

What is an Advanced Meter Communications Device?

SoCalGas® is upgrading its system by adding an Advanced Meter communications device to all residential and most business natural gas meters. The Advanced Meter communications device will read and transmit customers' natural gas usage to SoCalGas. However, until our communications network is fully operational, SoCalGas will continue to require access to manually read the meter. Also, periodic meter maintenance access is necessary in the future.

The Advanced Meter communications device, 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. The Advanced Meter cannot turn a customer's natural gas service on or off.

With an Advanced Meter communications device, customers can view their natural gas usage online at My Account at socialgas.com or use the **SoCalGas Mobile App** when they're on the go. Customers can download this application from the App StoreSM for Apple® devices, and Google PlayTM for AndroidTM devices. This usage information can be used to manage energy consumption and to potentially reduce monthly costs.

SoCalGas is scheduled to install the Advanced Meter communications device 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 the natural gas meter read manually each month. For residential customers who choose not to have an Advanced Meter communications device installed, an Opt-Out Program has been established. The California Public Utilities Commission (CPUC) has mandated the following fee** structure for residential customers who participate in the Advanced Meter Opt-Out Program:

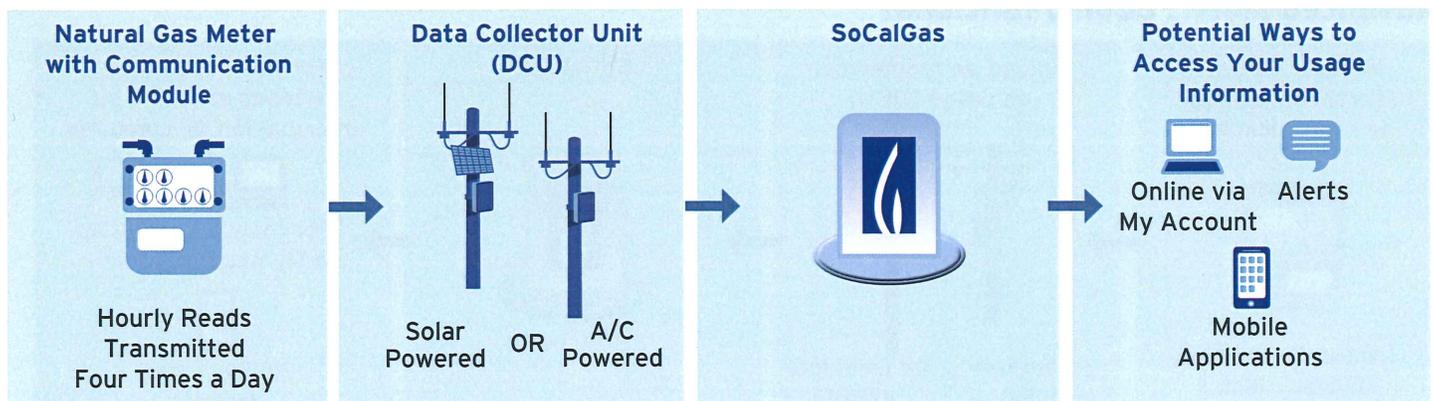
For Residential Customers:	Initial Fee**:	\$75
	Monthly Charge**:	\$10
For Customers Enrolled in CARE*:	Initial Fee**:	\$10
	Monthly Charge**:	\$5

Customers who do not want an Advanced Meter installed should immediately call the SoCalGas Customer Contact Center at 1-800-427-2200. Please note that the person whose name appears on the account must be the person to call, in order to enroll in the Opt-Out Program.

For more information about Advanced Meter, visit socialgas.com (search "ADVANCED") or call:

Residential Customers:		For other languages
English	1-800-427-2200	1-888-427-1345
國語	1-800-427-1429	Hearing Impaired (TDD)
粵語	1-800-427-1420	1-800-252-0259
한국어	1-800-427-0471	Business Customers:
Tiếng Việt	1-800-427-0478	English 1-800-427-2000

Advanced Meter: How Does it Work?



Images are for illustrative purposes only.

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

**Initial fee and monthly charges will be subject to applicable taxes. The billing of the monthly charge will be limited to the first three years of program enrollment. The initial fee and monthly charges are specific to the gas meter at the residence. They do not transfer with the customer if the customer moves. If a customer moves and chooses to opt out again, there will be a new initial fee and monthly charges.



A Sempra Energy utility

ADVANCEDmeter INFORMACIÓN GENERAL

¿Qué es el Advanced Meter?

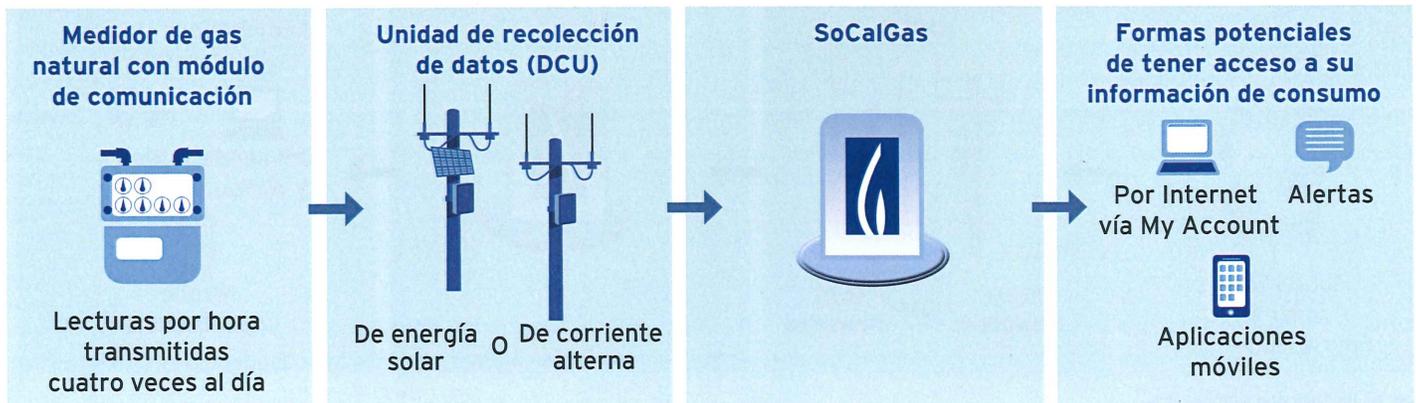
SoCalGas® está mejorando su sistema añadiendo un aparato de comunicación Advanced Meter a todos los medidores residenciales y a la mayoría de los medidores comerciales de gas natural. El Advanced Meter leerá la información de consumo de gas natural de los clientes y la transmitirá a SoCalGas. Sin embargo, hasta que nuestra red de comunicaciones esté en plena operación, SoCalGas continuará requiriendo tener acceso para manualmente leer el medidor unos cuantos meses más.

El Advanced Meter, que se instalará en el medidor analógico existente, es de baterías y se enciende solo una fracción de segundo al día, para un total de menos de dos minutos al año. Los Advanced Meters no pueden conectar o interrumpir el servicio de gas natural de los clientes.

Los clientes con Advanced Meters pueden ver su consumo de gas natural por Internet en My Account en socialgas.com o pueden usar la **Aplicación Móvil de SoCalGas** desde cualquier lugar. Los clientes pueden descargar esta aplicación desde App StoreSM para aparatos Apple® y desde Google PlayTM para aparatos AndroidTM. Esta información de su uso puede utilizarse para administrar su consumo de energía y potencialmente reducir los costos mensuales.

SoCalGas tiene programado instalar el Advanced Meter en aproximadamente 6 millones de medidores de gas natural finalizando el proyecto en el 2017.

Advanced Meter: ¿Cómo funciona?



Imágenes para fines ilustrativos únicamente.

* El programa Tarifas Alternas para Energía en California (CARE) ofrece un 20% de descuento en la factura a clientes residenciales que cumplen con los requisitos de ingreso, así como a clientes que participan en programas de asistencia pública.

**Cuota inicial y cargos mensuales estarán sujetos a los impuestos pertinentes. La facturación de los cargos mensuales se limitará a los tres primeros años de la inscripción en el programa. La cuota inicial y cargos mensuales son específicas del medidor de gas en la residencia. No se transfieren con el cliente si el cliente se mueve. Si un cliente se mueve y elige optar por excluirse de nuevo, habrá una nueva cuota inicial y cargos mensuales.

¿Y si no quiero un Advanced Meter?

SoCalGas reconoce que algunos clientes prefieren que les sigan leyendo manualmente el medidor de gas natural cada mes. Se ha establecido un Programa para Optar por Excluirse del Advanced Meter para los clientes residenciales que no quieran que se les instale un Advanced Meter. La Comisión de Servicios Públicos de California (CPUC) ordenó la siguiente estructura de tarifas** para los clientes residenciales que participen en el Programa para Optar por Excluirse del Advanced Meter:

Para clientes residenciales:	Tarifa inicial**: \$75 Cargo mensual**: \$10
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Para clientes que participan en CARE:*	Tarifa inicial**: \$10 Cargo mensual**: \$5
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Los clientes que quieran participar en el Programa para Optar por Excluirse deben llamar inmediatamente al Centro de Ayuda de SoCalGas al 1-800-342-4545. Por favor tenga en cuenta que la persona cuyo nombre aparece en la cuenta debe ser la persona que llame, con el fin de inscribirse en el Programa para Optar por Exclusión.

Para más información acerca del Advanced Meter, visite socialgas.com (busque la palabra clave "ADVANCED") o llame al:

Clientes residenciales:	Para otros idiomas
English 1-800-427-2200	1-888-427-1345
Español 1-800-342-4545	Personas con problemas auditivos (TDD)
國語 1-800-427-1429	1-800-252-0259
粵語 1-800-427-1420	Clientes comerciales:
한국어 1-800-427-0471	1-800-427-6029
Tiếng Việt 1-800-427-0478	

FREQUENTLY ASKED QUESTIONS

Q. What is an Advanced Meter communications device?

A. The Advanced Meter communications device will read and transmit customers' natural gas usage information back to SoCalGas®. SoCalGas is upgrading its metering system by adding an Advanced Meter communications device to all residential and most business natural gas meters.

Q. Who is getting an Advanced Meter communications device and when?

A. SoCalGas is scheduled to install the Advanced Meter communications device on approximately 6 million natural gas meters through 2017. An installation schedule is available at socialgas.com (search "ADVANCED"). We will notify most customers by mail prior to the installation.

However, some customers may not receive advance notification when a meter change is necessary for maintenance reasons (e.g. outdated, malfunction and change in meter size or safety issues, etc.).

SoCalGas will need safe access to manually read the meter for several more months until our communications network is fully operational. In the future, SoCalGas will still need meter access for periodic maintenance.

Q. Why is SoCalGas installing Advanced Meter communications devices?

A. California's energy policy supports development and implementation of cost-effective advanced metering systems. Advanced Meter communications devices provide information and tools that can help customers make informed decisions about natural gas use. This information can be used to manage energy consumption and potentially reduce monthly cost.

Q. What type of information will be available?

A. Customers can view their daily and hourly natural gas usage and cost, set savings goals and obtain tips on how to achieve them. Visit "Ways to Save" tools within My Account at socialgas.com.

Q. When will I be able to view my natural gas usage information?

A. Once the Advanced Meter communications device is installed and validated, customers can view natural gas

usage online by visiting "My Account" at socialgas.com or use the SoCalGas Mobile App when they're on the go. Customers can download this application from the App StoreSM for Apple[®] devices, and Google PlayTM for AndroidTM devices.

Q. What are the benefits of Advanced Meter communications devices?

A. Aside from being able to view natural gas usage online, customers can also get weekly notifications about their upcoming natural gas bills through Bill Tracker Alerts. By signing up for Bill Tracker Alerts, customers can receive regular updates that can help them take steps to lower usage and avoid surprises. Weekly alerts are sent via email and/or text message. Message and data rates may apply from your cell phone service provider. Visit "Manage My Account: Manage Alerts" to sign up for weekly Bill Tracker Alerts.

Enhance Privacy and Security: Usage data transmitted from the natural gas meter is encrypted to increase privacy and security.

Increase Safety: Quicker detection of higher-than-usual natural gas usage (in occupied or unoccupied locations) will allow earlier investigation of possible problems as well as improved monitoring of gas pressure throughout the natural gas system.

Operational Savings: Advanced Meter technology upgrades are a natural step in our evolution of service, resulting in operational savings that will be passed on to customers over the life of the project while ensuring the continued safe and reliable delivery of natural gas to customers.

Q. Will SoCalGas be able to use this new technology to remotely shut off my natural gas service for any reason?

A. No, the new Advanced Meter communications device will not have remote shut-off capability. However, by having more frequent and detailed access to natural gas usage information, customers can more readily identify any abnormal natural gas consumption.

Customers who suspect a natural gas leak should immediately evacuate the area and call SoCalGas at 1-800-427-2200 from a safe location.

Q. What if I do not want an Advanced Meter communications device?

A. SoCalGas recognizes that some customers prefer to continue to have the natural gas meter read manually. For residential customers who choose not to have an Advanced Meter communications device installed, an Opt-Out Program has been established. 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 Residential Customers:

Initial Fee:** \$75 Monthly Charge:** \$10

For Customers enrolled in CARE*:

Initial Fee:** \$10 Monthly Charge:** \$5

Customers who do not want an Advanced Meter communications device installed should immediately call the SoCalGas Customer Contact Center at 1-800-427-2200. Please note that the person whose name appears on the account must be the person to call, in order to be opted-out of the technology.

If you still have questions or concerns or you would like more information about Advanced Meter, visit

socialgas.com (search "Advanced") or call:

English	1-800-427-2200
Español	1-800-342-4545
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

Q. Since Advanced Meter communications devices are read remotely, what will happen to the SoCalGas meter readers?

A. This next-generation meter technology will change how meters are read, and there will no longer be a need for manual meter reading and associated work. In addition to offering installation and other new job opportunities for meter readers, SoCalGas will work with employees to support career planning efforts to help them make as smooth a transition as possible. Education, re-training, and career planning options will be available to employees before and during installation.

Q. How will SoCalGas ensure that the new Advanced Meter communications devices are accurate?

A. The Advanced Meter communications device goes through rigorous testing by the manufacturer and SoCalGas to ensure compliance with all applicable state and national standards. We will continue to monitor meters and the network communications system to ensure that they are working properly.

Q. Is the Advanced Meter network secure?

A. SoCalGas maintains strict confidentiality and privacy policies. We use the latest technologies to safeguard customer information. Only customer natural gas usage information will be transmitted through the encrypted network. No other customer information will be transmitted.

Q. At what frequency will the Advanced Meter communications device operate? Will there be interference with other wireless devices in my home?

A. The Advanced Meter communications device operates on 450 megahertz (MHz). The device does not interfere with any other wireless devices in the home. The Advanced Meter communications device and network operate on an exclusive Federal Communications Commission (FCC) licensed frequency not used in the home.

Q. Have the health effects of radio frequency (RF) transmissions emitted from Advanced Meter communications devices been assessed?

A. Yes, according to the Federal Communications Commission, the Electric Power Research Institute and the World Health Organization, no adverse short- or long-term effects have been shown to occur from the RF signals produced by Advanced Meters or similar wireless networks.

Q. How does the RF from the Advanced Meter communications device compare to other typical home equipment or appliances in my home?

A. RF from Advanced Meter communications devices are substantially lower than other typical home equipment or appliances. The Advanced Meter communications device turns on for a fraction of a second each day, for a total of less than two minutes per year. For example, a person using a cell phone at home may have as much as a million times more RF exposure than a person standing eight inches from an Advanced Meter communications device.***

Q. How often do the SoCalGas Advanced Meter network Data Collector Units (DCUs) transmit usage data back to SoCalGas, and what technology are they using for those transmissions?

A. The SoCalGas Advanced Meter DCU is always powered on; however, it is in a sleep and/or listening mode similar to a personal computer. The DCU is only active about 30 minutes per day, when it reports meter usage data over the cellular network or transmits information requested by the Advanced Meter module.

SoCalGas only collects natural gas usage information, which is encrypted for added security. No personal customer information is ever collected or transmitted by the Advanced Meter communications device or DCU.

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

**Initial fee and monthly charges will be subject to applicable taxes. The billing of the monthly charge will be limited to the first three years of program enrollment. The installation fee and monthly charges are specific to the natural gas meter at the residence. They do not transfer with customers if the customer moves. If customer moves and chooses to opt out again, there will be a new initial fee and monthly charges.

*** Data gathered from the OET Bulletin 65 document from Federal Communications Commission.

The CARE program is funded by California utility customers and administered by SoCalGas under the auspices of the California Public Utilities Commission. Program funds are allocated on a first-come, first-served basis until such funds are no longer available. This program may be modified or terminated without prior notice.