Supporting our customers during COVID-19

SDG&E continues to amplify awareness with how we are able to support our community during these unprecedented times.

Supporting Business
sdge.com/recovery lists resources, trainings/webinars & CARES Act help

Assistance Programs
Eligible customers can save 30% on their SDG&E bill

Payment Assistance
If you aren’t able to pay your bill, flexible payment plans are available

Reliable Service
Electric & gas crews are still working to keep the lights on

Planned Outages
Restricted to only those driven by safety and reliability

The state-mandated High Usage Charge (HUC) will be temporarily reduced by 30% this summer, providing bill relief to some of our residential customers.
Rapid Growth in San Diego for Customer Choice

SDG&E continues to support existing CCA programs and those expected to launch in 2021 and early 2022

Solana Energy Alliance: ~8,000 customers
Clean Energy Alliance: ~65,000 customers
San Diego Community Power: ~775,000 customers
CIS Replacement – Transforming Our Business

SDG&E’s program to deliver a modern customer information system which represents an incredible opportunity to transform our customer experience by providing the innovative, digitally-focused interaction and tailored services to our customers.

1. Current system is outdated and over 20 years old.

2. New system will modernize operations in areas such as billing, payment processing and customer service.

3. Designed to support community choice programs and it will serve as the primary system that SDG&E utilizes to interface with the CCAs.
CIS Replacement – Future Capabilities

- **CONSOLIDATED 360° VIEW OF THE CUSTOMER**
- **FLEXIBLE, ACCOMMODATING SYSTEM FOR EFFICIENT MARKET RESPONSIVENESS**
- **DATA INTEGRATION FROM MULTIPLE SOURCES**
- **OMNI-CHANNEL CUSTOMER ENGAGEMENT WITH A FOCUS ON DIGITAL**
- **ROBUST RATE COMPARISON**
- **DATA-DRIVEN INSIGHTS VIA PREDICTIVE ANALYTICS**
Critical system testing will inform when SDG&E will be able to transition customers to SDCP.

The SDG&E team and Calpine are meeting weekly to discuss ongoing testing.
The Regional Public Affairs Team is here to support you

<table>
<thead>
<tr>
<th>City</th>
<th>SDG&amp;E Public Affairs Manager</th>
</tr>
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<tbody>
<tr>
<td>La Mesa</td>
<td>Joe Britton</td>
</tr>
<tr>
<td>Encinitas</td>
<td>Katie Scanlan</td>
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<tr>
<td>Imperial Beach &amp; Chula Vista</td>
<td>Dinah Willier</td>
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<tr>
<td>City of San Diego</td>
<td>Wes Jones for Vanessa Mapula-Garcia</td>
</tr>
</tbody>
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Questions?

Warren Ruis
Director, Regional Public Affairs
WRuis@sdge.com
Appendix – 2019 Accomplishments

**clean**
- 45% Renewable Energy
  - Leading the nation in delivering clean energy
- 2,800 EV Chargers
  - Cleaner air by improving access to driving electric
- 30 mw / 120 mw-hours
  - Largest lithium-ion battery storage owner in North America increasing renewable integration

**safe**
- 2018 Edison Award
  - National recognition for wildfire risk reduction
- 24/7 Gas Emergency Crews
  - Improving emergency response times
- 175 Weather Stations
  - America’s largest utility-owned network

**reliable**
- 2018 ReliabilityOne™ National Reliability Award
  - Superior performance amongst national utilities
- 60% Underground
  - Over 10,000 miles of electrical lines undergrounded
- 3,300 Mobile homes upgraded
  - Upgraded service installed at 30 parks
Appendix – Renewable Energy

2030 Statewide Renewable Energy Target, % of Retail Sales

SDG&E’s 2019 Renewable Energy Progress

- **Estimate:** 45%
- **Statewide Target:** 31%

SDG&E's RPS Portfolio Technology Mix

- **Bioenergy:** 21%
- **Hydro:** 16%
- **Solar:** 58%
- **Wind:** 5%
Appendix – Innovative Clean Transportation Initiatives

1. Medium/Heavy-Duty EV Charging Infrastructure Program
   - Install make-ready charging infrastructure for minimum **3,000 MD/HD** on-road and off-road EVs (Class 2-8)

2. AB1083: State Parks & Beaches
   - Sites: 12
   - Ports: 64 Level 2 ports, 10 DCFCs
   - Public charging option

3. AB1082: Schools Pilot Program
   - Sites: 30 sites
   - Ports: 184 L2 ports, 10 DCFCs
   - Public or private charging options

Pending Filings
- EV High Power Charging Rate (for DC Fast Charging and Med/Heavy Duty Charging)
- Transportation Electrification Framework
- Power Your Drive 2.0
Appendix – Power Charge Indifference Adjustment (Exit Fee)

SB 350, Sec. 27

“...the commission shall ensure that the costs are allocated in a fair and equitable manner to all customers consistent with 454.51, that there is no cost-shifting among customers of load-serving entities, and that community choice aggregators may self-provide renewable integration resources consistent with Section 454.51.”

Signed in 2015 by Governor Brown
Appendix – The Future of Procurement for SDG&E

Letter to CA State Senator Ben Hueso stating SDG&E’s desire to exit procurement

Letter to SDG&E from Ben Hueso

Dear Senator Hueso,

I am writing to inform you of SDG&E’s decision to exit the procurement process for renewable energy projects. This decision was made after careful consideration of various factors, including the company’s financial performance and the need to focus on other key priorities.

SDG&E has been a一直都是 a leader in renewable energy, and we are committed to continuing to invest in sustainable resources. However, we believe that exiting the procurement process will allow us to redirect our resources towards areas where we can have the most impact.

I understand that this decision may not be what you were hoping for, but I assure you that SDG&E will continue to work with you and other stakeholders to ensure that we are making the best possible use of our resources.

Sincerely,

[Signature]

Letter to SDG&E from Ben Hueso

Dear Ben Hueso,

I am writing to express my appreciation for SDG&E’s decision to exit the procurement process for renewable energy projects. This decision demonstrates the company’s commitment to sustainability and its willingness to make difficult choices for the greater good.

I understand that SDG&E has a long history of leadership in the renewable energy sector, and I am confident that the company will continue to play an important role in shaping the future of energy in California.

Sincerely,

[Signature]

The Future of Procurement for SDG&E

Exit

Enhance Portfolio Value

Right-Size Portfolio

Enhance Portfolio Value

Right-Size Portfolio

Exit