

<b>DOCKETED</b>	
<b>Docket Number:</b>	25-BSTD-03
<b>Project Title:</b>	2028 Energy Code Pre-Rulemaking.
<b>TN #:</b>	268196
<b>Document Title:</b>	Steve Barrow Comments - Opposition to Proposed Pool Heating Regulation
<b>Description:</b>	N/A
<b>Filer:</b>	System
<b>Organization:</b>	Steve Barrow
<b>Submitter Role:</b>	Public
<b>Submission Date:</b>	1/8/2026 2:11:52 PM
<b>Docketed Date:</b>	1/8/2026

*Comment Received From: Steve Barrow  
Submitted On: 1/8/2026  
Docket Number: 25-BSTD-03*

## **Opposition to Proposed Pool Heating Regulation**

With all due respect the leadership of California's Drowning Prevention Community is opposed to the proposed CASE pool heating regulation. The specific reasons for our opposition are laid out in the attached jointly signed letter of opposition.

In summary though, the proposed pool heating regulation:

- Does not achieve any discernible benefits to California carbon footprint reduction goals.

- Was crafted without any meaningful input from key stakeholders from California's well known drowning prevention community and California's large numbers of public and private swim lesson pool owners and managers.

- Would create increased inequities in California's drowning public health issue by putting California's Black, Native American Indian, children diagnosed with Autism, and children from underserved communities at higher risk of drowning by removing the pools needed to teach them water safety and swimming skills.

- And result in far more California children and adults with permanent brain damage.

The organizations signing this letter support California's carbon footprint climate goals, but the proposed pool heating regulation is a flawed proposal harming many in our state without achieving any useful climate change. Those signing this letter of opposition are ready and happy to work with the California Energy Commission exploring other ways to help reach our state's climate goals.

*Additional submitted attachment is included below.*



January 5, 2025

David Hochschild, Chair  
California Energy Commission  
715 P Street  
Sacramento, CA 95814

Cc: Vice Chair Siva Gunda, Commissioner Andrew McAllister, Commissioner Noemí Gallardo, and Commissioner Nancy Skinner

Re: Opposition to Proposed Pool Heating Regulation

## Introduction

The organizations signing this letter strongly support California's climate and carbon reduction goals. However, we must respectfully oppose the proposed pool heating regulation requiring solar and heat pump systems for public and private pools. As currently drafted, the proposal would unintentionally force the closure of a majority of California's pools used for drowning prevention swim lessons and water rehabilitation programs—without producing any meaningful climate benefits. For the real-world reasons laid out in this letter, enacting the proposed regulation will cause insurmountable economic and structural burdens on public and private pools providing swim lessons and water rehabilitation programs leading to closure of these pools without achieving any discernible benefit to California's climate carbon footprint. The consultant firm's outreach to build its own inaccurate climate benefit story was built primarily by reaching out to stakeholders with an economic benefit if the proposed regulation were enacted, ignoring the real negative burden on those who own, manage, and run public and private pools essential to address California's codified public health drowning prevention strategies.

We urge the Commission to pause advancement of this proposal into the Administrative Procedure Act (APA) process and convene a meeting with key stakeholders who were not adequately consulted.

## I. Failure to Engage Critical Stakeholders

With all due respect for the CASE consulting team, the CASE report states that the 2025 Energy Code development process includes public engagement and full consideration of stakeholder views. Despite these stated goals, two essential stakeholder groups were not meaningfully consulted until November 2025:

- California's drowning prevention community
- Pool owners and operators who run the majority of public and private pools used for drowning prevention swim lessons and water rehabilitation programs.

These groups operate thousands of pools statewide and possess the real world operational knowledge necessary to evaluate whether solar and heat pumps can meet required water temperature needs. Their

exclusion resulted in a proposal built on incorrect assumptions about pool sizes, heating demands, infrastructure limitations, and equipment performance.

## **II. Public Health Importance of Pools in California**

Drowning is one of California's most urgent and inequitable public health crises:<sup>i</sup>

- Leading cause of death for children ages 1–4
- Second leading cause of death for children ages 5–14
- Third leading cause of death for youth ages 15–24
- Fatal drowning rates are two times higher for Black children and even higher for Native American children<sup>ii</sup>
- Leading cause of death for children diagnosed with Autism<sup>iii</sup>
- For every fatal drowning: There are seven to ten non-fatal drowning incidents with many non-fatal drowning incidents resulting in permanent brain injury due to hypoxia<sup>iv v</sup>
- One of the leading causes of Cerebral Palsy is brain injury due to drowning.<sup>vi vii</sup>

Due to the high public health stakes in California the state Legislature and Governor placed swim lessons in statute as an essential component of California's drowning prevention strategies (CA Health and Safety Code 116036). These programs require access to pools, including pools capable of staying open year-round to address the reality that half of California's children do not know how to swim. California's access to heated pools is critical and pools capable of maintaining water temperatures of 90–92°F.

## **III. Technical and Operational Realities of Pool Heating**

### **Solar Limitations**

Solar systems cannot reliably reach or maintain the temperatures required for swim lesson pools. They cannot provide rapid recovery heating and perform poorly during the majority of months with inconsistent sun exposure. Solar systems on these pools require and the CASE report acknowledges gas heaters to back up and most of the time be the primary water heaters even if solar panels can be installed. As you can see from the example below of similar sized pools - one with additional solar equipment and one without solar - relied on the pairing of gas heater equipment with solar without any discernible change in the use of the gas heater and the two pools' monthly heating bills. See the WaterWorks pool example below and, in the endnotes and Attachments A, B, C, and D.

### **Heat Pump Limitations**

Heat pumps require long run times, cannot quickly raise water temperature during lessons, and require large equipment footprints and electrical capacity that many facilities cannot accommodate. Changing the electrical equipment to accommodate heat pumps alone costs tens of thousands of dollars, far outside of pool maintenance and equipment budgets. And – even if there were available space to install heat pumps which is seriously problematic for most of these pools - require pairing with gas heaters as the primary water heating equipment, especially during pool usage when the water is agitated and water heating equipment that can quickly stabilize the water temperature is required.

### **Infrastructure Barriers**

Most swim lessons and rehab pools are located in leased buildings where operators cannot modify roofs or land. Many facilities lack the electrical capacity for heat pumps or the roof space needed for solar

arrays – do not have the electrical panel capacity for this additional heating equipment, requiring major retrofitting and upgrades to existing electrical equipment.

### **Equipment Lifespan**

The CASE report assumes a 30-year lifespan for solar systems. In reality, due to chemical exposure in swim-lesson pools, heating equipment including solar systems lasts five to eight years.

### **Real-World Cost Data**

A comparison of two similar WaterWorks swim-lesson facilities—Pasadena (with solar) and Carlsbad (without solar)—shows that Pasadena’s gas usage is higher despite having rooftop solar. Solar provided minimal to no economic savings or environmental savings, and gas heaters remained the primary heating source year-round.<sup>viii</sup> (See Attachments A, B, C, D, and E)

## **IV. Equity Impacts**

The proposed regulation would disproportionately harm Black children, Native American children, children diagnosed with autism, low-income families, and underserved communities with the highest drowning rates. These communities rely heavily on public and private swim lesson programs to bring water safety and swimming proficiency up to a level that is needed to turn California’s long standing drowning inequities around. Research shows these populations and communities have only 54% level of swim skills. Again, having swim skills prevents drowning by up to 88%. Closing pools would deepen existing racial and socioeconomic inequities to a higher level of drowning risk.

## **V. Environmental Impact Considerations**

California’s pools represent a small fraction of statewide energy use compared to data centers, aviation, industrial operations, and transportation. The proposed regulation would produce minimal if any discernible climate benefit while eliminating essential public-health infrastructure.

## **VI. Request for Action**

Given the significant unintended consequences, less than significant positive impact on California’s carbon footprint, and the lack of meaningful stakeholder engagement, we respectfully request that the Commission:

1. Pause advancement of the proposed pool heating regulation into the APA process.
2. Convene a meeting with drowning prevention organizations, swim lesson operators, and pool-facility owners.
3. Reevaluate the feasibility and public health impacts of solar and heat-pump mandates for swim-lesson and rehabilitation pools.

For coordination of our drowning prevention community, please contact:

### **Steve Barrow**

Vice Chair, Drowning Prevention Foundation

State Program Director, California Coalition for Children’s Safety and Health

[sbarrow88@gmail.com](mailto:sbarrow88@gmail.com)

Or our water safety partners at the California Pool & Spa Association through John Norwood at [jnorwood@nalobby.net](mailto:jnorwood@nalobby.net).

**In summary** the proposed pool heating regulation:

- Does not achieve any discernible benefits to California carbon footprint reduction goals.
- Was crafted without any meaningful input from key stakeholders from California's well known drowning prevention community and California's large numbers of public and private swim lesson pool owners and managers.
- Would create increased inequities in California's drowning public health issue by putting California's Black, Native American Indian, children diagnosed with Autism, and children from underserved communities at higher risk of drowning by removing the pools needed to teach them water safety and swimming skills.
- And result in far more California children and adults with permanent brain damage.

The organizations signing this letter support California's carbon footprint climate goals, but the proposed pool heating regulation is a flawed proposal harming many in our state without achieving any useful climate change. Those signing this letter of opposition are ready and happy to work with the California Energy Commission exploring other ways to help reach our state's climate goals.

Consigners:

**Steve Barrow**, State Policy Director, for California Coalition for Children's Safety and Health and Vice Chair Drowning Prevention Foundation (CCCSH and DPF) ([scbarrow88@gmail.com](mailto:scbarrow88@gmail.com))

**Marcia Kerr**, Chair, for Drowning Prevention Foundation, retired U.S. Consumer Product Safety Commission incident site investigator, and affected parent having lost her two-year-old son Cody to drowning.

**Rose Chollewinski**, President, for U.S. Swim School Association (USSSA), Owner SwimAmerica Davis CA and Lisa Zarda, Executive Director U.S. Swim School Association (USSSA)

**Bobby Hazen**, Executive Director, for Stop Drowning Now

**Jessica Heldman**, Executive Director, for Children's Advocacy Institute (CAI) University of San Diego School of Law, and **Professor Robert Fellmeth**, Founder, Children's Advocacy Institute University of San Diego School of Law

**Jon Alpert**, Owner WaterWorks Swim Schools, member of USSSA

CCs: Heather Riatt, Policy Development, CEC  
Office of Governmental and International Affairs, CEC  
Office of the Public Advisor, Energy Equity, and Tribal Affairs, CEC

Attachments – See Endnote viii: Example PG&E and SDGE actual bills with and without solar at Attachments A, B, C, D, and E.

Attachment A – WaterWorks Aquatics Carlsbad SDGE Dec 2023 Bill\_WW CB

Attachment B – WaterWorks Aquatics Pasadena SoCalGas Dec 2023 Bill\_WW Pas

Attachment C – WaterWorks Aquatics Pasadena SoCalGas Jun 2024 Bill\_WW Pas

Attachment D – WaterWorks Carlsbad SDGE Jun 2024 Bill\_WW CB

Attachment E – WaterWorks energy bill comparison with and without solar

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<sup>i</sup> California Department of Public Health EPICenter, CDC WISQARS, and American Academy of Pediatrics.

<sup>ii</sup> Centers for Disease Control and Prevention, American Academy of Pediatrics, Safe Kids Worldwide.

<sup>iii</sup> National Autism Association citing children with autism are 160 times as likely to die from drowning as the general pediatric population, American Red Cross, and National Drowning Prevention Alliance.

<sup>iv</sup> Idid.

<sup>v</sup> Biological impact of water submersion and hypoxia leading to brain damage (Underpinning why swim skills, which through scientific research is shown to prevent drowning by up to 88% is so important.):

- During a drowning incident, the brain tissue most impacted by hypoxia (lack of oxygen) includes the hippocampus, cerebellum, and basal ganglia,
- With cortical layers also highly vulnerable, leading to cell death in these energy-demanding areas within minutes, resulting in severe neurological deficits like memory, movement, and coordination problems.
- Vulnerable Brain Regions Hippocampus:
  - Especially CA1 (Carbonic Anhydrase 1) pyramidal neurons, critical for memory.
  - Cerebellum: Particularly its deep folia (folds and valleys of the brain) and Purkinje cells, affecting balance and motor control.
  - Basal Ganglia: Including the striatum and thalamic reticular nucleus, influencing movement, and aiding in the choice of behaviors to execute Cerebral Cortex: Layers 3, 5, and 6 of the neocortex are extremely sensitive.

### **Why These Areas of the brain?**

High Metabolic Demand:

- These regions require a continuous, high supply of oxygen and glucose to function, making them extremely sensitive to deprivation.
- Selective Vulnerability: Different neurons have varying levels of susceptibility, with these specific areas being the first to suffer irreversible damage.
- Impact Irreversible damage and neuronal death can occur within 4-10 minutes of severe hypoxia, causing profound deficits in cognition, motor function, and coordination.
- Brain Resuscitation in the Drowning Victim - PMC the greatest permanent harm in drowning accidents is to the brain, which has negligible metabolic substrate reserves to subsist on.

Timeline of Damage:

- Seconds: Functional failure begins.
- Minutes (4-10): Irreversible injury develops in these vulnerable regions, potentially causing memory/coordination issues if resuscitated.
- 10+ minutes: Tissue death.

<sup>vi</sup> National Institutes of Health, Children's Hospital of Orange County (Now Rady Children's Hospital of Orange County) "Oxygen Deprivation from Near-Drowning Can Lead to Brain Damage."

<sup>vii</sup> Cerebral Palsy Guidance – "Acquired Brain Injuries and Cerebral Palsy" and National Library of Medicine Functional integrity in children with anoxic brain injury from drowning.

<sup>viii</sup> To explain the pool heating real life situation for swim lessons one of the drowning prevention community pool owners is sharing a real heating bill comparison of similar sized swim lesson pools with one having solar and the other not having solar. Below is a real-life heating costs associated taken from swim lesson pools that have tried solar as compared with swim lesson pools without solar. Demonstrating the minimum to none cost and energy use saving when solar is attempted in a swim lesson pool setting. Again, most public, and private pools that are not residential associated pools are used for drowning prevention swim lessons and/or water rehab programs.

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When pool owners tried solar to heat their pools the high efficiency gas heater systems always became – even when their gas heating system was meant to be the back-up system – the primary source of heating the water. Below is an example of the pool heating real life costs and comparisons regarding similar sized swim lesson pool in Pasadena vs. Carlsbad, with one having solar addition to the pools heating equipment and the other without solar.

Exhibit: Attached is a comparison of gas usage and costs for the “WaterWorks” swim lesson pool in Pasadena and one of its other pools located at its Carlsbad facilities for the December 2023 and June 2024 billing periods. The corresponding gas invoices are also included at Attachments A, B, C, and D to this letter for your reference.

The Pasadena facility has rooftop pool solar equipment, which was installed as part of the original building construction. Despite this, Pasadena’s gas usage remains higher than that of the Carlsbad facility, which does not have pool solar. The rooftop solar system is providing minimal to no savings due to the required pool operating temperatures, as reflected in the utility bills from both summer and winter seasonal periods.

Below are the current pool specifications for each facility:

**Carlsbad**

- Pool 1: 43,270 gallons
- Pool 2: 79,000 gallons
- **Total:** 122,270 gallons

**Pasadena**

- Pool 1: 41,869 gallons
- Pool 2: 96,650 gallons
- **Total:** 138,519 gallons

Pasadena Solar has 1950 Sq Ft of panels on the roof. “Suntrek Solar” quoted the following if we installed this system today:

1950 Sq Ft System: \$37,250

Plumbing: \$3000 (estimate)

Controller: \$1200

Pump: \$3800

Plans permit/engineering: \$2500 (estimate)

Total: \$47,750

Overall, Pasadena's pools have approximately 13% more total pool volume than Carlsbad's pools. We heat each of our swimming pools to 90 degrees, a required level of temperature for conducting swim lessons with children, and the other pool at 93 degrees.

The gas heater fires on as the pool solar system is unable to heat the water up when it falls one degree. The peak summer months may help but the amount of time needed to bring the temperature up is much longer than with a gas heater. And when the water temperature drops during swim lessons when the water is agitated the gas heater becomes the primary since the solar cannot elevate the pool’s temperature or maintain the required temperature during the swim lesson day. Solar pool heating takes far too long to address the several heating requirements during a swim lesson program day.

See the example PG&E and SDGE actual bills at Attachments A, B, C, D, and E.

Attachment A – WaterWorks Aquatics Carlsbad SDGE Dec 2023 Bill\_WW CB

Attachment B – WaterWorks Aquatics Pasadena SoCalGas Dec 2023 Bill\_WW Pas



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Attachment C – WaterWorks Aquatics Pasadena SoCalGas Jun 2024 Bill\_WW Pas  
Attachment D – WaterWorks Carlsbad SDGE Jun 2024 Bill\_WW CB  
Attachment E – WaterWorks energy bill comparison with and without solar



ACCOUNT NUMBER [REDACTED]  
SERVICE FOR  
WATERWORKS AQUATIC CB  
[REDACTED]

DATE MAILED Dec 20, 2023  
sdge.com

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Go online or on our app to schedule your free gas appliances safety check-up at [sdge.com/GasCheck](https://sdge.com/GasCheck).

## Account Summary

Previous Balance			\$11,860.94
Payment Received	12/5/23	THANK YOU	- 11,860.94
Current Charges			+ 11,575.77
<b>Total Amount Due</b>			<b>\$11,575.77</b>

SDG&E is waiving late payment fees until further notice.

## Summary of Current Charges

(See page 2 for details)

	Billing Period	Usage	Amount(\$)
Gas	Nov 15, 2023 - Dec 14, 2023	3,522 Therms	4,671.78
Electric Delivery	Nov 15, 2023 - Dec 14, 2023	26,582 kWh	3,724.88
CCA Electric Generation			3,179.11
<b>Total Charges this Month</b>			<b>\$11,575.77</b>

Your electric energy is provided by **CLEAN ENERGY ALLIANCE**. If you have any questions about the Community Choice Aggregation (CCA) charges on your bill, please contact your CCA at 1-833-232-3110.

## 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.
- Power Charge Indifference Adjustment (PCIA) comprises the above market cost of the Utility's existing procurement portfolio and is calculated annually. This is a cost that is ultimately borne by all customers. The PCIA bill line item ensures that customers pay their share of generation costs already contracted to serve them.

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.)



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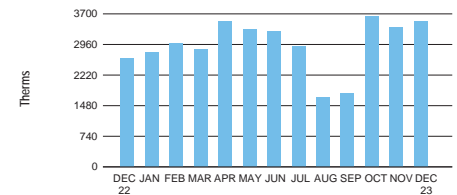
ACCOUNT NUMBER [REDACTED]

SERVICE ADDRESS [REDACTED]

WATERWORKS AQUATIC CB  
[REDACTED]  
[REDACTED]

Your payment of \$11,575.77.  
will be paid by "Automatic Pay"  
on Jan 4, 2024.

## Gas Usage History (Total therms used)



**3,522** Therms used

**117.4** Daily avg therms

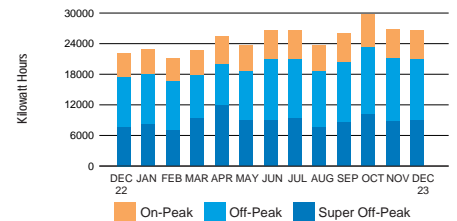
**116.0** Daily avg therms last month

**34.4%** Change in daily avg therms from last year

**1.2%** Change in daily avg therms from last month

**30** Days in billing cycle

## Electric Usage History (Total kWh used)



**26,582** kWh used

**886.1** Daily avg kWh

**922.5** Daily avg kWh last month

**19.9%** Change in daily avg kWh from last year

**3.9%** Change in daily avg kWh from last month

**44.2** Max monthly demand

**48.3** Max annual demand

**30** Days in billing cycle

Your payment of \$11,575.77.  
will be paid by "Automatic Pay"  
on Jan 4, 2024.

Please enter amount enclosed.

\$

Write account number on check and make payable to **San Diego Gas & Electric**.

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

CY 11

## Detail of Current Charges

### Gas Service

Rate: GN3-Commercial

Meter Number: [REDACTED] (Next scheduled read date Jan 16, 2024) Cycle: 11


Billing Period	Days	Current Reading	Previous Reading	Difference	Meter Constant	Therm Multiplier	Total Therms
11/15/23 - 12/14/23	30	89569	86123	3446	1.000	1.022	3,522

### GAS CHARGES

Customer Charge Amount(\$)  
10.00

Gas Service (Details below) 3,522 Therms

	1000 Therms	1001-21,000 Therms	Over 21,000 Therms
Therms used	1,000	2,522	
Rate/Therm	\$ .80985	\$ .53704	
Charge	\$809.85	+\$1,354.41	= 2,164.26

 **Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 17 of your Billing Period. Therefore, your charges for the first 16 days were at Rate 1, and the remaining 14 days were at Rate 2.

Gas Energy Charge (Details below) 1,878 Therms

	Usage
Therms used	1,878
Rate/Therm	\$ .67904
16 of 30 Days	\$1,275.24 = 1,275.24

Gas Energy Charge (Details below) 1,644 Therms

	Usage
Therms used	1,644
Rate/Therm	\$ .55902
14 of 30 Days	\$919.03 = 919.03

**Total Gas Charges \$4,368.53**  
(Continued on next page)

## Important Phone Numbers



**1-800-336-SDGE (7343) English**  
**1-800-311-SDGE (7343) Español**  
**1-877-889-SDGE (7343) TTY**

M-F, 7am-8pm, Sat, 7am-6pm

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**

To make a payment using your credit or debit card via a third party vendor, call. **1-800-386-0067**

## Payment Options \$ Please visit [sdge.com/pay-my-bill](https://sdge.com/pay-my-bill) for more ways to pay your bill.



### Online Bill Pay:

Register to make a secure payment now or schedule your payment at [sdge.com/myaccount](https://sdge.com/myaccount).



### Credit/Debit:

Pay by credit/debit card via third party vendor (fee applies) by visiting [sdge.com/pay-my-bill](https://sdge.com/pay-my-bill). Click on the Bill Matrix link or call **1-800-386-0067** to make a payment.



### Mobile:

SDGE's no-cost app for your mobile device gives you more ways to connect with us. Visit [sdge.com/mobileapp](https://sdge.com/mobileapp) to download.



### In Person:

To find the nearest location and hours of operation, visit [sdge.com/locations](https://sdge.com/locations).



### Need help paying your bill?

For payment options or to make payment arrangements, visit [sdge.com/assistance](https://sdge.com/assistance) or call **1-800-411-7343**.



### 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.



ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$11,575.77

DATE MAILED Dec 20, 2023  
sdge.com

Detail of Current Charges - Continued

TAXES & FEES ON GAS CHARGES

		Amount(\$)
Public Purpose Programs	3,522 Therms x \$.083100	292.68
State Regulatory Fee	3,522 Therms x \$.003000	10.57
<b>Total Taxes &amp; Fees on Gas Charges</b>		<b>\$303.25</b>
<b>Total Gas Service</b>		<b>\$4,671.78</b>

Electric Service

Rate: Time of Use - AL-TOU-Commercial      Climate Zone: Coastal  
Billing Period: 11/15/23 - 12/14/23      Total Days: 30  
Meter Number: [REDACTED]      (Next scheduled read date Jan 16, 2024)      Cycle: 11  
Meter Constant: [REDACTED]      Billing Voltage Level: Secondary  
Circuit: [REDACTED]      Block: [REDACTED]  
Total Usage: 26,582      (Usage based on interval data)

ELECTRIC CHARGES

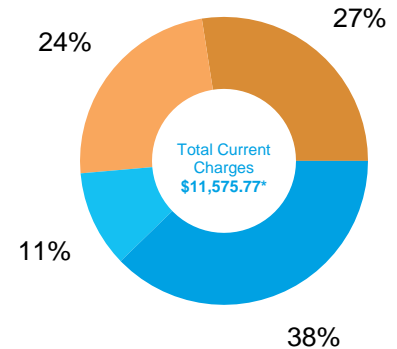
ELECTRIC CHARGES				Amount(\$)
Time of Use Customer Charge				213.30
Electricity Delivery ( <i>Details below</i> )		14,165 kWh		
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,978	6,338	4,849	
Rate/kWh	\$.02310	\$.02310	\$.02310	
16 Days Charge	\$68.79	+ \$146.41	+ \$112.01	= 327.21
Electricity Delivery ( <i>Details below</i> )		12,417 kWh		
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,651	5,661	4,105	
Rate/kWh	\$.02310	\$.02310	\$.02310	
14 Days Charge	\$61.24	+ \$130.77	+ \$94.83	= 286.84
Winter On-Peak Demand				42.9 kW x \$28.83 1,236.81
Non-Coincident Demand				44.2 kW x \$33.38 1,475.40
Wildfire Fund Charge				26,582 kWh x \$.00530 140.88

Electricity Generation (Details below)			14,165 kWh	
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,978	6,338	4,849	
Rate/kWh	\$.29251	\$.16402	\$.12673	
16 Days Charge	\$871.09	+ \$1,039.56	+ \$614.51	= 2,525.16

Electricity Generation (Details below)			12,417 kWh	
WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,651	5,661	4,105	
Rate/kWh	\$.29251	\$.16402	\$.12673	
14 Days Charge	\$775.44	+ \$928.52	+ \$520.23	= 2,224.19
Winter Generation Demand			42.9 kW x \$.00	.00
Electricity Generation Credit				-4,749.35

(Continued on next page)

Breakdown of Current Charges



\*Credits are not shown on the chart

The total current charges include the following components. Definitions for these terms are shown on page 6 of your bill.

<b>Gas Charges</b>	
Gas Service	\$4,368.53
<b>Other Charges &amp; Credits (Gas)</b>	
Public Purpose Programs	\$292.68
Other	\$10.57
<b>Electric Charges</b>	
Transmission	\$449.92
Distribution	\$2,015.72
Nuclear Decommissioning	\$1.87
Competition Transition Charge	\$38.01
Local Generation Charge	\$262.63
Reliability Services	\$.80
<b>Other Charges &amp; Credits (Electric)</b>	
Public Purpose Programs	\$770.35
Wildfire Fund Charge	\$140.88
PCIA	-\$43.07
Other	\$87.77
<b>CCA Electric Generation Charges</b>	
Total CCA Electric Generation	\$3,179.11
<b>Total Current Charges</b>	<b>\$11,575.77</b>



ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$11,575.77

DATE MAILED Dec 20, 2023  
sdge.com

Page 4 of 6

*Detail of Current Charges - Continued*

PCIA 2020	26,582 kWh x $-\$.00162$	-43.07
Economic Development Program Credit		-.26

**Total Electric Charges \$3,637.11**

**TAXES & FEES ON ELECTRIC CHARGES**

		Amount(\$)
Franchise Fee Equivalent Surcharge	4,838.56 x 1.10%	53.22
State Regulatory Fee	26,582 kWh x $\$.001300$	34.55

**Total Taxes & Fees on Electric Charges \$87.77**

**Total Electric Service \$3,724.88**

**Community Choice Aggregation (CCA) Electric Generation Charges**

Your Electric energy is provided by the following CCA:

**CLEAN ENERGY ALLIANCE** Phone: 1-833-232-3110

CCA Account Number [REDACTED] Service Delivery Point: [REDACTED]

Bill Date: Dec 14, 2023 Billing Period: 11/15/23 - 12/14/23

	Amount(\$)
Generation On-Peak Winter 5629 kWh X $\$.022861$	1,286.75
Generation Off-Peak Winter 11999 kWh X $\$.010411$	1,249.23
Generation Super Off-Peak Winter 8954 kWh X $\$.06797$	608.58
Clean Impact Plus 26581 kWh X $\$.001$	26.58
State Surcharge Tax	7.97
<b>Total CCA Electric Generation Charges</b>	<b>\$3,179.11</b>

For more detail on your CEA bill, call us at 833-232-3110.  
Customer privacy is a high priority at CEA. CEA's privacy policies  
can be found at [TheCleanEnergyAlliance.org/Privacy-Rights](https://TheCleanEnergyAlliance.org/Privacy-Rights).  
Your CCA rate is AL-TOU-S.

**Total Current Charges \$11,575.77**

## Your Electricity Dashboard

### Highest Usage Hour



Highest Usage Hour (Demand) this month:

**44.2 kW on November 20, 2023 from 2:00pm to 3:00pm**

Demand is the highest amount of electricity used at a given point in time.

### Time of Use - Electricity

Winter	kWh
On-Peak	5,629
Off-Peak	11,999
Super Off-Peak	8,954
<b>Total</b>	<b>26,582</b>

TOU Period – Weekdays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	6:00 a.m. - 4:00 p.m.; 9:00 p.m. - midnight	6:00 a.m. - 4:00 p.m. Excluding 10:00 a.m. - 2:00 p.m. in March and April; 9:00 p.m. - midnight
Super Off-Peak	Midnight - 6:00 a.m.	Midnight - 6:00 a.m. 10:00 a.m. - 2:00 p.m. in March and April

TOU Period – Weekends and Holidays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight
Super Off-Peak	Midnight - 2:00 p.m.	Midnight - 2:00 p.m.

## Definitions

**California Climate Credit** - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit [cpuc.ca.gov/climatecredit](http://cpuc.ca.gov/climatecredit) to learn more.

**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.

**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.

**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.

**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.

**Electricity Generation Credit** - This credit offsets the 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.

**Local Generation Charge** - Recovers the costs associated with generation power suppliers that the CPUC has determined should be recovered from all benefiting customers.

**Maximum Annual Demand** - The highest Maximum Monthly Demand for the current and prior eleven billing periods.

**Maximum Monthly Demand** - The maximum demand during the current billing period.

**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).

**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.

**Total Rate Adjustment Component (TRAC)** - This charge achieves legislative and CPUC subsidies such as maintaining the Commission approved tier differential between rates for usage up to 130% of baseline and usage above 130% of baseline; discounted rates for assistance programs; and elimination or modification of seasonality in rates by lowering Summer rates and increasing Winter rates.

**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.

**Wildfire Fund Charge** - The Wildfire Fund Charge is mandated by the CPUC to repay costs associated with wildfire damage after July 12, 2019.

## 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 may 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).

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

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Type of Call	Toll-Free Number
TTY/VCO/HCO to Voice	1-800-735-2929 English 1-800-855-3000 Spanish
Voice to TTY/VCO/HCO	1-800-735-2922 English 1-800-855-3000 Spanish
Speech to Speech	1-800-854-7784

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**Re-Establishment of Credit / Deposit** - If your SDG&E bill becomes past due and a written notice for disconnection is mailed, you may be required to re-establish your credit by paying a deposit.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).





ACCOUNT NUMBER 199 253 8530 4

SERVICE FOR

WATERWORKS AQUATICS

DATE MAILED Dec 28, 2023

Page 1 of 2

1-800-427-2000 English  
1-800-427-6029 EspañolM-F, 7am-8pm Sat, 7am-6pm  
24 Hour Emergency Services Available

socalgas.com

NEW THIS WINTER! Sign up to receive a text message from SoCalGas when there is a 20% or more increase in the monthly natural gas commodity cost, which impacts a portion of your bill. Learn more and sign up today at [socalgas.com/NotifyMe](https://socalgas.com/NotifyMe)

## Account Summary

Amount of Last Bill			\$6,037.40
Payment Received	12/18/23	THANK YOU	- 6,037.40
Current Charges			+ 6,297.84
<b>Total Amount Due</b>			<b>\$6,297.84</b>

.7% Late Payment Charge Due if Paid After JAN 23, 2024

## Current Charges

Rate: GN-10 - Non-Residential

Meter Number: 13983953 (Next scheduled read date Jan 24 2024)

Cycle: 18

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	Billing x Factor	BTU x Factor	Total Therms
11/25/23 - 12/26/23	31		18717	15479	3,238	1.313	1.031	4383

### GAS CHARGES

Customer Charge 31 Days x \$.49315 15.29

### Gas Transportation (Details below)

4,383 Therms

	Tier 1	Tier 2	Tier 3
Therms used	250	3,917	216
Rate/Therm	\$1.06855	\$6.0059	\$.28682
Charge	\$267.14	+ \$2,352.51	+ \$61.95

Gas Commodity 4,383 Therms x \$.57754 2,531.36

**Total Gas Charges \$5,228.25**

### TAXES & FEES ON GAS CHARGES

	Amount(\$)
State Regulatory Fee	4,383 Therms x \$.00300 13.15
Public Purpose Surcharge	4,383 Therms x \$.13583 595.34
Pasadena City Users Tax	\$5,836.74 x 7.90% 461.10

**Total Taxes and Fees on Gas Charges \$1,069.59**

(Continued on next page)

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.)



SERVICE ADDRESS 2290 E FOOTHILL BLVD PASADENA CA 91107-3633

Save Paper &  
Postage  
PAY ONLINE  
[socalgas.com](https://socalgas.com)

ACCOUNT NUMBER

DATE DUE Jan 19, 2024

AMOUNT DUE \$6,297.84

Please enter amount enclosed.

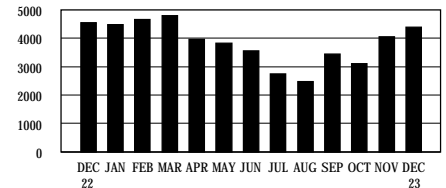
\$

Write account number on check and  
make payable to SoCalGas.

WATERWORKS AQUATICS PASADENA

SoCalGas  
PO BOX C  
MONTEREY PARK CA 91756-5111

## Gas Usage History (Total Therms used)



	Dec 22	Nov 23	Dec 23
Total Therms used	4,542	4,037	4,383
Daily average Therms	146.5	126.2	141.4
Days in billing cycle	31	32	31

SoCalGas' gas commodity cost per therm for your  
billing period:

Dec. . . . . \$.55822 Nov. . . . . \$.67806

CY 18 6520 0581 P





ACCOUNT NUMBER [REDACTED]  
DATE DUE AMOUNT DUE  
Jan 19, 2024 \$6,297.84

DATE MAILED Dec 28, 2023 Page 2 of 2

1-800-427-2000 English  
1-800-427-6029 Español

M-F, 7am-8pm Sat, 7am-6pm  
24 Hour Emergency Services Available  
[socialgas.com](http://socialgas.com)

Total Current Charges \$6,297.84

## SoCalGas 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 1-877-272-3303.

**Closing your Gas Service** - We require two (2) working days and access to the meter to close your gas service.

**Information about Deposits - Non-Residential accounts only**  
**Amount of Deposit** - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

**Return of Deposit/Interest on Deposit** - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

## Billing Term Definitions

**Baseline** - Amount of gas billed at the lowest residential rate.

**Billing Factor** - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

**BTU Factor** - Adjusts the amount of gas measured to reflect the heating content of gas.

**Climate Zone** - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

**State Regulatory Fee** - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.

**Gas Commodity Charge** - Cost of gas purchased by SoCalGas on behalf of its customers.

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Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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## Other Important Phone Numbers

For the following, call  
Monday - Friday, 8 a.m. - 5 p.m.:

粵語: 1-800-427-1420

한국어: 1-800-427-0471

國語: 1-800-427-1429

Tiếng Việt: 1-800-427-0478

## Self Service Options available 24

hours a day, 7 days a week ..... 1-800-772-5050  
For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

Contact 811 two days before digging to have utility-owned lines identified and marked. Visit [socialgas.com/811](http://socialgas.com/811) or dial 811.

## Payment Options \$

**Online:** Register or sign into MyAccount at [myaccount.socialgas.com](http://myaccount.socialgas.com).

**Home banking:** Pay through your banking institution.

**Direct Debit:** Print application at [socialgas.com](http://socialgas.com) or call 1-800-427-2200 for an application by mail.

**Pay by Phone:** If already enrolled, call 1-800-427-2700 to authorize a payment.

**By Mail:** Mail your check or money order, along with the payment stub in the enclosed envelope.

**Debit/Credit Card or Electronic Check:** Accepts credit/debit cards, VISA, Mastercard, and Discover or Electronic Checking/Savings. A convenience fee is charged, contact BillMatrix at 1-800-232-6629 or visit [socialgas.com/WaysToPay](http://socialgas.com/WaysToPay).

**In Person:** Visit [socialgas.com/Locations](http://socialgas.com/Locations).

## SoCalGas Payment Locations

**Authorized Payment Agencies** - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

### Company Offices - Business Hours: Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J  
Anaheim, 716 S. State College Blvd.  
Banning, 60 E. Ramsey St. #A  
Commerce, 5708 E. Whittier Blvd.  
Compton, 700 N. Long Beach Blvd.  
Corona, 341 S. Lincoln Ave. #A  
Covina, 932 N. Citrus Ave.  
Delano, 1227 Jefferson St.  
Dinuba, 239 E. Tulare St.  
El Centro, 1111 W. Main St.  
El Monte, 11912 Valley Blvd., Suite B  
Fontana, 9781 Sierra Ave. #C  
Glendale, 919 S. Central Ave. #B  
Hanford, 420 N. 11th Ave. #105  
Hemet, 280 E. Stetson Ave.

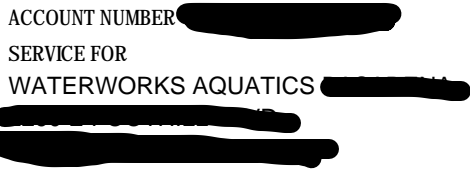
Hollywood, 1811 Hillhurst Ave.  
Huntington Park, 5916 Pacific Blvd.  
Indio, 45123 Towne Ave.  
Inglewood, 3530 W. Century Blvd. Ste. 102  
Lancaster, 2065 W. Avenue K  
Lompoc, 128 S. "H" St.  
Los Angeles, 3739 Crenshaw Blvd. #C  
Los Angeles, 4619 S. Central Ave.  
Los Angeles, 2522 N. Daly St.  
Ontario, 962 N. Mountain Ave.  
Oxnard, 1640 E. Gonzales Rd.  
Pasadena, 1214 E. Green St. #102  
Pomona, 196 E. 3rd St.  
Porterville, 59 W. Thurman Ave.  
Riverside, 7000 Indiana Ave. #105

San Bernardino, 1136 N. Mount Vernon Ave. #305  
San Fernando, 444 S. Brand Blvd. Suite 101  
San Luis Obispo, 2240 Emily St. Suite 140  
San Pedro, 1851 N. Gaffey St. Suite A  
Santa Ana, 738 S. Harbor Blvd.  
Santa Barbara, 134 E. Victoria St.  
Santa Fe Springs, 11516 Telegraph Rd.  
Santa Maria, 550 E. Betteravia Rd. Suite B  
South Gate, 3530 Tweedy Blvd.  
Van Nuys, 6550 Van Nuys Blvd.  
Visalia, 1305 E. Noble Ave.  
Watts, 1665 E. 103rd St.  
Wilmington, 929 N. Avalon Blvd.

### Drop Box Location

Burbank, Public Service Department,  
164 W. Magnolia Blvd.

**SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.**



M-F, 7am-8pm Sat, 7am-6pm  
24 Hour Emergency Services Available  
socialgas.com

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Amount of Last Bill			\$4,196.02
Payment Received	06/13/24	THANK YOU	- 4,196.02
Current Charges			+ 3,981.88
Total Amount Due			\$3,981.88

.7% Late Payment Charge Due if Paid After JUL 18, 2024

Meter Number: [REDACTED] (Next scheduled read date Jul 23 2024) Cycle: 18

Billing Period	Days	Meter Number	Current Reading	- Previous Reading	= Difference	x Factor	x BTU Factor	= Total Therms
05/22/24 - 06/21/24	30	[REDACTED]	36603	34082	2,521	1.313	1.026	3396

Customer Charge	30 Days x \$.49315	14.79
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Gas Transportation ( <i>Details below</i> )	3,396 Therms
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	Tier 1	Tier 2		
Therms used	250	3,146		
Rate/Therm	\$1.12532	\$.65998		
Charge	\$281.33	+ \$2,076.30	=	2,357.63

Gas Commodity	3,396 Therms x \$.23447	796.26
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Total Gas Charges \$3,168.68

*SoCalGas' gas commodity cost per therm for your billing period:*

Jun. . . . .	\$ .23913	May. . . . .	\$ .22361
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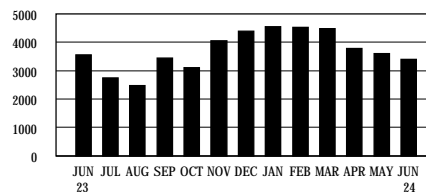
## TAXES &amp; FEES ON GAS CHARGES

State Regulatory Fee	3,396 Therms x \$.00100	3.40
Public Purpose Surcharge	3,396 Therms x \$.15261	518.26
Pasadena City Users Tax	\$3,690.34 x 7.90%	291.54

Total Taxes and Fees on Gas Charges	\$813.20
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Total Current Charges \$3,981.88

AMOUNT DUE \$3,981.88

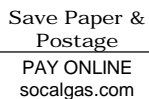
Usage History (*Total Therms used*)

	Jun 23	May 24	Jun 24
Total Therms used	3,560	3,594	3,396
Daily average Therms	122.8	123.9	113.2
Days in billing cycle	29	29	30

June is National Safety Month and we have three tips to staying safe around natural gas: Look for damaged pipes, listen for a hissing sound, or the rotten egg smell of natural gas. More tips at [socialgas.com/BeSafe](http://socialgas.com/BeSafe)

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.)



SERVICE ADDRESS 2290 E FOOTHILL BLVD PASADENA CA 91107-3633

ACCOUNT NUMBER

AMOUNT DUE \$3,981.88

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

## WATERWORKS AQUATICS

SoCalGas  
PO BOX C  
MONTEREY PARK CA 91756-5111

CY 18 6520 0581 P



ACCOUNT NUMBER [REDACTED]  
DATE DUE AMOUNT DUE  
Jul 16, 2024 \$3,981.88

DATE MAILED Jun 25, 2024 Page 2 of 2

1-800-427-2000 *English*  
1-800-427-6029 *Español*

M-F, 7am-8pm Sat, 7am-6pm  
24 Hour Emergency Services Available  
socalgas.com

## SoCalGas Policies and Notices

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**Closing your Gas Service** - We require two (2) working days and access to the meter to close your gas service.

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Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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**한국어:** 1-800-427-0471

**國語:** 1-800-427-1429

**Tiếng Việt** 1-800-427-0478

**Self Service Options** available 24

hours a day, 7 days a week 1-800-772-5050  
For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

Contact 811 two days before digging to have utility-owned lines identified and marked. Visit [socalgas.com/811](http://socalgas.com/811) or dial 811.

## Payment Options

**Online:** Register or sign into MyAccount at [myaccount.socalgas.com](http://myaccount.socalgas.com).

**Home banking:** Pay through your banking institution.

**Direct Debit:** Print application at [socalgas.com](http://socalgas.com) or call 1-800-427-2200 for an application by mail.

**Pay by Phone:** If already enrolled, call 1-800-427-2700 to authorize a payment.

**By Mail:** Mail your check or money order, along with the payment stub in the enclosed envelope.

**Debit/Credit Card or Electronic Check:** Accepts credit/debit cards, VISA, Mastercard, and Discover or Electronic Checking/Savings. A convenience fee is charged, contact BillMatrix at 1-800-232-6629 or visit [socalgas.com/WaysToPay](http://socalgas.com/WaysToPay).

**In Person:** Visit [socalgas.com/Locations](http://socalgas.com/Locations).

## SoCalGas Payment Locations

**Authorized Payment Agencies** - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

**Company Offices - Business Hours:** Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J  
Anaheim, 716 S. State College Blvd.  
Banning, 60 E. Ramsey St. #A  
Commerce, 5708 E. Whittier Blvd.  
Compton, 700 N. Long Beach Blvd.  
Corona, 341 S. Lincoln Ave. #A  
Covina, 932 N. Citrus Ave.  
Delano, 1227 Jefferson St.  
Dinuba, 239 E. Tulare St.  
El Centro, 1111 W. Main St.  
El Monte, 11912 Valley Blvd., Suite B  
Fontana, 9781 Sierra Ave. #C  
Glendale, 919 S. Central Ave. #B  
Hanford, 420 N. 11th Ave. #105  
Hemet, 280 E. Stetson Ave.

Hollywood, 1811 Hillhurst Ave.  
Huntington Park, 5916 Pacific Blvd.  
Indio, 45123 Towne Ave.  
Inglewood, 3530 W. Century Blvd. Ste. 102  
Lancaster, 2065 W. Avenue K  
Lompoc, 128 S. "H" St.  
Los Angeles, 3739 Crenshaw Blvd. #C  
Los Angeles, 4619 S. Central Ave.  
Los Angeles, 2522 N. Daly St.  
Ontario, 962 N. Mountain Ave.  
Oxnard, 1640 E. Gonzales Rd.  
Pasadena, 1214 E. Green St. #102  
Pomona, 196 E. 3rd St.  
Porterville, 59 W. Thurman Ave.  
Riverside, 7000 Indiana Ave. #105

San Bernardino, 1136 N. Mount Vernon Ave. #305  
San Fernando, 444 S. Brand Blvd. Suite 101  
San Luis Obispo, 2240 Emily St. Suite 140  
San Pedro, 1851 N. Gaffey St. Suite A  
Santa Ana, 738 S. Harbor Blvd.  
Santa Barbara, 134 E. Victoria St.  
Santa Fe Springs, 11516 Telegraph Rd.  
Santa Maria, 550 E. Betteravia Rd. Suite B  
South Gate, 3530 Tweedy Blvd.  
Van Nuys, 6550 Van Nuys Blvd.  
Visalia, 1305 E. Noble Ave.  
Watts, 1665 E. 103rd St.  
Wilmington, 929 N. Avalon Blvd.

**Drop Box Location**

Burbank, Public Service Department,  
164 W. Magnolia Blvd.

*SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.*



ACCOUNT NUMBER [REDACTED]  
SERVICE FOR  
WATERWORKS AQUATIC CB  
[REDACTED]

DATE MAILED Jun 20, 2024  
sdge.com

Page 1 of 8

## Account Summary

Previous Balance			\$10,004.07
Payment Received	6/5/24	THANK YOU	- 10,004.07
Current Charges			+ 9,785.14
<b>Total Amount Due</b>			<b>\$9,785.14</b>

SDG&E is waiving late payment fees until further notice.

## Summary of Current Charges

(See page 2 for details)

	Billing Period	Usage	Amount(\$)
Gas	May 16, 2024 - Jun 14, 2024	3,076 Therms	3,163.04
Electric Delivery	May 16, 2024 - Jun 14, 2024	23,330 kWh	3,364.36
CCA Electric Generation			3,257.74
<b>Total Charges this Month</b>			<b>\$9,785.14</b>

✓ Your electric energy is provided by **CLEAN ENERGY ALLIANCE**. If you have any questions about the Community Choice Aggregation (CCA) charges on your bill, please contact your CCA at 1-833-232-3110.

✓ **Seasonal Rate Change This Billing Period:**  
Seasonal rates changed from Winter to Summer.

### 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.
- Power Charge Indifference Adjustment (PCIA) comprises the above market cost of the Utility's existing procurement portfolio and is calculated annually. This is a cost that is ultimately borne by all customers. The PCIA bill line item ensures that customers pay their share of generation costs already contracted to serve them.

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  
sdge.com

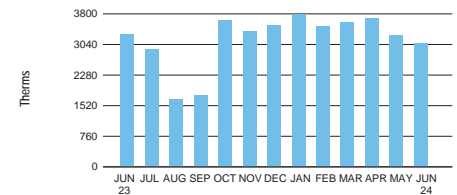
ACCOUNT NUMBER [REDACTED]

**SERVICE ADDRESS:** 2704 GATEWAY RD CB 92009

WATERWORKS AQUATIC CB  
[REDACTED]

Your payment of \$9,785.14.  
will be paid by "Automatic Pay"  
on Jul 5, 2024.

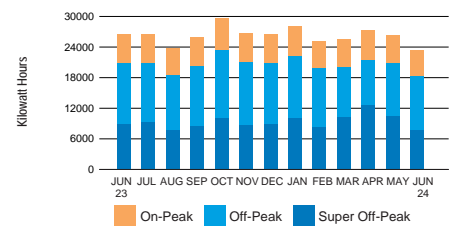
### Gas Usage History (Total therms used)



**3,076** Therms used

**102.5** Daily avg therms  
**109.1** Daily avg therms last month  
**6.2%** Change in daily avg therms from last year  
**6.0%** Change in daily avg therms from last month  
**30** Days in billing cycle

### Electric Usage History (Total kWh used)



**23,330** kWh used

**777.7** Daily avg kWh  
**878.0** Daily avg kWh last month  
**12.0%** Change in daily avg kWh from last year  
**11.4%** Change in daily avg kWh from last month  
**44.5** Max monthly demand  
**48.3** Max annual demand  
**30** Days in billing cycle

Your payment of \$9,785.14.  
will be paid by "Automatic Pay"  
on Jul 5, 2024.

Please enter amount enclosed.

\$

Write account number on check and make  
payable to **San Diego Gas & Electric**.

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

CY 11



ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$9,785.14

DATE MAILED Jun 20, 2024  
sdge.com

## Detail of Current Charges

### Gas Service

Rate: GN3-Commercial

Meter Number: [REDACTED] (Next scheduled read date Jul 16, 2024) Cycle: 11

Billing Period	Days	Current Reading	- Previous Reading = Difference	x Meter Constant	x Therm Multiplier = Total Therms
05/16/24 - 06/14/24	30	9950	6931	3019	1.000 1.019 3,076

### GAS CHARGES

Customer Charge Amount(\$)  
10.00  
Gas Service (Details below) 3,076 Therms

	1000 Therms	1001-21,000 Therms	Over 21,000 Therms
Therms used	1,000	2,076	
Rate/Therm	\$ .82929	\$ .57413	
Charge	\$829.29	+ \$1,191.89	= 2,021.18

**Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 17 of your Billing Period. Therefore, your charges for the first 16 days were at Rate 1, and the remaining 14 days were at Rate 2.

Gas Energy Charge (Details below) 1,640 Therms

	Usage
Therms used	1,640
Rate/Therm	\$ .22394
16 of 30 Days	\$367.26 = 367.26

Gas Energy Charge (Details below) 1,436 Therms

	Usage
Therms used	1,436
Rate/Therm	\$ .23948
14 of 30 Days	\$343.89 = 343.89

**Total Gas Charges \$2,742.33**  
(Continued on next page)

## Important Phone Numbers



1-800-336-SDGE (7343) English  
1-800-311-SDGE (7343) Español  
1-877-889-SDGE (7343) TTY

M-F, 7am-8pm, Sat, 7am-6pm

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**

To make a payment using your credit or debit card via a third party vendor, call. . . . . **1-800-386-0067**

## Payment Options \$ Please visit [sdge.com/pay-my-bill](https://sdge.com/pay-my-bill) for more ways to pay your bill.



### Online Bill Pay:

Register to make a secure payment now or schedule your payment at [sdge.com/myaccount](https://sdge.com/myaccount).



### Credit/Debit:

Pay by credit/debit card via third party vendor (fee applies) by visiting [sdge.com/pay-my-bill](https://sdge.com/pay-my-bill). Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.



### Mobile:

SDGE's no-cost app for your mobile device gives you more ways to connect with us. Visit [sdge.com/mobileapp](https://sdge.com/mobileapp) to download.



### In Person:

To find the nearest location and hours of operation, visit [sdge.com/locations](https://sdge.com/locations).



### Need help paying your bill?

For payment options or to make payment arrangements, visit [sdge.com/assistance](https://sdge.com/assistance) or call 1-800-411-7343.



### 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.





ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$9,785.14

DATE MAILED Jun 20, 2024  
sdge.com

Detail of Current Charges - Continued

TAXES & FEES ON GAS CHARGES

		Amount(\$)
Public Purpose Programs	3,076 Therms x \$.135770	417.63
State Regulatory Fee	3,076 Therms x \$.001000	3.08
Total Taxes & Fees on Gas Charges		\$420.71
Total Gas Service		\$3,163.04

Electric Service

Rate: Time of Use - AL-TOU-Commercial      Climate Zone: Coastal  
Billing Period: 5/16/24 - 6/14/24      Total Days: 30  
Meter Number: [REDACTED]      (Next scheduled read date Jul 16, 2024)      Cycle: 11  
Meter Constant: 80.000      Billing Voltage Level: Secondary  
Circuit: [REDACTED]      Block: [REDACTED]  
Total Usage: 23,330      (Usage based on interval data)

ELECTRIC CHARGES

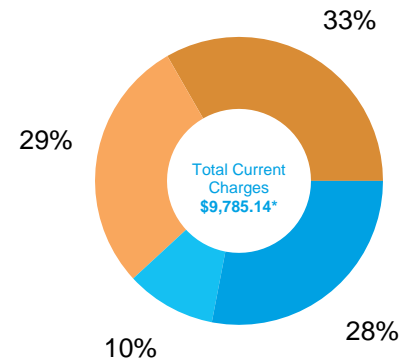
		Amount(\$)
Time of Use Customer Charge		213.30
Electricity Delivery (Details below)	11,659 kWh	
WINTER USAGE	On-Peak      Off-Peak      Super Off-Peak	
kWh used	2,475      5,187      3,997	
Rate/kWh	\$.01818      \$.01818      \$.01818	
16 Days Charge	\$45.00      + \$94.30      + \$72.67	= 211.97
Electricity Delivery (Details below)	11,671 kWh	
SUMMER USAGE	On-Peak      Off-Peak      Super Off-Peak	
kWh used	2,498      5,362      3,811	
Rate/kWh	\$.01818      \$.01818      \$.01818	
14 Days Charge	\$45.41      + \$97.48      + \$69.28	= 212.17

**Rate Change This Billing Period:**  
There was a rate change on day 17 of your Billing Period. Therefore, your charges for the first 16 days were at Rate 1, and the remaining 14 days were at Rate 2.

Winter On-Peak Demand	33.9 kW x \$32.46 x 16/30	586.88
Summer On-Peak Demand	43.8 kW x \$30.41 x 14/30	621.58
Non-Coincident Demand	44.5 kW x \$30.43	1,354.14

(Continued on next page)

Breakdown of Current Charges



\*Credits are not shown on the chart  
The total current charges include the following components. Definitions for these terms are shown on page 8 of your bill.

<b>Gas Charges</b>	
Gas Service	\$2,742.33
<b>Other Charges &amp; Credits (Gas)</b>	
Public Purpose Programs	\$417.63
Other	\$3.08
<b>Electric Charges</b>	
Transmission	\$329.67
Distribution	\$2,033.26
Nuclear Decommissioning	\$1.63
Competition Transition Charge	\$11.02
Local Generation Charge	\$419.47
Reliability Services	\$22
<b>Other Charges &amp; Credits (Electric)</b>	
Public Purpose Programs	\$404.30
Wildfire Fund Charge	\$130.88
Incram. Procurement Cost Adj.	\$3.97
PCIA	-\$32.90
Other	\$62.84
<b>CCA Electric Generation Charges</b>	
Total CCA Electric Generation	\$3,257.74
<b>Total Current Charges</b>	<b>\$9,785.14</b>



ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$9,785.14

DATE MAILED Jun 20, 2024  
sdge.com

*Detail of Current Charges - Continued*

Wildfire Fund Charge 23,330 kWh x \$.00561 130.88

Electricity Generation (Details below) 11,659 kWh

WINTER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,475	5,187	3,997	
Rate/kWh	\$.22117	\$.12425	\$.09599	
16 Days Charge	\$547.40	+ \$644.48	+ \$383.67	= 1,575.55

Electricity Generation (Details below) 11,671 kWh

SUMMER USAGE	On-Peak	Off-Peak	Super Off-Peak	
kWh used	2,498	5,362	3,811	
Rate/kWh	\$.20968	\$.12951	\$.10557	
14 Days Charge	\$523.78	+ \$694.43	+ \$402.33	= 1,620.54

Winter Generation Demand 33.9 kW x \$.00 x 16/30 .00  
Summer Generation Demand 33.9 kW x \$14.81 x 14/30 302.72  
Electricity Generation Credit -3,498.81

Incremental Procurement Cost Adjustment 23,330 kWh x \$.00017 3.97  
PCIA 2020 23,330 kWh x -\$.00141 -32.90  
Economic Development Program Credit -.47

**Total Electric Charges \$3,301.52**

**TAXES & FEES ON ELECTRIC CHARGES**

	Amount(\$)
Franchise Fee Equivalent Surcharge 3,591.62 x 1.10%	39.51
State Regulatory Fee 23,330 kWh x \$.001000	23.33

**Total Taxes & Fees on Electric Charges \$62.84**

**Total Electric Service \$3,364.36**

**SDG&E Rate Identification Number (RIN)**

View hourly pricing information using your RIN.  
To learn more and to find your RIN, use your smartphone to scan the QR code.



SDG&E Electric Delivery  
Meter # [REDACTED]  
RIN [REDACTED]

(Continued on next page)



ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$9,785.14

DATE MAILED Jun 20, 2024  
sdge.com

Detail of Current Charges - Continued

**Community Choice Aggregation (CCA) Electric Generation Charges**

Your Electric energy is provided by the following CCA:

**CLEAN ENERGY ALLIANCE** Phone: 1-833-232-3110

CCA Account Number: [REDACTED] Service Delivery Point: [REDACTED]

Bill Date: Jun 14, 2024 Billing Period: 5/16/24 - 6/14/24

	Amount(\$)
Generation On-Peak Summer 2498 kWh X \$0.21688	541.68
Generation Off-Peak Summer 5362 kWh X \$0.1136	609.11
Generation Super Off-Peak Summer 3811 kWh X \$0.08021	305.71
Demand On-Peak Summer 20.5 kW X \$19.23	393.42
Generation On-Peak Winter 2475 kWh X \$0.22861	565.78
Generation Off-Peak Winter 5187 kWh X \$0.10411	540.05
Generation Super Off-Peak Winter 3997 kWh X \$0.06797	271.66
Clean Impact Plus 23330 kWh X \$0.001	23.33
State Surcharge Tax	7.00
<b>Total CCA Electric Generation Charges</b>	<b>\$3,257.74</b>

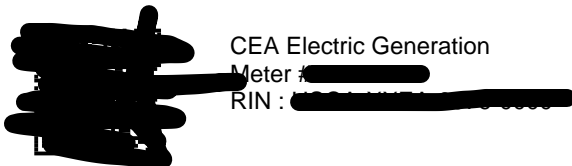
For more detail on your CEA bill, call us at 833-232-3110.  
Customer privacy is a high priority at CEA. CEA's privacy policies  
can be found at [TheCleanEnergyAlliance.org/Privacy-Rights](https://TheCleanEnergyAlliance.org/Privacy-Rights).  
Your CCA rate is AL-TOU-S.

**Total Current Charges \$9,785.14**

**CEA Rate Identification Number (RIN)**

View hourly pricing information using your RIN.

To learn more and to find your RIN, use your smartphone to scan the QR code.



CEA Electric Generation

Meter # [REDACTED]

RIN : [REDACTED]





ACCOUNT NUMBER [REDACTED]  
AMOUNT DUE  
\$9,785.14

DATE MAILED Jun 20, 2024  
sdge.com

## Your Electricity Dashboard

### Highest Usage Hour



Highest Usage Hour (Demand) this month:

**44.5 kW on June 6, 2024 from 2:00pm to 3:00pm**

Demand is the highest amount of electricity used at a given point in time.

### Time of Use - Electricity

Winter	kWh
On-Peak	2,475
Off-Peak	5,187
Super Off-Peak	3,997
<b>Total</b>	<b>11,659</b>

Summer	kWh
On-Peak	2,498
Off-Peak	5,362
Super Off-Peak	3,811
<b>Total</b>	<b>11,671</b>

TOU Period - Weekdays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	6:00 a.m. - 4:00 p.m.; 9:00 p.m. - midnight	6:00 a.m. - 4:00 p.m. Excluding 10:00 a.m. - 2:00 p.m. in March and April; 9:00 p.m. - midnight
Super Off-Peak	Midnight - 6:00 a.m.	Midnight - 6:00 a.m. 10:00 a.m. - 2:00 p.m. in March and April

TOU Period - Weekends and Holidays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight
Super Off-Peak	Midnight - 2:00 p.m.	Midnight - 2:00 p.m.

## Definitions

**California Climate Credit** - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit [cpuc.ca.gov/climatecredit](http://cpuc.ca.gov/climatecredit) to learn more.

**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.

**Incremental Procurement Cost Adjustment (MCAM)** - A mandated non-bypassable charge that recovers reliability procurement costs incurred by SDG&E on behalf of other load-serving entities.

**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.

**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.

**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.

**Electricity Generation Credit** - This credit offsets the

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.

**Local Generation Charge** - Recovers the costs associated with generation power suppliers that the CPUC has determined should be recovered from all benefiting customers.

**Maximum Annual Demand** - The highest Maximum Monthly Demand for the current and prior eleven billing periods.

**Maximum Monthly Demand** - The maximum demand during the current billing period.

**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).

**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.

**Total Rate Adjustment Component (TRAC)** - This charge achieves legislative and CPUC subsidies such as maintaining the Commission approved tier differential between rates for usage up to 130% of baseline and usage above 130% of baseline; discounted rates for assistance programs; and elimination or modification of seasonality in rates by lowering Summer rates and increasing Winter rates.

**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.

**Wildfire Fund Charge** - The Wildfire Fund Charge is mandated by the CPUC to repay costs associated with wildfire damage after July 12, 2019.

## 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 may 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).

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

### California Relay Service Phone Numbers:

Type of Call	Toll-Free Number
TTY/VCO/HCO to Voice	1-800-735-2929 English 1-800-855-3000 Spanish
Voice to TTY/VCO/HCO	1-800-735-2922 English 1-800-855-3000 Spanish
Speech to Speech	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**Re-Establishment of Credit / Deposit** - If your SDG&E bill becomes past due and a written notice for disconnection is mailed, you may be required to re-establish your credit by paying a deposit.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).



## December 2023

Attachment E. WaterWorks pool energy bill comparison

Metric	Pasadena	Carlsbad	\$ Difference	% Difference
Total bill (\$)	\$6,297.84	\$4,671.78	\$ 1,626.06	35%
Avg daily cost (\$/day)	\$203.16	\$155.73	\$ 47.43	30%
Usage difference				% Difference
Total usage (units)	4383	3522	861	24%
Avg daily usage (units/day)	141.39	117.40	23.99	20%

June 2024

Metric	Pasadena	Carlsbad	\$ Difference	% Difference
Total bill (\$)	\$3,981.88	\$3,163.04	\$ 818.84	26%
Avg daily cost (\$/day)	\$132.73	\$105.43	\$ 27.29	26%
Usage difference				% Difference
Total usage (units)	3396	3076	320	10%
Avg daily usage (units/day)	113.20	102.53	10.67	10%