

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



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Order Instituting Rulemaking to Improve the
California Climate Credit.

Rulemaking 25-07-013

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)
CLIMATE CREDIT OUTREACH COMPLIANCE REPORT**

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July 23, 2026

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Improve the
California Climate Credit.

Rulemaking 25-07-013

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)
CLIMATE CREDIT OUTREACH COMPLIANCE REPORT**

SDG&E Climate Credit Outreach Compliance Report

Rulemaking 25-07-013

Submitted pursuant to Decision 26-04-036, Ordering Paragraph 4(e)

I. Executive Summary

San Diego Gas & Electric Company (SDG&E[®]) submits this report in compliance with the California Public Utilities Commission (CPUC) decision in Rulemaking 25-07-013 requiring utilities to file an outreach update report within 90 days of the decision.

In accordance with the Commission's direction, SDG&E has updated its Climate Credit outreach plan and materials to:

1. Inform customers of updated Climate Credit timing (August and September)
2. Clearly communicate that the Climate Credit is provided through the State of California's Cap-and-Invest Program
3. Highlight that the program is designed to reduce energy bills during higher-cost months
4. Ensure consistency and remove outdated references across all communication channels

This report provides:

1. A comprehensive overview of outreach strategy and updates
2. Visual and descriptive examples of updated communications across channels

II. Compliance with CPUC Requirements

CPUC Requirement	SDG&E Implementation
Explain timing of Climate Credit	All communications updated to reflect August and September bill credits
Explain State action to reduce bills	Messaging emphasizes affordability during high-usage months
Include “top of bill” savings statement	Implemented in paper and digital bill messaging
Attribute savings to Cap-and-Invest Program	Included across bill messaging, website, email, and direct-mail materials
Remove outdated messaging	Full audit completed; all Cap-and-Trade references removed
Provide updated outreach materials	Included in Section 7

III. Outreach Strategy Overview

SDG&E’s outreach approach is guided by the Commission’s directive to prioritize clarity, consistency, and efficiency without introducing new outreach programs that could increase costs and reduce customer benefits.

1. Guiding Principles

- a. Clarity: Help customers understand when and why they receive the credit
- b. Transparency: Clearly attribute credits to the State program
- c. Consistency: Align messaging across all channels
- d. Cost discipline: Leverage existing channels rather than introduce new campaigns

2. Core Messaging Themes

- a. Customers will receive Climate Credits in August and September
- b. Credits are provided by the State of California
- c. The program helps reduce bills during higher-cost months
- d. The Climate Credit is funded through the Cap-and-Invest Program

IV. Updated Outreach Plan

a. Bill Communications

- i. Paper Bill/ Downloadable PDF Bill Message (Updated):

Your bill includes a [\$XX.XX] California Climate Credit from the state's Cap-and-Invest program. This credit is timed to help lower costs during higher energy use months. Learn more: cpuc.ca.gov/climatecredit.

- ii. Digital Bill My Energy Center Banner (Top-of-Bill Placement):

Look for a \$49.36 California Climate Credit on your [MONTH] electric bill from the state's Cap-and-Invest Program. The credit was moved to August and September to help lower costs during higher energy use months. Learn more: sdge.com/ClimateCredit.

- 1. Compliance Enhancements:

- a. Adds affordability framing (“help lower costs during higher energy use months”)
- b. Clarifies program attribution to the State
- c. Includes dollar amount of the credit

b. Website Updates

- i. URL: sdge.com/ClimateCredit

- ii. Updates include:

- 1. Explanation of August/September timing
- 2. Clear attribution to Cap-and-Invest Program
- 3. FAQ updates addressing:
 - a. Why timing changed
 - b. How the credit appears on bills
 - c. Role of the State program

c. Customer Communications Channels

- i. Bill Insert

- 1. Reinforces timing change (August/September)
- 2. Highlights affordability purpose
- 3. Includes State attribution language

- ii. Customer Email

- 1. Notifies customers ahead of bill cycle
- 2. Reinforces messaging consistency
- 3. Drives to sdge.com/ClimateCredit

- iii. Social Media

- 1. Educational posts on timing + purpose
- 2. Short-form explanations of credit

- iv. Press Release

- 1. Announces updated timing and purpose
- 2. Reinforces State policy and affordability messaging

- v. Direct Communications (Letter)

1. Targeted outreach to master-metered mobile home park customers
2. Ensures equitable awareness across customer types

d. Customer Support Channels

- i. Call center scripts updated
- ii. Chat/virtual assistant language updated
- iii. Representatives equipped to explain:
 1. Timing shift
 2. State program role
 3. Bill savings impact

V. Required Messaging Elements

a. “Top of Bill” Compliance

- i. All applicable bills include:
 1. Dollar value of savings
 2. Clear attribution to Climate Credit
 3. Reference to Cap-and-Invest Program
 4. Reasoning for distribution shift to higher-bill months

b. Attribution Clarity

- i. All messaging:
 1. Identifies the Climate Credit as a State-funded benefit
 2. Avoids implying SDG&E is the source of the credit
 3. Uses consistent terminology: “California Cap-and-Invest Program”

c. Timing Communication

- i. All channels clearly explain:
 1. Shift from spring/fall to August and September
 2. Reason: reduce bills during higher-cost months

VI. Materials Audit and Updates

a. SDG&E conducted a full audit of Climate Credit materials across all channels.

b. Actions Taken:

- i. Updated all references from Cap-and-Trade → Cap-and-Invest
- ii. Removed outdated timing references (April/October)
- iii. Standardized messaging across channels
- iv. Provided updated outreach materials to the Energy Division for review and approval of all language updates

c. Materials Reviewed:

- i. Bill messaging
- ii. Website content

- iii. Emails
- iv. Call center scripts
- v. Social and media assets
- vi. Direct-Mail Letters
- vii. Press Release

VII. Visual Examples of Communications

a. Paper Bill/Downloadable PDF Bill²



ACCOUNT NUMBER 0090 0877 6626 4
SERVICE FOR
MAURICE P SCHWAN
2173 VIEW CREST GLN
ESCONDIDO, CA 92026

DATE MAILED Jul 2, 2026
sdge.com

Page 1 of 6

Higher summer temps can mean higher energy use. Find tips and resources to help you save at sdge.com/SimpleSteps

When it comes to pricing plans, you have options. Go to MyEnergyCenter.com; select Billing > Pricing Plans

Need more time to pay? We're here to help. Visit sdge.com/PaymentHelp to set up payment arrangements.

✓ **Bill Discount:** You can save 30% or more on your monthly energy bill. Eligibility is based on participation in certain public assistance programs or current household income and the number of people living in your home. To apply, call 1-877-646-5525 or visit sdge.com/CARE.

✓ **Descuento en la factura:** Puede ahorrar un 30% o más en su factura mensual de energía. Los requisitos del programa se basan en la participación en ciertos programas de asistencia pública, o el ingreso anual y el número de personas que viven en el hogar. Para aplicar, llame al 1-877-646-5525 o visite sdge.com/CARE.

Bill Credit Alert: Your bill includes a \$49.36 California Climate Credit from the state's Cap-and-Invest program. This credit is timed to help lower costs during high energy use months. Learn more: cpuc.ca.gov/climatecredit.

✓ **Debt forgiveness:** SDG&E's Arrearage Management Payment (AMP) plan can help income-qualified customers reduce past-due account balances. For details, call 1-800-411-SDGE (7343) or visit sdge.com/AMP.

Account Summary

Previous Balance	\$3,256.51
Payment Received	-.00
Balance	3,256.51
Current Charges	- 49.36
Total Amount Due	\$3,207.15

Net Metering Account Summary

(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.)



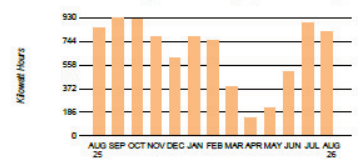
SERVICE ADDRESS: 2173 VIEW CREST GLN ES 92026

MAURICE P SCHWAN
2173 VIEW CREST GLN
ESCONDIDO, CA 92026-3803

ACCOUNT NUMBER
0090 0877 6626 4
PAY ONLINE
MyEnergyCenter.com

Payment of \$3,207.15 is required at this time.
Your NEM service will true-up on Apr 5, 2027

Electric Usage History (Total kWh used)



822 kWh used

- 28.3 Daily avg kWh
- 27.7 Daily avg kWh last month
- 7.2%↑ Change in daily avg kWh from last year
- 2.5%↑ Change in daily avg kWh from last month
- 7.8 Max monthly demand
- 8.3 Max annual demand
- 29 Days in billing cycle



Payment of \$3,207.15 is required at this time.
Your NEM service will true-up on Apr 5, 2027

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

4 2 20000900877662600003256510000320715

b. My Energy Center Home page showing banner placement

The screenshot displays the My Energy Center home page. At the top, there is a navigation bar with the My Energy Center logo and a user account dropdown showing 'LN2036024'. Below this is a banner for 'California Climate Credit' with a close button. The main content area features three columns: 'Electric Generation' by Community Power, 'Electric Delivery' by SDGE, and 'Total Amount Due'. Each column shows a balance of \$0.00 and a 'No Payment Due' status. The 'Total Amount Due' column includes a 'Make a Payment' button and a 'Download Detailed Bill' button. Below these columns is a section titled 'How you're doing so far' with a 'COMING SOON' indicator. The right sidebar contains account information, including the account number 210000157001, address, electric service details, and profile information. The browser's address bar shows 'pt.myenergycenter.com/portal/Dashboard', and the taskbar at the bottom lists various open applications.

My Energy Center LN2036024

California Climate Credit
Look for a \$49.36 California Climate Credit on your August electric bill from the state's Cap-and-Invest Program. The credit was moved to August and September to help lower costs during higher energy use months. Learn more: [sdge.com/ClimateCredit](#)

Home Billing Usage Account Services Outages

Good morning, LN2036024 Accounts: 523 ENCINITAS BLVD 110 Encinitas, CA 92024

Electric Generation

\$0.00

No Payment Due

Current Balance: \$0.00

Automatic payment scheduled.

[View Charges Breakdown](#)

Your monthly charges include

Electric Delivery

\$0.00

No Payment Due

Current Balance: \$0.00

Automatic payment scheduled.

[View Charges Breakdown](#)

Your monthly charges include

Electric Delivery	\$109.72
State Fees, Taxes, & Other	\$7.98

Total Amount Due

\$0.00

No Payment Due

[Manage Auto Pay](#)

[Make a Payment](#)

[Download Detailed Bill](#)

Account Info 210000157001

Address 523 ENCINITAS BLVD, 110, Encinitas, CA 92024

Electric 6512079,6512080

Profile (555) 555-1212
[View your profile](#)

How you're doing so far

COMING SOON

pt.myenergycenter.com/portal/Dashboard

BRNE Working... SDGE-Note (4) Chat | Microsoft... My Apps Splunk MEC 2.0 SDGE CIS Digital Sp... Envision ChaRM Ch...

Action required

c. Email



A Message from the California Public Utilities Commission

This August* your SDG&E® bill will include a \$49.36 electric credit called the "California Climate Credit." Millions of households across California will receive a similar credit this year. You don't need to do anything – your credit will appear automatically on your bill.

Climate Credit Amounts & Distribution

2026	April	August	September
Gas Climate Credit	\$32.58		
Electric Climate Credit		\$49.36	\$49.36

About the California Climate Credit

The California Climate Credit comes from the state's Cap-and-Invest Program, which requires polluters to pay for the pollution they produce. The revenue is returned to customers like you to support California's transition to a cleaner, more sustainable future.

The California Public Utilities Commission (CPUC) recently updated the timing of these credits as part of the State's effort to reduce electricity and gas bills during higher-usage months. Customers will now receive their electric Climate Credits in August and September, and beginning in 2027, customers with natural gas service will receive the gas credit in February.

Since 2014, households served by SDG&E have received \$1322 in electric and gas California Climate Credits from the Cap-and-Invest Program. Statewide, the program has provided more than \$15 billion in cumulative benefits to customers.

To learn more about the California Climate Credit, visit cpuc.ca.gov/climatecredit.

For more information about additional programs that are funded by the Cap-and-Invest Program – designed to reduce carbon pollution, improve public health and the environment, and provide meaningful benefits to the most disadvantaged communities – visit climateinvestments.ca.gov.



*Billing periods vary by utility and may not always coincide with a calendar month. If you don't see a Climate Credit in the bill that arrives this month, it will appear in the bill you receive next month.

The CPUC regulates privately owned electric and natural gas companies and serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. For more information

d. Website (sdge.com/ClimateCredit)

California Climate Credit

Bill relief funded by California's climate program

Eligible SDG&E® residential customers receive the **California Climate Credit** automatically on their energy bill.

This credit is part of California's Cap-and-Invest Program, which requires large greenhouse gas emitters to pay for carbon pollution. The funds are returned to utility customers to help offset energy costs while supporting the state's transition to a cleaner energy future.



What's Changed

On April 30, 2026, the California Public Utilities Commission (CPUC) approved updates to the timing of the Climate Credit to better support customers when energy bills are typically higher.

- The Climate Credit is now provided during months with typically higher energy use, to offer bill relief when it can have the greatest impact
- Electric credits have moved from spring and fall to August and September beginning in 2026
- Natural gas credits will move to February beginning in 2027
- Eligibility has not changed. See below for details regarding credit amounts.

When will I receive my Climate Credit?

Residential electric customers (SDG&E)	▼
Residential natural gas customers	▼
Small business customers	▼

Small Business Climate Credit

If you're an eligible small business customer, your Climate Credit timing has not changed.

- You will continue to receive your Climate Credit in April and October each year
- The credit is automatically applied to your SDG&E bill
- No action is needed to receive it

What's different from residential customers?

Recent updates only changed the timing for residential electric and natural gas credits. Small business credits remain on their existing schedule.

2026 Climate Credit Amounts

For eligible SDG&E Residential customers:

- Electric: \$49.36 in August and \$49.36 in September
- Natural gas: \$32.58 applied in April 2026

For eligible SDG&E Small Business customers:

- Electric-only: \$49.36 in April and \$49.36 in October

Frequently Asked Questions

When will I receive my Climate Credit?



Why did the timing of the credit change?



The CPUC updated the timing of the Climate Credit to better align with months when energy use – and bills – are typically higher. To read more, visit cpuc.ca.gov/climatecredit/.

Who receives the Climate Credit? Do I need to do anything to receive it?



What if I receive electricity from a Community Choice Aggregator (CCA)?



Will the Climate Credit amount change?



Did the Small Business Climate Credit change?



Need help with your bill?

Bill Help



Understand your bill

Bill Management



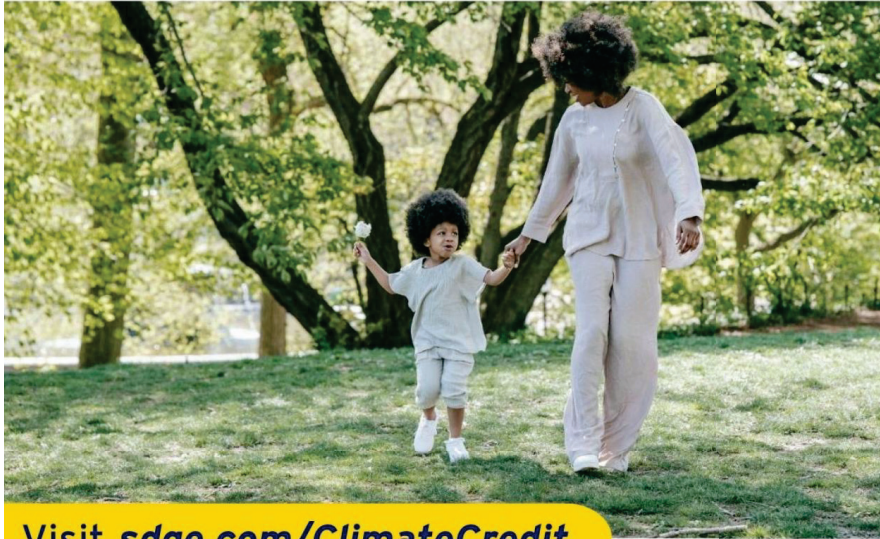
Learn more about Climate Credit

Climate Credit

e. Social media

California Climate Credit

Look for a \$49.36 Electric Credit on your August bill.



Visit sdge.com/ClimateCredit

sdge

sdge Two \$49.36 credits are coming to your SDG&E bill.

Eligible customers will receive two \$49.36 California Climate Credits, one in August and one in September. No action is needed. Billing cycles vary, so each credit may appear on a different billing statement.

These credits are funded through California's Cap-and-Invest program, which requires polluters to pay for emissions. The funds are returned to customers to help offset energy costs.

Credits are timed for August and September to help provide bill relief during higher energy use months.

Learn more at sdgetoday.com/ClimateCreditJuly2026



Add a comment... Post

f. Bill insert

中文 • Español • 한국어 • TIẾNG VIỆT www.cpuc.ca.gov/climatecredit



California Climate Credit Bill Relief from the Cap-and-Invest Program

A Message from the California Public Utilities Commission

This August* your SDG&E* bill will include a \$49.36 electric credit called the “California Climate Credit.” Millions of households across California will receive a similar credit this year. You don’t need to do anything – your credit will appear automatically on your bill.

2026 Climate Credit Amounts & Distribution

2026	APR	AUG	SEP
Gas Climate Credit	\$32.58		
Electric Climate Credit		\$49.36	\$49.36

The California Climate Credit comes from the state’s Cap-and-Invest Program, which requires polluters to pay for the pollution they produce. The revenue is returned to customers like you to support California’s transition to a cleaner, more sustainable future.

Continued on back

The California Public Utilities Commission (CPUC) recently updated the timing of these credits as part of the state’s effort to reduce electricity and gas bills during higher-usage months. Customers will now receive their electric Climate Credits in August and September, and beginning in 2027, customers with natural gas service will receive the gas credit in February.

Since 2014, households served by SDG&E have received \$1,322 in gas and electric California Climate Credits from the Cap-and-Invest Program. Statewide, the program has provided more than \$15 billion in cumulative benefits to electric and gas customers.

To learn more about the California Climate Credit, visit www.cpuc.ca.gov/climatecredit.

For more information about additional programs that are funded by the Cap-and-Invest Program – designed to reduce carbon pollution, improve public health and the environment, and provide meaningful benefits to the most disadvantaged communities – visit www.caclimateinvestments.ca.gov.

**Billing periods vary by utility and may not always coincide with a calendar month. If you don’t see a Climate Credit in the bill that arrives this month, it will appear in the bill you receive next month.*

The CPUC regulates privately owned electric and natural gas companies and serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. For more information about our work, visit www.cpuc.ca.gov. If you have a question or complaint concerning a privately owned utility, call 1-800-649-7570 or visit www.cpuc.ca.gov/utilitycomplaint.

0826 F-2608 52610021 AUG 400M

g. **Press Release – distributed on 7/1/2026 Back-to-Back Climate Credits and Rate Reductions Provide Customer Bill Relief | SDG&E Today**

Back-to-Back Climate Credits and Rate Reductions Provide Customer Bill Relief

July 1, 2026 - 2:35 pm

As summer energy use and bills rise, eligible San Diego Gas & Electric (SDG&E) customers will receive bill relief in the form of electric credits in August and September, when usage is typically highest. The credits are part of the California Climate Credit, a statewide program administered by the California Public Utilities Commission (CPUC) and were previously issued in April and October.

Eligible customers will receive \$49.36 in electric Climate Credits, automatically applied to bills in both August and September.

"We recognize that summer bills can put added pressure on families, especially during the hottest months," said Dana Golan, chief customer officer for SDG&E. "That's why we've advocated for the Climate Credit to be delivered when customers need it most, and we are grateful to see that happen this year. These credits provide timely relief, helping offset costs during a period when energy use and bills can be higher."

All eligible residential electric customers, including those served by Community Choice Aggregation (CCA) programs or living in multi-unit properties with shared meters, will receive electric Climate Credits in August and September. Eligible residential natural gas customers received a \$32.58 Climate Credit applied to their bills in April. Beginning in 2027, the residential natural gas Climate Credits will be issued in February to better align with winter heating usage.

Small business customers will continue receiving their electric Climate Credit on their existing schedule in April and October.

Additional bill relief

Along with the two electric Climate Credits, customers are also seeing added bill relief from recent and upcoming rate changes, including an electric decrease that took effect in June, a natural gas decrease in July, and another planned for in August. Together, these changes are expected to reduce residential monthly bills by about \$6 for customers who receive electricity from another provider and use SDG&E for energy delivery¹ or \$7 for those who also have natural gas service².

What is the California Climate Credit?

The California Climate Credit is funded through California's Cap-and-Invest Program, which requires polluters to pay for the greenhouse gas emissions they produce. Utilities distribute these funds to customers as bill credits to help offset energy costs. Learn more at cpuc.ca.gov/climatecredit.

Support for Customers

Customers looking for additional ways to manage their energy bills can visit sdge.com/assistance to explore bill discounts, payment arrangements, and energy-saving programs.

Footnotes:

1 - Applies to customers who receive their electricity from another provider, with SDG&E providing delivery service (unbundled) in the 2021 PCIA vintage.

2 - Natural gas savings are based on the Residential Non-CARE class average bill using an average of 24 therms per month. Compared to current rates, gas savings is approximately 83 cents per month. Core procurement rates are established monthly and may be higher or lower.

Respectfully submitted,

/s/ Krista deBoer

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SAN DIEGO GAS & ELECTRIC COMPANY

July 23, 2026