



# San diego gas and electric

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San Diego Gas & Electric,? 500 Semptra ?

While the My Energy Center portal is an upgrade,allthe security,featuresand services you know from My Account remain intact, bothonlineandon the new app.If you buy your electricity from a CCA,you can access your CCA account information from My Energy Center too.

You can seamlessly log in to the new My Energy Center with your same My Account log-in credentials. And if you already have the SDGE app, it will automatically update to the new My Energy Center app.

My Energy Center is a new unified digital customer portal that replaced My Account on August 4. My Energy Center features a modern design and makes it easier for you to manage your billing and energy use. With My Energy Center, you can view your SDG& E and Community Choice Aggregator (CCA) account information all in one convenient and secure place. And, you still have access to the same features and tools of the previous My Account - like scheduling your gas appliance check or notifying us of your new address when you move.

No. My Account has transitioned to My Energy Center. However, all your payment information, usage data, and account preferences will continue to be available in My Energy Center. If you encounter any legacy links to My Account or you type in the url for My Account, you will be redirected to My Energy Center.

My Account transitioned to My Energy Center to provide a better digital experience for our customers. The new portal features a modern design and new tools for improved transparency. My Energy Center makes it easier to see the different services, usage and costs provided by your Community Choice Aggregator and SDG& E.

There is no difference in how you pay your bill, and there are multiple payment method options available to you. If you already use Auto Pay, you do not have to set it up again. If you are not currently using Auto Pay, consider signing up. It's a convenient and stress-free way to make sure your bill is paid each month on time.

Yes. If you currently receive paper bills, this service will continue. But, we encourage you to enroll in paperless billing within My Energy Center. It's better for the environment, reduces paper clutter in your home, saves on postage, and you'll always have access to a digital pdf of your bill in My Energy Center.

For any technical issues, please contact the SDG& E Customer Care Center at 1-800-411-7343.

Your information and security are important to SDG& E and CCAs. The new portal is secure. It incorporates the latest in cybersecurity, including encryption and security features, such as login alerts and two-factor



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authentication, to help you add an extra layer of protection to your account.

San Diego Gas & Electric (SDGE or SDG& E) is a regulated public utility that provides natural gas and electricity to San Diego County and southern Orange County in southwestern California, United States. It is owned by Sempra, a Fortune 500 energy services holding company based in San Diego.

SDGE provides energy service to 3.3 million consumers through 1.4 million electric meters and more than 840,000 natural gas meters. The utility's area spans 4,100 square miles (10,600 square kilometers). SDGE employs about 5,000 people.

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