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NEWS RELEASE

SoCalGas Wants Customers to Know They Might Have Higher Natural Gas Bills Due to Recent Cold Snap; Offers Online Tools, Assistance Programs

LOS ANGELES, Jan. 31, 2016 – [Southern California Gas Co.](#) (SoCalGas) wants customers to know that they may experience higher than expected natural gas bills in January due to the unusually cold weather and increased use of home heaters to stay warm.

There have been significantly more cold snap days this December 2015 and January 2016 to date compared to the December and January months in the last five years of warm winters in SoCalGas' service territory. Weather reports are predicting a cold snap over the next weeks beginning Jan. 31. SoCalGas encourages customers to be especially aware of energy usage.

Customers can monitor their natural gas usage and see whether their bills have gone up or down and how they compare to previous years by logging into "My Account" at [socalgas.com](#). View "ways to save" and select "compare bills." Tips to reduce home heating costs include:

- Lower the thermostat by three to five degrees for up to 30% energy savings
- Keep heating vents and furnace registers free of dirt lint and obstructions
- Clean or replace furnace filters according to manufacturers' recommendations

SoCalGas also offers resources to help customers manage natural gas costs and assistance paying bills. Through the California Alternate Rates for Energy (CARE) Program, eligible households receive a 20-percent rate discount on their monthly gas bill. Also, the Gas Assistance Fund (GAF) may be able to provide customers with a one-time grant for the amount of the gas bill, not exceeding \$100. SoCalGas' Medical Baseline Allowance offers an additional allowance of natural gas at a lower rate to qualified households where a member has a life-threatening illness, is seriously disabled, or requires more heat in winter due to a serious health condition.

Customers can learn more and apply for these and other programs by visiting [www.socalgas.com/for-your-home/assistance-programs/](#) or by calling (800) 427-2200.

Eligible customers may also receive no-cost home weatherization services through the Energy Savings Assistance Program. Apply online at [www.socalgas.com/for-your-home/assistance-programs/esap/form/index.shtml](#) or call (800) 331-7593 English and Spanish.

All SoCalGas customers can find rebates on qualifying energy efficient appliances or home upgrades by going to [www.socalgas.com/save-money-and-energy](#).

SoCalGas also recognizes that customers face various hardships and encourages those who may be having difficulty paying their natural gas bills to contact SoCalGas to ask about payment arrangements or to find out if they qualify for other bill-assistance programs. Customers can request payment arrangements online or call SoCalGas at (800) 427-2200 and should have their account number handy for faster service.

SoCalGas customer can enroll in the My Account program at <https://www.socalgas.com/pay-bill/my-account>. Once enrolled, they can easily access gas usage information, pay bills, schedule service orders and access other online services.

About Southern California Gas Co.

[Southern California Gas Co.](#) has been delivering clean, safe and reliable natural gas to its customers for more than 140 years. It is the nation's largest natural gas distribution utility, providing service to 21.4 million consumers connected through 5.9 million meters in more than 500 communities. The company's service territory encompasses approximately 20,000 square miles throughout central and Southern California, from Visalia to the Mexican border. Southern California Gas Co. is a regulated subsidiary of [Sempra Energy](#) (NYSE: SRE), a Fortune 500 energy services holding company based in San Diego.

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