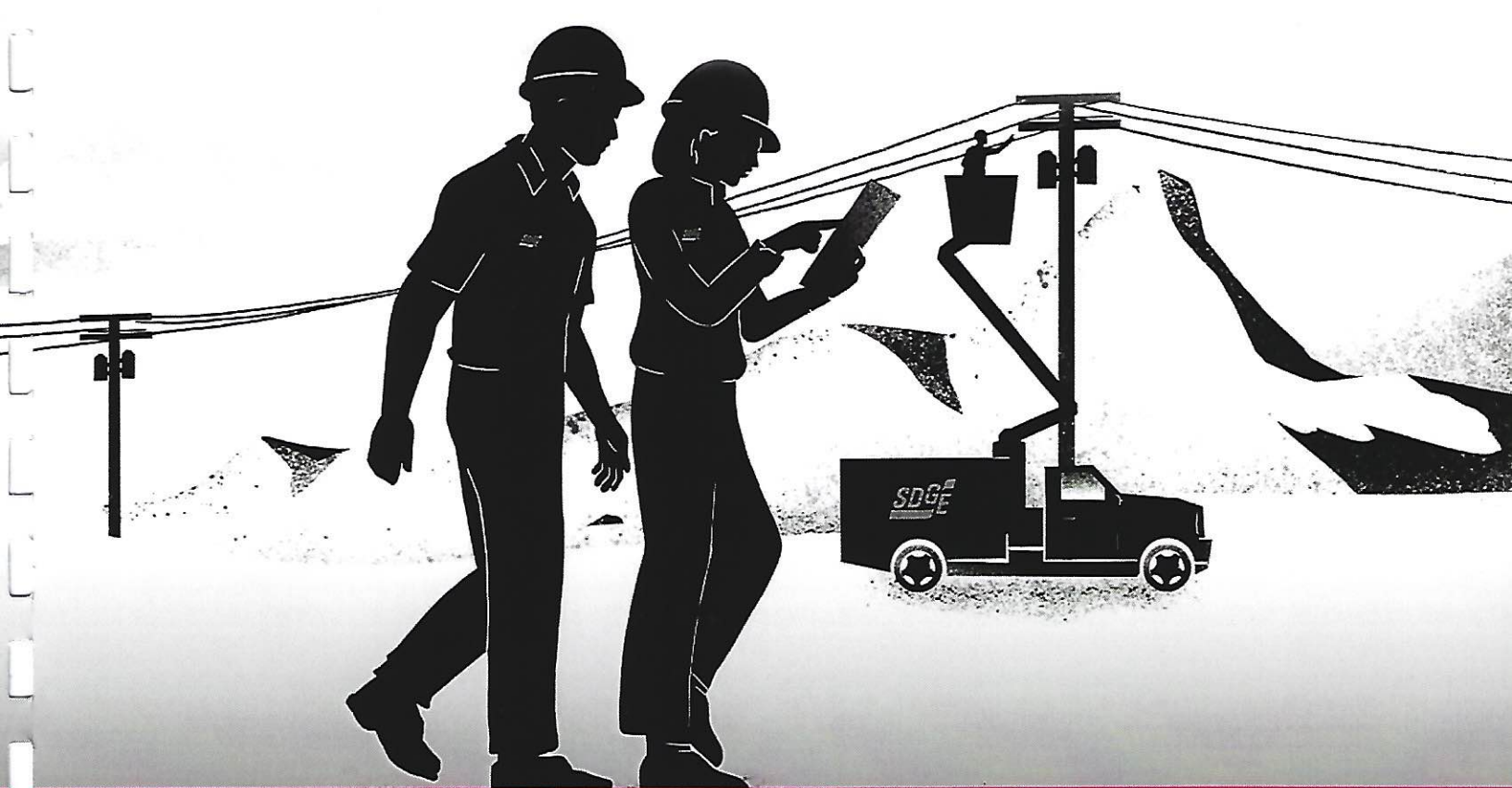




SAN DIEGO GAS & ELECTRIC & NO SUCH THING AS BEING TOO PREPARED

There's nothing more important to us than keeping you safe. The following pages contain a collection of resources available to you in the event of an emergency. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**





COMMITMENT TO WILDFIRE SAFETY

STAYING CONNECTED

There's nothing more important to us than keeping you safe. The following pages contain a collection of customer and communications resources available to you in the event of an emergency. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**



Follow us on:





& WILDFIRE SAFETY



BE PREPARED FOR WILDFIRE & PUBLIC SAFETY POWER SHUTOFF

SDG&E® IS COMMITTED TO SAFETY

San Diego Gas & Electric® (SDG&E®) continually monitors weather and other climate conditions to detect fire conditions. As a last resort, SDG&E may have to shut off power if dangerous conditions are present to help prevent a wildfire and keep you and your community safe. This is known as a Public Safety Power Shutoff (PSPS). While these events are more likely to occur in high-fire-risk areas, all San Diegans could be affected and should be prepared. SDG&E aims to send early notifications via phone calls, text alerts, emails and other means before turning off power.

STAY INFORMED AND BE PREPARED DURING PSPS

Whatever the circumstances, SDG&E will make every effort to communicate with you.



Update your contact information and/or sign up for outage notifications

Visit sdge.com/notifications or call **1-800-411-7343** to update your contact information and/or sign up to receive voice, text and/or email notifications, even if you don't have an SDG&E account.

Do you or someone in your home

- Have a disability?
- Use a device for health, safety or independence that requires electricity?
- Prefer to receive information in a language other than English?

Let us know at sdge.com/access-and-functional-needs-survey.



Download the PSPS app

SDG&E's enhanced PSPS app, "Alerts by SDG&E," is a free tool that puts outage information at your fingertips throughout a PSPS. Track PSPS outages for personal locations with the ability to save up to five addresses. Stay informed about power restoration efforts and estimated time of restoration. Get real-time status updates, directions to the nearest Community Resource Centers and access to additional SDG&E resources. Learn more at sdge.com/PSPSapp.



Prepare an emergency kit

During an emergency, every second counts. Careful planning can help keep you safe and reduce the stress of having to scramble for what you need. Be prepared with a written plan as well as supplies. Learn more and download emergency plan and emergency kit checklists at sdge.com/checklists.



SCAN ME
American Sign Language
Audio Message



continued on the back ▶



COMMUNITY RESOURCE CENTERS

SDG&E may open Community Resource Centers near affected communities during a PSPS. Visitors can receive preparedness materials such as ice, water, snacks, charging for mobile devices, small solar-powered batteries, radios and up-to-date information about the shutoff. Public health protocols may also be in place, including social distancing measures, routine deep cleaning and drive-through service. Learn more at sdge.com/resource-centers.



PSPS DURATION / BACKUP POWER GENERATION

A PSPS will require power to remain out for as long as dangerous high fire-risk conditions exist. Before power can be restored, crews must inspect power lines and equipment to ensure their safe operation, and if needed, repair damage caused by climate conditions.

Exploring safe, alternative power sources to operate your critical equipment during PSPS is encouraged. For additional information on choosing a generator or an alternative backup system, please consult a licensed electrician and SDG&E. Learn more at sdge.com/generator. You can also watch our PSPS Power Restoration video at youtube.com/watch?v=SnOJYGpoldw.

ACCESS AND FUNCTIONAL NEEDS (AFN) RESOURCES

SDG&E and 211 San Diego and 211 Orange County have further collaborated to support individuals with Access and Functional Needs to provide information and services to increase preparedness and support during a PSPS and emergencies - learn more at sdge.com/AFN. Services may include accessible transportation, no-cost hotel stays, backup power, preparedness items, food support and wellness checks. Learn more at 211SanDiego.org, 211oc.org or dial 211.

MEDICAL BASELINE ALLOWANCE PROGRAM

If you or someone in your household has a qualifying medical condition or needs certain medical equipment in your home, you may be eligible for more electricity or natural gas at a lower rate. The person with the qualifying medical condition must live at the address on the application, and the medical equipment must be for home use only. This program can also help by providing extra notifications in advance of a PSPS. Learn more at sdge.com/medicalbaseline.

CARE AND FERA PROGRAMS

CARE and FERA are two SDG&E programs that can provide you with a monthly discount on your bill.

- California Alternate Rates for Energy (CARE)—30% or more monthly bill discount.
- Family Electric Rate Assistance (FERA)—18% monthly bill discount. FERA is only open to households with three or more people.

Learn about qualifications and income guidelines, and apply for these programs at sdge.com/CARE.

ENERGY SAVINGS ASSISTANCE PROGRAM

Energy-efficient home improvements can make your home more comfortable and save you money now, and for years to come. You may be eligible to receive low- or no-cost products and installation. Learn more and apply at sdge.com/ESA.



To learn more about Public Safety Power Shutoffs, visit sdge.com/wildfire-safety.



Follow SDG&E on social media and the NewsCenter

Facebook: facebook.com/SanDiegoGasandElectric

Twitter: twitter.com/SDGE

Instagram: instagram.com/sdge

NewsCenter: sdgenews.com

Nextdoor: [San Diego Gas & Electric](https://www.nextdoor.com/san-diego-gas-electric)

Follow us on:



Community Resource Centers

TEMPORARY RELIEF FOR RESIDENTS DURING A PUBLIC SAFETY POWER SHUTOFF

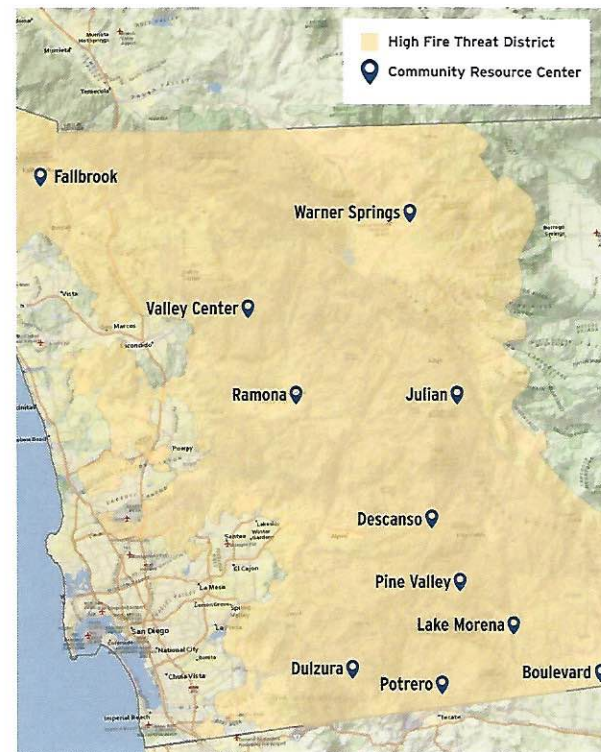
For quite some time, Southern California has experienced adverse weather conditions and increased fire danger. Our number one priority in response to escalating fire threats is public safety. For this reason, we may turn off the power as a last resort in high fire-threat areas to protect the public, emergency responders and our field crews.

Quick fact

If SDG&E® anticipates the need for a PSPS, we will activate nearby Community Resource Centers.

A Public Safety Power Shutoff (PSPS) can impact a community by limiting access to current information and necessary resources. If a PSPS is called, we'll open a designated Community Resource Center (CRC) near the affected area. Locations offer ADA accommodations where residents can get water, light snacks, access to device charging stations capable of powering medical devices and cell phones. Visitors can also receive the most up-to-date information about the power shutoff.

Additionally, we worked with local Community Emergency Response Teams and reached out to the Red Cross. Both groups and location owners-operators, along with community members, are committed to providing assistance at these centers during an activation.



Customer notification

If any of the CRCs are activated, residents in the affected areas will be notified about the open locations and corresponding hours of operation. Usually alerts are sent by phone, but customers signed up for outage notifications will also be contacted by using their preferred channel. Social media, our website, and news media outlets will also be used to broadcast information about areas affected when power is turned off.

COMMUNITY RESOURCE CENTER LOCATIONS

Community Resource Center	Area served	Facility name	Address
Boulevard Community Resource Center	Jacumba	Boulevard Community Resource Center	39919 Hwy 94 Jacumba, CA 91934
Descanso Community Resource Center	Descanso	Descanso County Library	9545 River Drive Descanso, 91916
Dulzura Community Resource Center	Dulzura	Dulzura Community Development Center	1136 Community Building Road Dulzura, 91917
Fallbrook Community Resource Center	Fallbrook	Fallbrook Branch Library	124 S. Mission Road Fallbrook, CA 92028
Julian Community Resource Center	Julian	Whispering Winds Catholic Camp	17606 Harrison Park Road Julian, 92036
Lake Morena Community Resource Center	Lake Morena	Lake Morena Community Church	29765 Oak Drive Campo, 91906
Pine Valley Community Resource Center	Pine Valley	Pine Valley Improvement Club	28890 Old Highway 80 Pine Valley, 91962
Potrero Community Resource Center	Potrero	Potrero Community Center	24550 Hwy 94 Potrero, 91963
Ramona Community Resource Center	Ramona	Ramona Branch Library	1275 Main Street Ramona, CA 92065
Valley Center Community Resource Center	Valley Center	Valley Center Branch Library	29200 Cole Grade Road Valley Center, CA 92082
Warner Springs Community Resource Center	Warner Springs	Warner Springs Resource Center	30950 Highway 79 Warner Springs, 92086

Stay informed by making sure your contact information is up-to-date and sign up for outage notifications. Visit [sdge.com/notifications](https://www.sdge.com/notifications) to learn more.

Hours of operation

Community Resource Center hours of operations are 8 am - 10 pm each day a CRC is activated during a PSPS.

Pets and animals

Community Resource Centers are **NOT** shelters, evacuation centers or a designated shelter for livestock or pets (except for service animals). You can get additional information for pets and livestock, including disaster plans, at the San Diego County, Animal Services website - [sddac.com](https://www.sddac.com).

Staffing

SDG&E will have employees or third-party representatives staffing each of the centers, when activated. To learn more about the Community Resource Centers, visit [sdge.com/wildfire-safety](https://www.sdge.com/wildfire-safety).

STAY INFORMED





STAY INFORMED WITH THESE IMPORTANT WEBSITES



[sdg.com/wildfire-safety](https://www.sdg.com/wildfire-safety) – Learn more about our communication resources including:

- ▶ [Public Safety Power Shutoffs \(PSPS\)](#)
- ▶ [Community Resource Centers \(CRC\)](#)
- ▶ [Generator Safety](#)
- ▶ [Aviation Services](#)
- ▶ [Wildfire Safety Advancements](#)
- ▶ [Emergency Preparedness](#)
- ▶ [Videos](#)

[sdg.com/outage-maps](https://www.sdg.com/outage-maps) – View the latest Outage Maps for the following activities:

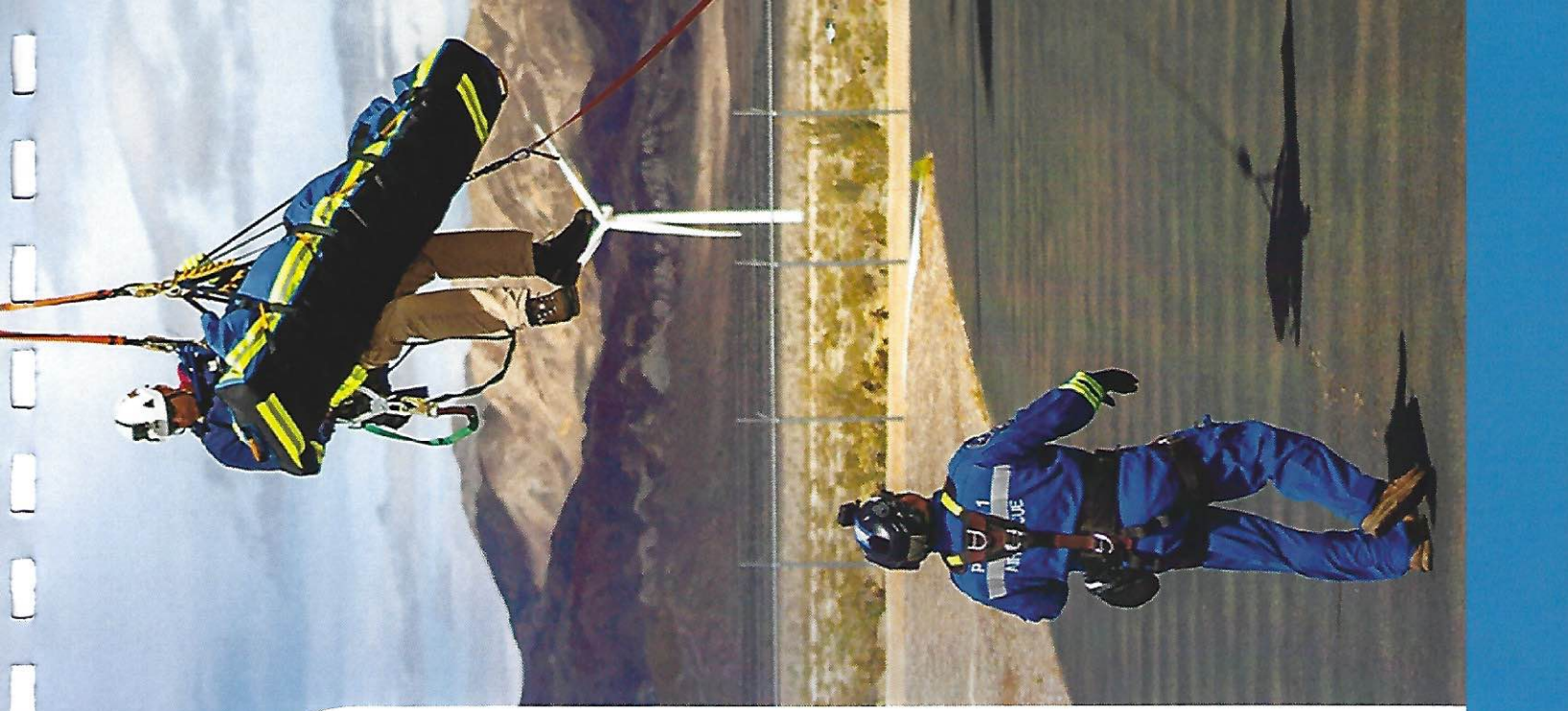
-  [Planned Active](#)
-  [Planned Future](#)
-  [Unplanned](#)
-  [Public Safety Power Shutoff](#)

[sdgweather.com](https://www.sdgweather.com) – Find information on local weather, fire risk and the following topics:

- ▶ [Weather stations](#)
- ▶ [Fire Potential Index \(FPI\)](#)
- ▶ [Temperatures](#)
- ▶ [Mountaintop cameras](#)

[sdgnews.com](https://www.sdgnews.com) – Visit the SDG&E NewsCenter for updates during a Public Safety Power Shutoff (PSPS).

[Continued on the back](#) →





TO ACCESS RESOURCES FROM SDG&E'S PARTNERS

- ▶ Visit 211sandiego.org for information about their community information exchange and their free, 24-hour confidential phone service and searchable online database. 211 San Diego connects people with over 6,000 community, health and disaster services.
- ▶ Visit fire.ca.gov for information about fire incidents, CalFire resources and programs.
- ▶ Visit redcross.org to learn about disaster preparedness, relief and resources provided by the Red Cross.
- ▶ Visit feedingsandiego.org to get help, find food, donate or get involved with San Diego's primary food distribution group.



TO STAY CONNECTED ON YOUR MOBILE DEVICE

Update Your Contact Information and/or Sign Up for Outage Notifications

Visit sdge.com/notifications or call 1-800-411-7343 to update your contact information and/or sign up to receive voice, text and/or email notifications, even if you don't have an SDG&E account.

Download the Public Safety Power Shutoff (PSPS) App

SDG&E's PSPS app is a free tool that puts outage information at your fingertips throughout a PSPS event. Track PSPS outages for personal locations with the ability to save up to five addresses. Stay informed about power restoration efforts and estimated time of restoration. Get real-time status updates, directions to the nearest Community Resource Centers and access to additional SDG&E resources.

Learn more at sdge.com/PSPSapp

Other mobile apps to build resiliency:

- FSCA: Weather forecasts and power updates in San Diego County.
- Ready San Diego SD Emergency App: Disaster preparedness information, interactive emergency plan checklists, resources for building an emergency supply kit and updates to stay informed when disaster strikes, such as maps and shelter locations.



STAY UPDATED WITH OUR LIVE CALENDAR ON THE ALERT SDG&E APP!

Follow us on:



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[@SDGE](https://www.instagram.com/SDGE)



[@SDGE](https://twitter.com/SDGE)



[/COMPANY/SDGE](https://www.linkedin.com/company/SDGE)



[/SANDIEGOGASELECTRIC](https://www.youtube.com/channel/UCSDGE)



**WILDFIRE
&
SAFETY**

Stay Informed During Public Safety Power Shutoffs



DOWNLOAD OUR PSPS APP, "ALERTS BY SDG&E"

In recent years, California has experienced some of the most destructive wildfires ever seen. SDG&E® makes every effort to help protect the region against the threat of wildfires. If dangerous high fire risk conditions are present, we may shut off power as a last resort to keep your community safe. This is called a Public Safety Power Shutoff (PSPS).

Our PSPS app is a free tool that puts outage information at your fingertips throughout a PSPS event.

Download our free app today at
sdge.com/pspsapp



Key features of the PSPS app:

- ▶ Track PSPS outages for personal locations with the ability to save up to five addresses.
- ▶ Stay informed about power restoration efforts and estimated time of restoration.
- ▶ Real-time status updates.
- ▶ Directions to the nearest Community Resource Centers and access to additional SDG&E resources.



The PSPS app is compatible with both iPhone® and Android™ devices and can be downloaded at the App Store or on Google Play.



COMMITMENT TO WILDFIRE SAFETY

EMERGENCY PLAN

There's nothing more important to us than keeping you safe. The following pages contain a collection of resources available to you in the event of an emergency. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**



Follow us on:



Family Emergency Plan



BASICS	
Out-of-Town Contact:	Phone Number:
Neighborhood Meeting Place:	Evacuation Location:
FAMILY INFORMATION	
Name:	Name:
Date of Birth:	Date of Birth:
Identifying Characteristics:	Identifying Characteristics:
Medical (Allergies, etc.):	Medical (Allergies, etc.):
Special Needs:	Special Needs:
Name:	Name:
Date of Birth:	Date of Birth:
Identifying Characteristics:	Identifying Characteristics:
Medical (Allergies, etc.):	Medical (Allergies, etc.):
Special Needs:	Special Needs:
PETS/LIVESTOCK	
Name:	Name:
Type:	Type:
Color:	Color:
Medical:	Medical:
WORK LOCATION	
Company:	Company:
Address:	Address:
Phone Number:	Phone Number:
Evacuation Location:	Evacuation Location:
SCHOOL LOCATION	
School:	School:
Address:	Address:
Phone Number:	Phone Number:
Evacuation Location:	Evacuation Location:
Child/Grade:	Child/Grade:
Child/Grade:	Child/Grade:



EMERGENCY CONTACT CARD	EMERGENCY CONTACT CARD
Emergency Contact:	Emergency Contact:
Phone Number:	Phone Number:
Out-of-Town Contact:	Out-of-Town Contact:
Phone Number:	Phone Number:
Neighborhood Meeting Place:	Neighborhood Meeting Place:
Evacuation Location:	Evacuation Location:

Family Emergency Plan: Emergency Supply Kit



Have an Emergency Supply Kit readily available in water-proof and rodent-proof containers. The following is a suggested list of items to consider having in your kit. You should have sufficient supplies to sustain your family for a minimum of three days or 72 hours. It is advisable to date supplies such as water, food, and medications to simplify replenishing your kit on a routine basis.

- Water, one gallon per person per day for at least 3 days (3+ gallons per person)
- Food, at least a 3-day supply of non-perishable food
 - Dried fruit
 - Energy/protein bars
 - Powdered drinks
 - Instant food packs (i.e. oatmeal, ramen noodles, soups, etc.)
 - Canned foods
 - Can opener
 - Pots for cooking
- Paper Goods & Sanitation Supplies
 - Paper plates
 - Plastic utensils
 - Paper towels
 - Toilet paper
 - Trash bags
- Personal hygiene supplies
 - Moist towelettes
 - Hand soap
 - Liquid detergent
 - Shampoo
 - Hair brush/comb
 - Toothpaste & toothbrushes
 - Deodorant
 - Feminine supplies
- Infant supplies
 - Formula and /or food
 - Diapers & cleansing wipes
- Clothing
 - Clothes
 - Shoes/boots
 - Jackets/coats
 - Gloves (i.e. heavy work gloves)
- Barbecue, gas grill, or camp stove (outdoor only)
 - Charcoal
 - Charcoal lighter fluid
 - Matches or striker/igniter
 - Propane
- Blankets or sleeping bags
- First Aid Kit
 - First aid book
 - Antiseptics
 - Adhesive bandages, gauze, adhesive tape
 - Ace bandages, splints
 - Eye wash solution
 - Cold packs
- Medications, prescription & over-the-counter
- Glasses, dentures, hearing aids, etc.
- Dust Masks
- Flashlights
- Radio, battery-powered or hand crank
- Clock or watch, battery-powered
- Extra batteries
- Cell phones & chargers
- Pet supplies
 - Collar with ID tags & leash/carrier
 - Food & water
 - Sanitation items (i.e. litter)
 - Medications
- Wrench or pliers to turn off utilities
- Knife or multi-purpose tool
- Duct tape
- Fire extinguisher
- Whistle, to signal for help
- Maps for San Diego, Imperial, Orange, Riverside, & Los Angeles counties
- Family Emergency Plan & Contact Lists (hard copies)

Family Emergency Plan: Vehicle Emergency Supply Kit



Disaster can happen at any time and may leave you stranded in your vehicle. Having an **Emergency Supply Kit** readily available in your vehicle may make you more comfortable and help you to be prepared while you wait for help to arrive. The following is a suggested list of items to consider having in your kit. You also need to consider if you are generally in your vehicle alone or with others and increase supplies accordingly. Include anything else that will make you feel comfortable. It is advisable to date supplies such as water, food, and medications to simplify replenishing your kit on a routine basis.

- Flashlight
- Extra Batteries
- Lightsticks
- Reflector Triangles
- Walking Shoes/Boots
- Old Clothes
- Rain Poncho
- Work Gloves
- Goggles or Safety Glasses
- Dust Mask
- Space Blanket
- Whistle
- Radio, battery powered or hand crank
- Swiss Army Knife
- Leatherman Tool
- Compass
- Small Shovel
- Booster/Jumper Cables
- Kitty Litter (for tire traction)
- Matches
- Duct Tape
- Pre-moistened Towelettes
- Hand Sanitizer
- Lip Balm
- Sun Block
- Sunglasses
- Tissue/Toilet Paper
- First Aid Kit
 - First aid book
 - Antiseptics
 - Adhesive bandages, gauze, adhesive tape
 - Ace bandages, splints
 - Eye wash solution
 - Cold packs
 - Medical gloves
 - Necessary medications
- Water
- Food Snacks
 - Dried fruit
 - Energy/protein bars
 - Almonds
 - Sports Drinks
 - Trail Mix
 - Hard Candies
- Plastic Bags
- Fire extinguisher
- Maps for San Diego, Imperial, Orange, Riverside, & Los Angeles counties
- Insurance Information
- Phone Numbers
- Cash and Coins
- Disposable Camera
- Paper & Pen/Pencil
- Deck of Cards or Book to Read

Family Emergency Plan: Training & Drills



At least once a year have a family meeting to discuss and update your **Family Emergency Plan**. This is also a good time to check the inventory of your **Emergency Supply Kit**. Determine if additional training, equipment, and supplies are needed. Practice, practice, practice your plan. Running through practice drills can improve your reaction time and help to avoid panic during an actual emergency.

A. Know the how and where to shut off utilities:

<input checked="" type="checkbox"/> Location of Main Water Valve:
<input checked="" type="checkbox"/> Location of Gas Valve*:
<input checked="" type="checkbox"/> Location of Crescent Wrench:
<input checked="" type="checkbox"/> Location of Electric Panel/Main Breaker:
<input checked="" type="checkbox"/> Location of Garage Door Manual Override:
<input checked="" type="checkbox"/> Location of Other Utilities:

* Do **NOT** shut off gas unless you smell natural gas odor, hear the hissing sound of gas escaping, or see other signs of leaking.

- B. Draw a floor plan of your home showing the locations of exit doors and windows, utility shutoffs, and the **Emergency Supply Kit**. Make sure that everyone in your home is familiar with it. Show it to babysitters and houseguests.**
- C. Establish two reunion locations for your family. One will be your **Neighborhood Meeting Place**, close to home such as the street corner or the nearest park. The second will be your **Evacuation Location**, a familiar spot away from home where your family can reunite in case you are not able to return home.**
- D. Select an **Out-of-Town Contact** that everyone in the home knows to call and report their location and condition. Everyone should memorize this phone number or carry it on a card with them. During emergencies, local phone lines may be tied up by emergency responders.**
- E. Consider attending First Aid /CPR training. Maintain certifications.**
- F. Ensure that everyone in the home knows how to safely operate a fire extinguisher. Instructional videos are available online using a search engine of your choice.**

G. Important Telephone Numbers:

<input checked="" type="checkbox"/> Non-Emergency Fire Department:
<input checked="" type="checkbox"/> Non-Emergency Police or Sheriff:
<input checked="" type="checkbox"/> Primary Care Physician:
<input checked="" type="checkbox"/> Gas/Propane Company:
<input checked="" type="checkbox"/> Electric Company:
<input checked="" type="checkbox"/> Water Company:
<input checked="" type="checkbox"/> Other Utilities:
<input checked="" type="checkbox"/> Poison Control: 1-800-222-1222 – 24 hours a day, 7 days a week, 365 days a year

USE "911" FOR LIFE THREATENING EMERGENCIES ONLY



COMMITMENT TO WILDFIRE SAFETY

EVACUATION PLAN

There's nothing more important to us than keeping you safe. The following pages contain a collection of resources available to you in the event of an emergency. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**



Follow us on:



Family Emergency Plan: Evacuation Checklist



The following is a suggested list of things you might want to consider taking with you along with your **Emergency Supply Kit** when you evacuate. In order to “lighten your load” you may want to scan important documents and photos, encrypt the files and store them on a flash drive, laptop, or tablet for portability.

- | | |
|---|--|
| <input type="checkbox"/> Keys | <input type="checkbox"/> Living trusts |
| <input type="checkbox"/> Photos | <input type="checkbox"/> Wills |
| <input type="checkbox"/> Cash | <input type="checkbox"/> Powers of Attorney |
| <input type="checkbox"/> Credit cards | <input type="checkbox"/> Advance Directives |
| <input type="checkbox"/> Social Security cards | <input type="checkbox"/> Income tax returns |
| <input type="checkbox"/> Drivers' licenses | <input type="checkbox"/> Diplomas/certificates |
| <input type="checkbox"/> State ID cards | <input type="checkbox"/> Birth certificates |
| <input type="checkbox"/> Passports | <input type="checkbox"/> Death Certificates |
| <input type="checkbox"/> Medical Records/vaccinations | <input type="checkbox"/> Adoption records |
| <input type="checkbox"/> Prescription numbers/doctors | <input type="checkbox"/> Marriage licenses |
| <input type="checkbox"/> Health insurance cards | <input type="checkbox"/> Divorce decrees |
| <input type="checkbox"/> Auto insurance policies | <input type="checkbox"/> Military service records |
| <input type="checkbox"/> Home insurance policies | <input type="checkbox"/> Citizenship papers |
| <input type="checkbox"/> Life insurance policies | <input type="checkbox"/> Investment/IRA statements |
| <input type="checkbox"/> Household inventory (for insurance recovery) | <input type="checkbox"/> Stock & bond certificates |
| <input type="checkbox"/> Real estate/property deeds/titles | <input type="checkbox"/> U.S. Savings Bonds |
| <input type="checkbox"/> Mortgage documents | <input type="checkbox"/> Pension plan documents |
| <input type="checkbox"/> Vehicle titles | <input type="checkbox"/> Business licenses |
| <input type="checkbox"/> Bank account numbers | <input type="checkbox"/> Contracts |
| <input type="checkbox"/> Loan documents (i.e. vehicle) | <input type="checkbox"/> Household Inventory* |

* It is advisable to prepare a household inventory for insurance recovery purposes. This could be a simple itemized list of your home contents or a photo /video showing the contents.



COMMITMENT TO WILDFIRE SAFETY

HOME HARDENING

There's nothing more important to us than keeping you safe. The following pages contain a collection of resources available to you in the event of an emergency. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**



Follow us on:



HOME HARDENING – WHAT IS IT?

HOME HARDENED CHECK LIST

	YES	NO	PARTIAL
ROOF: Roof is a CLASS A fire-resistant material. Composition, tile, concrete or metal. Roofs are the most vulnerable surface of your home, where embers land.			
VENTS: Ember intrusion design vents to resist intrusion of flames and embers. Replace vents - attic, soffit, gable and foundation. Ordinary vents consist of mesh screens for ventilation allowing embers to enter. Newly designed vents provide ventilation while trapping flames and embers BEFORE they enter the home.			
EAVES: Enclose existing eaves (rafter tails & fascia) with non-combustible materials.			
WALLS: Siding is non-combustible - masonry or stucco or cement fiber board.			
WINDOWS: Dual-paned with a minimum of one tempered pane, exterior pane is tempered glass. Heat from a wildland fire can cause windows to break.			
EXTERIOR DOORS: Solid core or metal, glass in doors shall be tempered.			
BALCONIES AND DECKS: Non-combustible construction, 'heavy timber', approved fire-retardant treated lumber, approved composite products that meet CLASS A. Clear vegetation and items that could ignite from around and under decks.			
GARAGE DOORS: Non-combustible material with weather stripping as necessary to reduce gaps at the bottom, sides and top of the door to 1/8th inch or less, windows in doors shall be tempered.			
PATIO COVERS: Non-combustible 'heavy timber' construction or approved fire-resistant materials.			
FENCE/GATES: That are directly attached to structure the first five feet shall be constructed of non-combustible material (metal, concrete, vinyl fencing as allowed by building officials).			

Please check the appropriate agency (City if your home is within San Diego City limits, or County of San Diego) for complete Building Code and Building Permit Requirements for all Home Hardening projects.



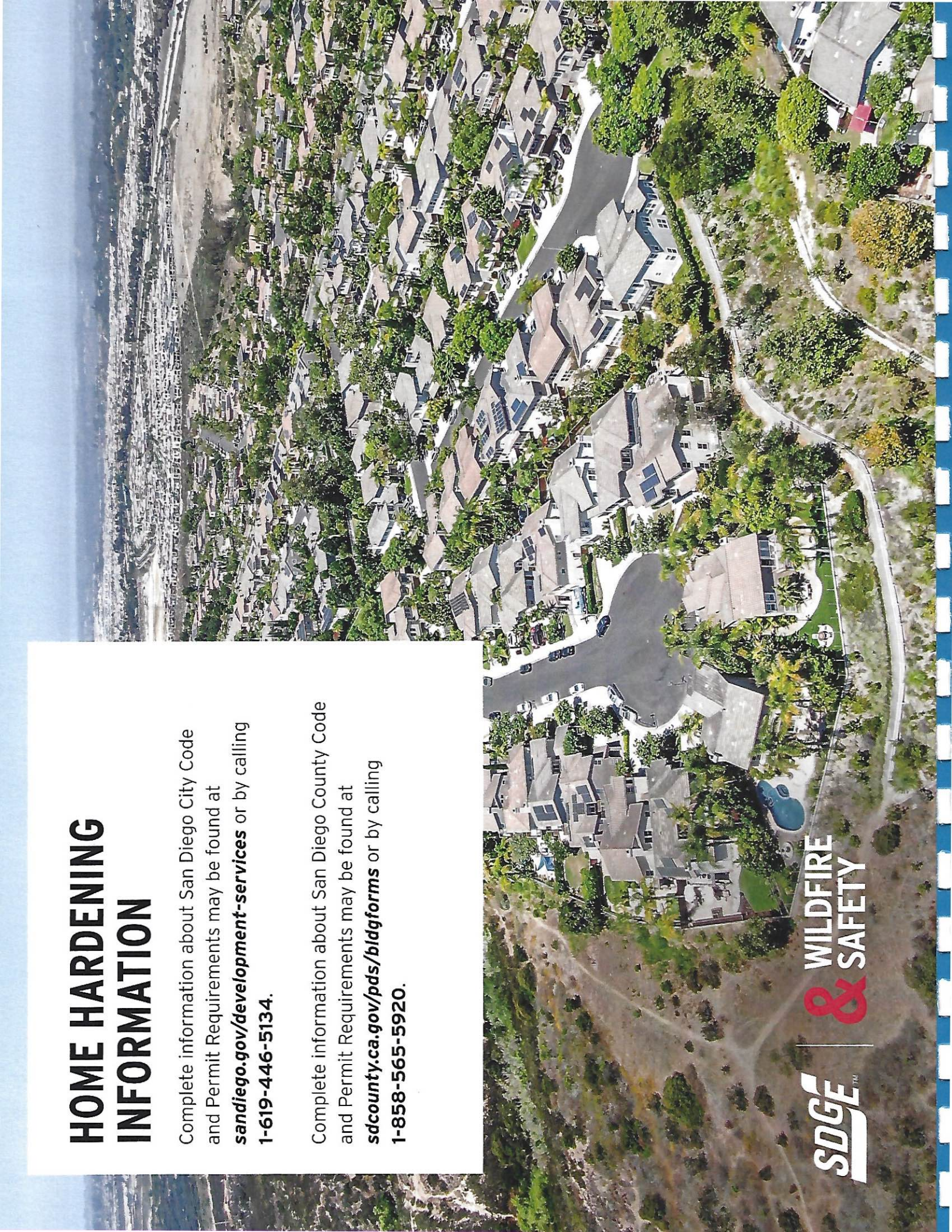
HOME HARDENING INFORMATION

Complete information about San Diego City Code and Permit Requirements may be found at sandiego.gov/development-services or by calling **1-619-446-5134**.

Complete information about San Diego County Code and Permit Requirements may be found at sdcounty.ca.gov/pds/bldgforms or by calling **1-858-565-5920**.

SDGE[™]

**WILDFIRE
&
SAFETY**





COMMITMENT TO WILDFIRE SAFETY

ADDITIONAL CUSTOMER RESOURCES

There's nothing more important to us than keeping you safe. The following pages contain a collection of resources available to you. **For more information on emergency preparation and wildfire safety, visit sdge.com/wildfire-safety.**



Save on your SDG&E® bill

RESIDENTIAL RATE ASSISTANCE APPLICATION FOR CARE AND FERA



Your Name

Home Address, Apartment, City, Zip Code

SDG&E® Account Number

Home Telephone

Mobile Phone

Email Address

How would you like to be contacted? Email Mail

1 Household information: Please complete
 Number of persons in your household: Adults: + Children: =

Please complete either section 2A OR 2B, then go to section 3.

2A Public assistance programs: (For CARE Program Only)
 If you or someone in your household receives benefits from any of the following public assistance programs check all that apply. Fill out section 2A or 2B. You do not need to complete both sections.

- Bureau of Indian Affairs General Assistance
- CalFresh/Supplemental Nutrition Assistance Program (SNAP)
- CalWORKS/Temporary Assistance for Needy Families (TANF)
- Low-income Home Energy Assistance Program (LIHEAP)
- Medicaid/Medi-Cal for Families A & B
- National School Lunch Program (NSLP)
- Supplemental Security Income (SSI)
- Tribal TANF
- Women, Infants, and Children Program (WIC)
- Head Start Income Eligible (Tribal Only)

OR

2B Household income eligibility: (For CARE or FERA Programs)
 If your household does not participate in a public assistance program, please check all sources of household income for all members of the household and write the total income in the spaces provided.

You must check (✓) all sources of your household's income, including:

- Wages and/or profits from self employment
- Rent or royalty income
- Pensions
- Social Security
- SSP or SSDI
- Disability or workers' compensation payments
- Unemployment benefits
- Scholarships, grants or other aid for living expenses
- Interest/dividends from savings, stocks, bonds or retirement accounts
- Spousal or child support
- Insurance or legal settlements
- Cash or other income

Total annual household income: \$, . 00

3 Declaration: (please read and sign below)
 I state the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform SDG&E if I no longer qualify to receive the discount. I know that if I receive any discount without qualifying for it, I may be required to pay back the discount I received. I understand that SDG&E can share my information with other utilities or their agents to enroll me in their assistance programs.



Income Qualification for CARE & FERA Programs Effective June 1, 2022 - May 31, 2023		
Number in Household	CARE Program Total Annual Household Income*	FERA Program Total Annual Household Income*
1 or 2	\$36,620	Not eligible
3	\$46,060	\$46,061 - \$57,575
4	\$55,500	\$55,501 - \$69,375
5	\$64,940	\$64,941 - \$81,175
6	\$74,380	\$74,381 - \$92,975
7	\$83,820	\$83,821 - \$104,775
8	\$93,260	\$93,261 - \$116,575
Each additional person, add	\$9,440	\$9,440 - \$11,800

* To figure your current total gross household income, combine all money and non-cash benefits received by every person living in your home.

High energy use may result in removal from the program.

* Customer Signature

Date

Energy Savings Assistance Program interest form



Thank you for your interest

Whether you rent or own, let the Energy Savings Assistance Program improve the comfort of your home and lower your SDG&E® bill. Qualified renters and homeowners may receive these home improvements* at no cost:

- Attic insulation
- Energy-efficient lighting
- Door weatherstripping
- Replacement of qualified appliances**
- Caulking
- Minor home repairs
- Low-flow showerheads
- Water heater blankets

How do I qualify?

You may qualify for these improvements if your household income falls within the income guidelines or if your household currently receives benefits from any of the public assistance programs listed below. Visit sdge.com/esap or call **1-866-597-0597** for more information.

Public assistance programs that qualify:

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



You could qualify for free home improvements that can help make your home more comfortable and reduce your energy costs.

Maximum Allowable Annual Income

Effective July 1, 2022 through May 31, 2023

Household Size	Total Annual Household Income	Household Size	Total Annual Household Income
1	\$33,975	5	\$81,175
2	\$45,775	6	\$92,975
3	\$57,575	7	\$104,775
4	\$69,375	8	\$116,575

Each additional household member, add \$11,800

*Homes previously participating in the program may be excluded from additional program participation.

**Existing appliances must meet age requirements to qualify for replacement. Co-pay may be required for landlords who own appliances and pay tenant utility bill.

Energy Savings Assistance Program

The Energy Savings Assistance Program is funded by utility customers and administered by San Diego Gas & Electric® under the auspices of the California Public Utilities Commission.

SDG&E makes no representations as to the safety, reliability and/or efficiency of goods and services selected. SDG&E makes no warranty, whether express or implied, including warranty of merchantability or fitness for any particular purpose, use or application of selected goods and services.

Please fill out the information below and mail to: RHA Inc. | 4235 Ponderosa Ave., Suite B, San Diego, CA 92123 | Attention: Energy Savings Assistance Program
If you prefer, fill out the form, attach it and email to: ESaprogram@semprautilities.com

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1

Your name (as it appears on the SDG&E bill)

SOURCE CODE:

Energy Savings Assistance Program

Telephone number (including area code)

Alternate phone

Street address, apartment, city, zip code

Best time to call

SDG&E® account Number

Adults: + Children: =

Email address

Date

2

Language preference

- English Spanish Vietnamese
 Other (Please specify) _____

3

(Optional) I have, or a member of my household has, a disability.

- Yes No

MEDICAL BASELINE ALLOWANCE PROGRAM



Did you know?

Over 50,000 customers, from newborns to seniors, have qualified for our program. Anyone who uses certain medical devices or needs space heating or air conditioning because of a medical condition may qualify. We know those needs require an increase in energy use, so we offer this program to help reduce monthly bills.

San Diego Gas & Electric® (SDG&E®) is dedicated to providing safe and reliable energy to those who depend on life support equipment or special environmental conditions. The Medical Baseline Allowance Program helps customers save every month on their energy bill.

What is the Medical Baseline Allowance Program?

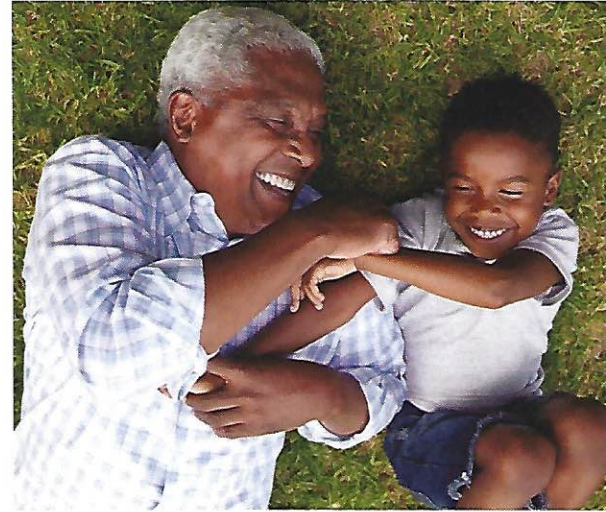
The Medical Baseline Allowance Program provides an additional amount of gas and electricity at the lowest rates for residential customers. It is not a discount or rebate.

In addition to your standard baseline allocation, the allowance received with the program is 16.5 kWh of electricity per day or 0.822 therms of natural gas per day, or both.

Who is eligible for the Program?

Anyone with a qualifying medical need can apply for the allowance. To qualify, you or a full-time resident of your home must meet one of the following requirements:

- Require permanent space heating or air conditioning due to conditions such as paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system, a life-threatening illness or to prevent deterioration of a medical condition.
- Require one of the following devices:
 - Aerosol tents
 - Apnea monitors
 - Continuous positive air-way pressure machines (CPAP)
 - Hemodialysis machines



- Kidney dialysis machines
- Suction machines
- IPPB machines
- Electrostatic nebulizers
- Ultrasonic nebulizers
- Pressure pumps
- Pressure pads
- Compressors
- Electric nerve stimulators
- Motorized wheelchairs
- Iron lungs
- Respirators
- Oxygen concentrators

Some equipment does not qualify for the allowance, including whirlpool pumps, heating pads, air filters, vaporizers, humidifiers, pool or tank heaters, saunas or hot tubs. However, other equipment that uses electricity may qualify.

What if I pay my landlord for my energy?

You can apply for the Medical Baseline Allowance Program even if you pay for your energy through your landlord or property owner. If your landlord or property owner provides your energy bill, that bill will have the additional allowance.

Continued from front

Do I have to renew my application?

Occasionally we may ask that you renew and update your Medical Baseline Allowance application. When we do this, we'll mail you a renewal notice.

Do I have other responsibilities?

If you receive the allowance, you have some responsibilities.

- While we do our best to avoid outages, we cannot guarantee that the power will always be on. Outages happen. We'll attempt to notify you in advance of a state-directed power outage. However, if you require life support equipment, you should make arrangements for a back-up power supply in case of an outage. If you'll be using a generator in case of an outage, state law requires that you call and notify us that you have a generator.
- You're responsible for paying your SDG&E bill within 19 days of the date it is mailed to you. Call our Customer Contact Center immediately if you think you may have difficulty paying your bill. If you do not pay your SDG&E bill on time or make suitable payment arrangements, your service could be shut off.
- You're also responsible for notifying us if the medical equipment is no longer needed, or if the person using it no longer lives at the address where the allowance is given.
- If you move, please let us know as your allowance does not transfer automatically.

How do I apply?

Applying for the program is easy.

1. You need to complete Part 1 of the application.
2. Have a licensed Medical Practitioner* verify your medical condition, the need for the equipment, or both, fill out Part 2 and sign.
3. Return Part 1 and Part 2 together to SDG&E by mail, fax or email (all located on the application).

Your application will be processed within 30 days of receiving it. Please keep a copy for your records.

Contact us

If you'd like more information on the Medical Baseline Allowance Program or any of the services we offer, contact SDG&E at **1-800-411-7343** or by email at medicalbaseline@sdge.com. You can also visit us at sdge.com/medicalbaseline. Medical Baseline

Allowance applications are available to download from our website in English, Spanish, Chinese, Vietnamese, Tagalog and large type.

Other helpful services

SDG&E provides a variety of services that can help you with bill payments:

Third-party reminder

If you or someone you know needs an extra reminder to pay their SDG&E bill, use our Third-Party Notification service. With this service, we'll notify another person of your choice if your payment is late. This can help avoid any interruption in service. To enroll, call **1-800-411-7343** or visit sdge.com/thirdparty.

Level Pay Plan (LPP)

If you'd like to have more predictable energy bills each month, our LPP can help at no cost. This plan helps smooth out the ups and downs of your monthly energy bill. These highs and lows are caused by changes in the weather and how you use your appliances.

LPP will average your annual energy use and costs during a 12-month period. You pay an average bill amount each month instead of actual charges. To apply either call us at **1-800-411-7343** or visit us at sdge.com/lpp and click on the enroll online link.

Payment offices

You can also pay your bill at any of our branch offices or one of our many independent bill payment locations throughout the area. Call **1-800-411-7343** to locate a payment office.

CARE Program

You may qualify for a discount every month on your SDG&E bill if your household meets the requirements. Call **211** or visit sdge.com/care to apply. You will need your account number.

Energy Savings Assistance Program

Save money and live more comfortably with free weatherization services and new appliances from this program, which is open to renters and homeowners.**

Visit sdge.com/esap or call **1-866-597-0597**.

TDD/TTY

For people with hearing impairments, SDG&E offers TDD/TTY at **1-877-889-7343**.

*A licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant may certify a patient's eligibility as having a life-threatening condition or illness.
**Homes previously participating in the program may be excluded from additional program participation.

MEDICAL BASELINE ALLOWANCE APPLICATION

(Used for Medical Baseline Allowance Program Enrollment and Recertification)

**IMPORTANT: SUBMIT BOTH PAGES FRONT AND BACK.
ENTIRE FORM MUST BE FILLED OUT OR IT WILL NOT BE CONSIDERED.**

Part 1: To be completed by Customer (please print)

SDG&E Customer Account #:	Email Address:		
Customer Name (as it appears on your bill):			
Patient's Name (if different from customer):			
Service Address:	Unit/Space:	City:	
Customer Mailing Address (if different):			
Home Phone: ()	Mobile Phone: ()		

For customers billed by someone other than SDG&E:

Name of Mobile Home or Apartment Complex:			
Complex Address:	Unit/Space:		
Complex Manager's Name:	Complex Phone: ()		
Name of Tenant:	Tenant's Phone: ()		

For your safety, it's important we have your correct contact information in case of an outage or emergency. To check or update your contact information visit sdge.com/myaccount (log into your My Account profile, on the home page click on your profile name in top right corner, then click on "My Profile") or call **1-800-411-7343**.

I understand that:

- 1 If a licensed Medical Practitioner* certifies the resident's medical condition is permanent, SDG&E will require completion of a form self-certifying resident's continued eligibility for the Medical Baseline Allowance every two years.
- 2 If the licensed Medical Practitioner* certifies the resident's medical condition is not permanent, SDG&E will require completion of a form self-certifying resident's continued eligibility for the Medical Baseline Allowance each year and completion of a new application with a licensed Medical Practitioner's* certification every two years.
- 3 If the resident has a vision disability, I may contact SDG&E to request special notification when either recertification (to complete a new application with a licensed Medical Practitioner's* certification) or self-certification forms are mailed.
- 4 SDG&E cannot guarantee uninterrupted gas and electric service and I am responsible for making alternate arrangements in the event of a gas or electric outage.

I certify that the above information is correct. I also certify that the qualifying resident lives full-time at this address and requires or continues to require the Medical Baseline Allowance. I agree to allow SDG&E to verify this information.

I also agree to promptly notify SDG&E if the qualified resident moves or the Medical Baseline Allowance is no longer needed by the resident. By signing below, I authorize SDG&E to share my customer information with other utilities and/or their agents to enable them to enroll me in other utility assistance programs.

I also authorize SDG&E to share my information regarding my participation in SDG&E's Medical Baseline Allowance Program, including, without limitation, my name, address, contact information, circuit data, Medical Baseline Allowance Program enrollment status and medical equipment needs as described in this form if requested by emergency services professionals and agencies at the city, county, state and federal level for the purposes of managing de-energizations and to allow such parties to plan for and manage emergency situations.

Customer Signature:	Date:
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MEDICAL BASELINE ALLOWANCE APPLICATION

(Used for Medical Baseline Allowance Program Enrollment and Recertification)

The standard medical baseline allowance is 16.5 kilowatt-hours of electricity and/or 0.822 therms of natural gas per day, which is in addition to your daily standard baseline allocation. If this allowance does not meet your medical needs, please contact SDG&E at **1-800-411-7343** to discuss additional amounts.

Part 2: To be completed by a licensed Medical Practitioner* (all of sections 1-5 must be filled out)

I certify the medical condition and needs of my patient (please print):

Patient's Last Name:	First Name:
Customer Address:	

1. Requires use of a medical device.

The following medical devices are used in the above-named patient's home:

Device:	<input type="checkbox"/> Electricity	<input type="checkbox"/> Gas
Device:	<input type="checkbox"/> Electricity	<input type="checkbox"/> Gas
Device:	<input type="checkbox"/> Electricity	<input type="checkbox"/> Gas

2. The medical device(s) listed above are required for life support (must check one) Yes No

A qualifying life support device is any medical device used to sustain life or is relied upon for mobility. This device must run on gas or electricity supplied by SDG&E. It includes, but is not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, kidney dialysis machines and motorized wheelchairs. **Devices used for therapy rather than life support do not qualify.**

3. Requires heating and cooling.

The Medical Baseline Allowance is available for heating and/or cooling if the patient is paraplegic, quadriplegic, hemiplegic, has multiple sclerosis or scleroderma. The allowance is also available if the patient has a compromised immune system, life-threatening illness or any other condition for which **additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.**

Requires the standard Medical Baseline Allowance for heating: (check one) Yes No

Requires the standard Medical Baseline Allowance for cooling: (check one) Yes No

4. I certify that the medical device(s) and/or additional heating or cooling will be required for approximately:
(check one) No. of Years _____ or Permanently

5. How long can the patient survive without using life support equipment?

(check one) 2 Hours or Less or More than 2 Hours

Note: While we do our best to avoid outages, we cannot guarantee that the power will always be on. Outages happen. SDG&E will attempt to notify the patient in advance of a state-directed power outage. However, if the patient requires life support equipment, he/she should make arrangements for a backup power supply in case of an outage.

Licensed Medical Practitioner* Name:	Phone No.: ()
Office Address:	
Medical State License or Military License Number:	
Signature of Licensed Medical Practitioner*:	Date:

MAIL APPLICATION TO:

Medical Baseline Allowance Program Manager
San Diego Gas & Electric | P.O. Box 129831 | San Diego, CA 92112-9831
Fax: 1-858-636-5749 Email: medicalbaseline@sdge.com

IMPORTANT: SUBMIT BOTH PAGES FRONT AND BACK.
Please allow 30 days for us to process the application.

