



J. Steve Rahon
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July 9, 2003

Advice No. 3276
(U 904 G)

Public Utilities Commission of the State of California

Subject: Proposal to Replace Old Sample Forms with Newer Versions and to Add a New Form Now in Use

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission) revisions to SoCalGas' tariff schedules, applicable throughout its service territory as shown on Attachment B.

Purpose

In this clean-up filing, SoCalGas proposes to add a new form and to replace old sample forms with newer versions now in use. When the sample forms have been updated, SoCalGas plans to post them in its web site.

Replace the following forms as indicated:

Receipts and Notices

Deposit Notice and Follow-Up Urgent Notice, Form 3811-J, Rev. 4/78, is replaced with two forms: Deposit Warning Letter A, and Deposit Warning Letter B, both with Form Number 437.1R (11/02). Deposit Warning Letters are mailed out to customers with less than five years service with SoCalGas who have had four overdue notices and one 48-hour notice within a six-month period. For those customers who have had service for at least five years, Deposit Warning Letters are mailed when their credit history shows seven overdue notices and one 48-hour notice within the last 12 months. To those who were not initially required to pay a deposit, Deposit Warning Letter A will be used. Deposit Warning Letter B will be sent to those who already paid a deposit but will now be required to increase such deposit.

California Penal Code Tag, Form 81, is replaced with California Penal Code Tag, Form 81-A, warns that every person who willfully interferes with a gas meter or other device installed on any main or pipeline is guilty of felony.

Your Rights as a Gas Company Customer, Form 5108 is replaced with For Your Information, Form 21-0306 (05/03), gives important information regarding: maintaining gas lines in a safe manner, medical baseline allowance, bill facts, and also provides guidelines to customers using gas for space heating only.

Surety or Guarantee for Account

Guarantee of Payment of Gas Bills, Form 11-C, Rev. 6/68, is replaced with Continuing Guarantee Letter, Form 6447, 1/94.

Collection Notices

Past Due Payment Notice, Form 41.4E, Rev. 9/99, and Field Collection Notice, Form 1415-J are replaced with Form 41.6, 8/02.

Meter Closed for Non-Payment, Form 41.6C, rev. 5/76, is replaced with Form 5101, 6/99.

Unsatisfactory Remittance, Form 1512-F, Rev. 6/77, is replaced with Form 1512-H, 4/00.

Urgent Notice, Inaccessible Meter, Form 4515, is replaced with Form 4515-C, 8/92.

Notice to Tenants, Termination of Gas Service, Form 4636, 11/76, is replaced with Form 4636-D, 10/92, notifies tenant in a master metered multi-family dwelling that service will be discontinued for non-payment of bills unless the full amount owed is paid.

Third Party Notification, Form 8142 is replaced with Form 437.1C (06/02). Notifies a third party when a customer has received a turn-off notice.

Customer Services Notices

Notice to Landlord, Form 4641-A, is replaced with Form 4641-C, informs landlord in advance that gas service may be discontinued for non-payment.

Add this form:

Customer Services Notices

A form, New Earthquake Shut-Off Valve Regulations, Form 5200, is used to advise customers that earthquake shut-off valves can only be installed on the downstream side or "customer side" of the meter and that it should be installed by a licensed contractor to ensure that it is installed properly, pursuant to D.01-11-068.

This filing will not increase or decrease any rate or charge, conflict with any schedules or rules, or cause the withdrawal of service.

Protest

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date of this Advice Letter. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

Energy Division - IMC Branch
California Public Utilities Commission
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Jerry Royer (jjr@cpuc.ca.gov) and Honesto Gatchalian (jnj@cpuc.ca.gov) of the Energy Division. A copy of the protest shall also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom
Regulatory Tariff Manager - GT14D6
555 West Fifth Street
Los Angeles, CA 90013-1011
Facsimile No. (213) 244-4957
E-Mail: snewsom@semprautilities.com

Effective Date

SoCalGas respectfully requests that this advice filing be made effective August 18, 2003, which is not less than forty (40) days regular statutory notice. SoCalGas believes that no resolution is needed to approve this filing.

Notice

In accordance with Section III.G of General Order No. 96-A, a copy of this advice letter is being sent to the parties listed on Attachment A.

J. STEVE RAHON
Director
Tariffs and Regulatory Accounts

Attachments

ATTACHMENT A

Advice No. 3276

(See Attached Service List)

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McClellan, CA 95652-1003

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San Francisco, CA 94102

CPUC
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CPUC
Energy Rate Design & Econ.
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California Energy Market
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luluw@newsdata.com

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aclark@calpine.com

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P. O. Box 3222
Anaheim, CA 92803

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Light & Power Dept.
215 E. Foothill Blvd.
Azusa, CA 91702

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P. O. Box 998
Banning, CA 92220

City of Burbank
Fred Fletcher/Ronald Davis
164 West Magnolia Blvd., Box 631
Burbank, CA 91503-0631

City of Colton
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Colton, CA 92324

City of Glendale
Larry Silva
lsilva@ci.glendale.ca.us

City of Lompoc
H. Paul Jones
100 Civic Center Plaza
Lompoc, CA 93438

City of Long Beach, Gas Dept.
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Long Beach, CA 90806-2385

City of Los Angeles
City Attorney
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Los Angeles, CA 90012

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Edson & Modisette
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Sacramento, CA 95814

Enserch Gas Marketing, Inc.
Cathy Hawes
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San Francisco, CA 94111

General Services Administration
Facilities Management (9PM-FT)
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San Francisco, CA 94102-3611

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Louise Huen
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San Francisco, CA 94111

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Public Bldgs. Serv., Rm. 7325
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San Francisco, CA 94105

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ATTACHMENT B
Advice No. 3276

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 36782-G	RECEIPTS AND NOTICES, Deposit Warning Letters A and B, Form 437.1R ,11/02	Revised 15280-G
Revised 36783-G	RECEIPTS AND NOTICES, California Penal Code Tag, Form 81-A	Original 16030-G
Revised 36784-G	RECEIPTS AND NOTICES, For Your Information, Form 21-0306, 05/03	Original 16315-G
Revised 36785-G	SURETY OR GUARANTEE FOR ACCOUNT, Continuing Guarantee Letter, Form 6447, 1/94	Revised 11578-G
Revised 36786-G	COLLECTION NOTICES, Past Due Payment, Form 41.6, 8/02	Revised 31976-G Revised 15282-G
Revised 36787-G	COLLECTION NOTICES, Meter Closed for Non-Payment, Form 5101, 6/99	Revised 15283-G
Revised 36788-G	COLLECTION NOTICES, Unsatisfactory Remittance, Form 1512-H, 4/00	Revised 16032-G
Revised 36789-G	COLLECTION NOTICES, Urgent Notice: Inaccessible Meter, Form 4515-C, 8/92	Original 14894-G
Revised 36790-G	COLLECTION NOTICES, Notice to Tenants, Termination of Gas Service, Form 4636-D, 10/92	Original 14772-G
Revised 36791-G	COLLECTION NOTICES, Third Party Notification, Form 437.1C, 06/02	Original 16316-G
Revised 36792-G	CUSTOMER SERVICES NOTICES, Notice to Landlord, Form 4641-C	Original 16035-G
Original 36793-G	CUSTOMER SERVICES NOTICES, New Earthquake Valve Regulations, Form 5200	
Revised 36794-G	TABLE OF CONTENTS	Revised 36570-G
Revised 36795-G	TABLE OF CONTENTS	Revised 36238-G
Revised 36796-G	TABLE OF CONTENTS	Revised 36239-G*
Revised 36797-G	TABLE OF CONTENTS	Revised 36778-G

RECEIPTS AND NOTICES
Deposit Warning Letters A and B
Form 437.1R ,11/02

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(See Attached Forms)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 3276
DECISION NO.

ISSUED BY
Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

DEPOSIT WARNING LETTER A

RE: 123 456 7890 16

1801 S ATLANTIC BLVD
MONTEREY PARK CA 91754-5207
MAIL LOCATION 710F

DATE: AUG 21 2002

JOHN Q PUBLIC

A recent review of your account indicates that some of your gas bills have not been paid in a timely manner. Bills are due upon presentation and become delinquent if not paid within 19 days.

Unless future payments are paid promptly, it may be necessary to request a security deposit equal to twice your monthly average bill. To assist you in managing your payments, we offer a variety of payment options such as debit cards, level pay plan or SimplePay.

If you have any questions regarding your account or our various payment options, please call us at (800)427-2200.

Cordially,

The Gas Company



PRINTED ON RECYCLED PAPER

JOHN Q PUBLIC
C/O JANE Q PUBLIC
1801 S ATLANTIC BLVD
MONTEREY PARK CA 91754-5207
MAIL LOCATION 710F

DEPOSIT WARNING LETTER B

RE: 123 456 7890 17

1801 S ATLANTIC BLVD
MONTEREY PARK CA 91754-5207
MAIL LOCATION 710F

DATE: AUG 21 2002

JOHN Q PUBLIC

A recent review of your account indicates that some of your gas bills have not been paid in a timely manner. Bills are due upon presentation and become delinquent if not paid within 19 days.

Unless future payments are paid promptly, it may be necessary to request additional security on your account. To assist you in managing your payments, we offer a variety of payment options such as debit cards, level pay plan or SimplePay.

If you have any questions regarding your account or our various payment options, please call us at (800)427-2200.

Cordially,

The Gas Company



PRINTED ON RECYCLED PAPER

JOHN Q PUBLIC
C/O JANE Q PUBLIC
1801 S ATLANTIC BLVD
MONTEREY PARK CA 91754-5207
MAIL LOCATION 710F

RECEIPTS AND NOTICES
California Penal Code Tag
Form 81-A

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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

106

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

WARNING

California Penal Code Section 593C

Every person who willfully removes, obstructs, injures or in any way interferes with any valve, meter, pipe or other device installed on any main or pipeline is guilty of a felony.

DANGER

HIGH PRESSURE GAS

If you attempt to handle the attached equipment in any way, serious injury may result to you, your family, and/or your neighbors.

This equipment may only be handled by authorized Gas Company personnel.

SOUTHERN CALIFORNIA GAS CO. 81-A

SURETY OR GUARANTEE FOR ACCOUNT
Continuing Guarantee Letter
Form 6447, 1/94

T
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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

108

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

COLLECTION NOTICES
Past Due Payment, Form 41.6, 8/02

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

1H13

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____



A Sempra Energy utility

IMPORTANT

Your Account Number

DO NOT MAIL

[Empty box for address or notes]

- 48 HOUR
- COLLECT OR CLOSE
- RETURNED CHECK

H

Today, a personal visit was made to your address to collect your unpaid bill and/or deposit. To prevent gas service from being turned off, your payment of \$ _____, must be received by _____ . Payment must be made at a Company Office, or authorized payment agency.

TO MAKE PAYMENT, BRING THIS NOTICE AND YOUR LAST BILL.

Issued by _____ Date _____

SERVICE ADDRESS

PHONE NUMBER

OFFICE RECORD

TURN ON DATE
LAST READ AND DATE
ORDER TYPE
ORDER REMARKS

METER NO.
METER SIZE
SECURITY
LOCATION
THOMAS GUIDE

Z CODE

BILLED TO
TOTAL PAST DUE
DEPOSIT INCLUDED IN PAST DUE
CURRENT BILL
CREDIT CODE
DEPOSIT PAID
12 MONTH CREDIT HISTORY

48 HOUR NOTICE

41.4
FNP

48 HOUR
RET. CHK

COLL OR CLS



A Sempra Energy utility

SERVICE ADDRESS

SOUTHERN CALIFORNIA GAS COMPANY

[Empty box for address or notes]

PAST DUE AMOUNT

\$

THIS BILL IS NOW DUE AND PAYABLE

Your Account Number

PLEASE BRING ENTIRE BILL

DATE AND AMOUNT OF LAST PAYMENT

A RECONNECTION FEE OF \$16.00 IS REQUIRED



A Sempra Energy utility

SO. CAL. GAS CO. 41-6 (8/02)

COLLECTION NOTICES
Meter Closed for Non-Payment
Form 5101, 6/99

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

1H9

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____



SOUTHERN CALIFORNIA GAS COMPANY

IMPORTANT

YOUR GAS SERVICE HAS BEEN TURNED OFF FOR NON-PAYMENT OF PAST DUE BILL(S) AND/OR DEPOSIT.

DATE _____

TO RESTORE SERVICE, THE PAST DUE AMOUNT(S) AND A RECONNECTION FEE ARE REQUIRED. IN ADDITION, A GUARANTEE DEPOSIT MAY BE REQUIRED.

TO ARRANGE FOR RESTORING SERVICE, BRING THIS ENTIRE NOTICE TO ANY COMPANY OFFICE, OR AUTHORIZED PAYMENT AGENCY.

WARNING

TAMPERING WITH THE GAS METER WILL RESULT IN ADDITIONAL CHARGES (RULE #10 FILED WITH C.P.U.C.) SUCH INTERFERENCE IS ALSO SUBJECT TO PROSECUTION.

A RECONNECTION FEE OF \$16.00 IS REQUIRED

SOUTHERN CALIFORNIA GAS COMPANY FORM 5101 (6/99)

Your Account Number

--	--	--

\$

PAST DUE AMOUNT

COLLECTION NOTICES
Unsatisfactory Remittance
Form 1512-H, 4/00

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

107

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)


DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

IMPORTANT MESSAGE

PLEASE NOTE CHECKED ITEM(S)

- We are returning/holding your check in the amount of \$ _____
- Signature is not complete
- Not payable to this Company
- Check and bill amounts do not agree
- Reply required; please return this notice
- Unable to identify account. Please furnish name and address in "REMARKS" space where payment is to be applied
- REMARKS _____



A  Sempra Energy™ company

DATE	OFFICE	BY
------	--------	----

THANK YOU

COLLECTION NOTICES
Urgent Notice, Inaccessible Meter
Form 4515-C, 8/92

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

1C10

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

URGENT NOTICE
INACCESSIBLE METER



CYCLE	SECT	SEG	ACCT	CK

ISSUED BY: _____

DATE: _____

To avoid discontinuance of gas service, your payment of \$ _____ must be made to our office before 5 pm on: _____.

To make payment, bring this notice and your entire bill with you.

DO NOT MAIL

NAME _____

ADDRESS _____

CITY _____

We called today to turn off our meter for non-payment. Because we were unable to reach the meter, service was left on for an additional 24 hours.

Our access to the gas meter is necessary for your safety and our operating convenience. In accordance with our Rule 25 on file with the California Public Utilities Commission (see reverse) we have the right of access to our meter at all reasonable hours as a condition of service. **If it becomes necessary to terminate your service outside your property and move our meter to an accessible location, you will bear the additional expense.**

SOUTHERN CALIFORNIA GAS COMPANY FORM 4515-C (8/92)

RULE AND REGULATION

NUMBER 25

COMPANY'S RIGHT OF INGRESS TO AND EGRESS FROM CONSUMER'S PREMISES

The Company will, at all times, have the right of ingress to and egress from the consumer's premises at all reasonable hours for any purpose reasonably connected with the furnishing of gas, and the exercise of any and all rights secured to it by law, or these rules and regulations.

As provided for in the rules and regulations herein contained, the Company shall have the right to remove any and all of its property installed on the consumer's premises at the termination of service.

COLLECTION NOTICES
Notice to Tenants
Termination of Gas Service, Form 4636-D, 10/92

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(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 3276
DECISION NO.

ISSUED BY
Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

**NOTICE TO TENANTS
TERMINATION OF GAS SERVICE
ACCOUNT #**

Gas service to
will be discontinued for nonpayment of bills unless payment of the full amount owed is received by
. Your landlord has been notified.

Tenants have the right to assume responsibility for future bills, deducting payment for such service from periodic rent payments (State of California Public Utilities Code, 777). If service is supplied through one meter, arrangements may be made for service if all tenants agree to assume individual or joint responsibility for bills. Bills currently unpaid remain the responsibility of your landlord.

Average monthly billing for this account is

Legal advice is available through

Telephone number

If the tenant(s) decide to assume responsibility for service, credit can be established by showing the utility proof of prompt payment of rent or another acceptable credit obligation for the last year.

For further information, please call the Gas Company at (800)427-2200
Your local office address is

(IN SPANISH - SEE REVERSE SIDE)



A Sempra Energy[®] company

(Traducción en español al dorso)

AVISO A LOS INQUILINOS

DESCONTINUACION DEL SERVICIO DE GAS

Se discontinuará el servicio de gas a _____ debido a la falta de pago de cuentas, a menos que a más tardar el _____ se reciba el pago completo de toda la suma que se debe. El promedio de la facturación mensual de esta cuenta es _____. Se ha avisado al dueño de la propiedad.

Los inquilinos tienen el derecho de asumir la responsabilidad de las cuentas futuras, deduciendo de sus pagos de alquiler periódicos el pago de dicho servicio (Código de Compañías de Servicios Públicos de California, 777). Si el servicio se proporciona mediante un solo medidor, se pueden hacer arreglos para que todos los inquilinos convengan a asumir la responsabilidad individual o conjunta de las cuentas. Las cuentas que actualmente no se han pagado siguen siendo responsabilidad del dueño de la propiedad.

Se dispone de asesoría legal de parte de _____ de _____, número de teléfono () _____.

Si el o los inquilinos decide(n) asumir la responsabilidad del servicio, se puede establecer el crédito al presentar a la compañía de servicio público una prueba del pago oportuno el año pasado del alquiler o de otra obligación de crédito.

Para obtener mayor información, sírvase llamar al Representante de Cobros Especiales al () _____.

La dirección de la oficina local es _____.



A Sempra Energy company

COLLECTION NOTICES
Third Party Notification
Form 437.1C, 06/02

T
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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

1C8

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____



Southern California Gas Company
P.O. Box C, Monterey Park, CA 91756
www.socalgas.com

SOUTHERN CALIFORNIA GAS CO. 437-1C (06/02)

DEC 30, 2000

Dear JANE Q PUBLIC

HH

You elected to participate in Southern California Gas Company's Third Party Notification Program. As a participant, you requested that you receive notification if JOHN Q PUBLIC received a turn-off notice. As the third party, you are not obligated to take action or pay any part of the bill.

A turn-off notice was issued on to:

333 406 860
JOHN Q PUBLIC
555 W 5TH STREET
LOS ANGELES CA 90013-1011

Currently, our records indicate the following amounts owing:

Previous balance:	\$55.3
Current charges:	\$43.3
Total amount due	\$98.7

If the total amount due is not received by , this account will be scheduled for turn-off.

When gas service is turned off, the Previous Balance, a Reconnection Fee and a Security Deposit are required before service is turned back on. We cannot guarantee that service will be turned back on the same day the payment is received.

Payment may be made at a Company office, authorized payment agency, or by mail. If paying by mail, the payment must be received at our office before

If there are any questions concerning this account, location of the nearest Company office or authorized payment agency, please call 1-800-427-2200.

Collections Department
Southern California Gas Company



PRINTED ON RECYCLED PAPER

JANE Q PUBLIC
1181 S ATLANTIC BLVD
MONTEREY PARK CA 91754-5298
!! TEST MATERIAL !! DO NOT MAIL !!

CUSTOMER SERVICES NOTICES

Notice to Landlord
Form 4641-C

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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

107

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____

NOTICE TO LANDLORD

We are required by state law (Public Utilities Code, Section 777, effective 1/1/89) to post a "Notice To Tenants" on each tenant's door or in central locations on the premises of any master-metered multiple family dwelling if gas service is subject to discontinuance for non-payment of bills.

The notice is to inform you and your tenants in advance that gas service may be discontinued for non-payment. The "Notice To Tenants" form will be posted on your premises by one of our employees on the mailing date of this notice. Within 15 calendar days the outstanding bills must be paid by you, or an agreement made by your tenants to assume future bills, otherwise gas service will be discontinued.

SOUTHERN CALIFORNIA GAS COMPANY

See reverse for partial text of "Notice To Tenants."

NOTICE TO TENANTS TERMINATION OF GAS SERVICE

Gas Service to _____ will be discontinued for non-payment of bills unless payment of the full amount owing is received by _____ .

Your landlord has been notified.

Tenants may arrange to assume responsibility for future bills, deducting payment for such service from periodic rent payments (State of California Public Utilities Code Section 777). If service is supplied through one meter, arrangements may be made for service if all tenants agree to assume joint and/or individual responsibility for bills. Bills currently unpaid remain the responsibility of your landlord.

For further information, please call us at _____ , ask for _____ .

We regret any inconvenience the non-payment of bills may cause you.

SOUTHERN CALIFORNIA GAS COMPANY

CUSTOMER SERVICES NOTICES
New Earthquake Valve Regulations
Form 5200

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(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
DECISION NO.

106

ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

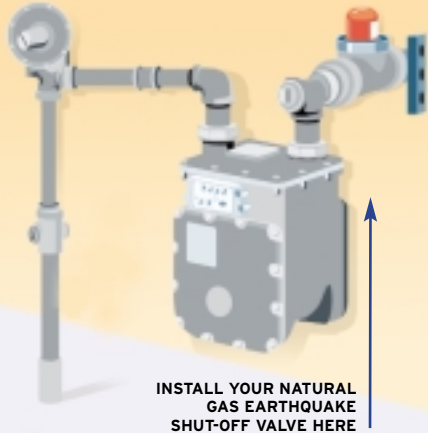
(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 9, 2003
EFFECTIVE Aug 18, 2003
RESOLUTION NO. _____



THE GAS COMPANY SIDE

CUSTOMER SIDE



INSTALL YOUR NATURAL
GAS EARTHQUAKE
SHUT-OFF VALVE HERE

As part of our commitment to providing safe and reliable natural gas service, we'd like to inform you about new regulations related to natural gas shut-off valves. For more information, visit: www.socalgas.com

New Earthquake Shut-off Valve Regulations

Effective February 10, 2002, California Public Utilities Commission (CPUC) decision 01-11-068 requires that property owners who choose to have earthquake shut-off valves installed, or those who are mandated to do so by the City of Los Angeles ordinance, must ensure that installation is in accordance with State of California regulations. Regulations state that natural gas shut-off valves must be installed on the downstream side – or “customer side” – of the meter (*see illustration*).

The Gas Company® no longer installs earthquake shut-off valves for its customers. You must hire a licensed contractor to install your valve, and ensure that the valve is installed properly.

About Natural Gas Shut-off Valves

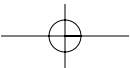
A natural gas earthquake shut-off valve automatically shuts off your gas service when an earthquake of sufficient magnitude occurs at your home's location. After the quake has stopped and you have determined that it is safe to do so, follow the manufacturer's instructions for restoring your gas service. You will need to make sure no gas leaks exist and re-light your pilot lights. You must also ensure that your appliances are safe before operating them. The Gas Company or a service agency can restore your gas service, but it may take many days or weeks in a major emergency. Please note The Gas Company charges a fee to reset valves and re-light pilot lights.

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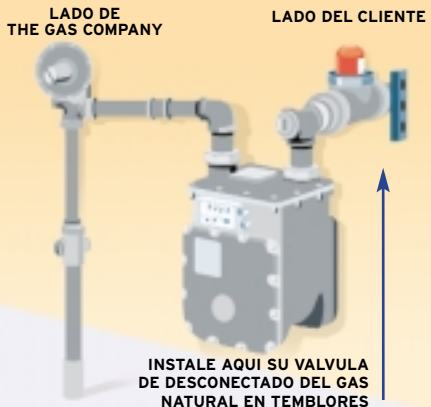


A  Sempra Energy® utility

Glad to be of service.



Nuevos Reglamentos en la Válvula de Desconectado en Temblores



En nuestro compromiso de proveerle servicio de gas natural seguro y confiable, le informamos sobre los nuevos reglamentos acerca de las válvulas de desconectado del gas natural. Más información en inglés en www.socalgas.com

A partir del 10 de febrero del 2002, la decisión 01-11-068 de la California Public Utilities Commission (CPUC, la agencia estatal que se encarga de regular las compañías de servicios públicos) requiere que los dueños de propiedades que deseen instalar válvulas de desconectado en temblores, o aquellos a quienes la Ciudad de Los Angeles les ordene hacerlo, se aseguren de que la instalación está de acuerdo con los reglamentos del Estado de California. Estos reglamentos exigen que las válvulas de desconectado del gas natural en temblores sean debidamente instaladas en el medidor, del lado en que el gas corre hacia su propiedad, o "lado del cliente" (vea la ilustración).

The Gas Company® ya no instala válvulas de desconectado en temblores para sus clientes. Un contratista calificado es quien debe instalar su válvula y asegurarse de instalarla apropiadamente.

Acerca de las Válvulas de Desconectado del Gas Natural

Este tipo de válvula en su hogar, apaga automáticamente su servicio de gas cuando hay un temblor de suficiente magnitud. Cuando el temblor termina, y usted decide que es seguro hacerlo, siga las instrucciones del fabricante para reestablecer su servicio de gas.

Asegúrese de que no existan fugas de gas y re-encienda los pilotos de sus aparatos de gas. También asegúrese de que sus aparatos se puedan usar sin peligro. The Gas Company o una agencia de servicio puede reestablecer su servicio de gas, pero puede tomar días o semanas en caso de una emergencia mayor. The Gas Company cobra una tarifa por reajustar válvulas y re-encender los pilotos de sus aparatos de gas.

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A su servicio... y con gusto

RECEIPTS AND NOTICES
For Your Information
Form 21-0306, 05/03

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T
T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 3276
DECISION NO.

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Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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A Semptra Energy utility

Glad to be of service.

" For Your Information... "

www.socalgas.com

...Customers Using Gas For Space Heating Only

If you're currently using gas for space heating only and later add other gas appliances, you need to notify The Gas Company® to be removed from "Heat Only" billing.

Residential Customers - For heating only usage, our rate schedules provide no daily customer charge during May through October billing periods. During these months, the only charge is for gas used.* During November through April, the daily customer charge is approximately double that paid by multi-use customers who pay the daily charge every month.

Business Customers - For heating only usage, our rate schedules provide no daily customer charge during April through November bill periods. During these months, the only charge is for gas used.* During December through March, the daily customer charge is approximately triple that paid by multi-use customers who pay the daily charge every month.

*To avoid inconvenience to customers receiving and paying small bills, usage is usually accumulated to at least 20 therms before billing, except at the time of a rate change or a closing bill. On an annual basis, heating only and multi-use customers pay the same total in daily customer charges.

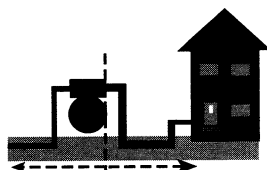
...Safety Notice: Maintain Your Gas Lines

The Gas Company® is responsible for maintaining the gas lines that carry natural gas to your meter. However, if you're a property owner, you are responsible for maintaining all gas lines on your side of the meter. Such customer-owned gas lines include all piping that goes:

- From your gas meter to the appliances on your property.
- From a curbside gas meter to the home (when the meter is not right beside the home).
- Underground to a building, pool/spa heater, barbecue or other gas appliances.

To properly maintain your gas lines, you should have them periodically inspected for corrosion and leaks, and repair any unsafe conditions immediately. A licensed plumbing or heating contractor can assist you in finding, inspecting and repairing your buried gas lines. At least two workdays before excavating, call Underground Service Alert, 1-800-227-2600, to request that the location of The Gas Company-owned buried gas lines be marked, free of charge. To help prevent costly damage or injury, carefully dig by hand using appropriate hand-digging tools within 2 feet of any marked underground gas lines.

NOTE: If you own a master-metered gas line system, the U.S. Department of Transportation requires you to notify your tenants of this information. You may do so by keeping this notice posted continuously in a common area frequented by your tenants.



The Gas Company Pipelines

...Medical Baseline Allowance

If someone in your household has: scleroderma, multiple sclerosis, a compromised immune system, a life-threatening illness, or is a paraplegic, quadriplegic, or hemiplegic, or requires regular use of natural gas-supplied medical life-support equipment, you may be entitled to an additional baseline therm allowance of .822 therms per day. For an application, visit our Web site at www.socalgas.com or call 1-800-427-2200.

...Bill Facts

- Your bill is due when you receive it and becomes past due 19 days after the mailed date of the bill. If within 19 days we don't receive your payment, you may receive a Past Due Notice. Residential customers then have 15 calendar days and business customers have 7 calendar days from the mailing date of the Notice to pay the bill or gas service will be disconnected.
- Unable to pay by the due date? Call to make payment arrangements. We also have information on special programs or agencies that may be able to help you.
- If you are unable to pay the past due bill and haven't been offered payment arrangements, you may contact the California Public Utilities Commission (CPUC) at 1-800-649-7570 to file an informal complaint. You must contact The Gas Company and the CPUC before the final date shown on the termination notice to keep from having your gas service disconnected.
- We will not disconnect gas service for non-payment if you can prove that a full-time member of your household is over 62, handicapped, or that being without gas service would be especially dangerous to someone living in the home. You must, however, agree to pay the past due bill in reasonable installments while paying future gas bills on time.
- Your gas service will not be disconnected for non-payment on any Saturday, Sunday, legal holiday or any time our offices aren't open to the public.
- Disconnected service requires a reconnection charge and a deposit to re-establish credit. If you already have a deposit on your account, you may be required to pay an additional amount. Once payment is received, we cannot guarantee your service will be turned back on the same day. It will be necessary for us to enter your home to reconnect your gas service. Entry arrangements can be made at the time of scheduling your reconnect.
- A returned check charge will be added to your account if your check is not honored by the bank.

...Questions?

The Gas Company is committed to providing exceptional customer service. If you have questions about the information in this notice, please call us at:

Residential Customers
Business Customers

1-800-427-2200
1-800-427-2000



A Sempra Energy utility™

A su servicio... y con gusto

"Para su información..."

www.socialgas.com/sp

...Para aquellos clientes que usan el servicio de gas únicamente para calefacción

Si actualmente esta consumiendo gas únicamente para la calefacción, y después decide añadir otros aparatos de gas, debe notificar a The Gas Company® para ser excluido de la factura exclusiva para calefacción.

Clientes residenciales—Si usted usa el servicio de gas únicamente para la calefacción, no se le impone el cargo diario durante los meses de mayo a octubre. Durante estos meses, sólo se le cobrará por el gas que use.* Durante los meses de noviembre a abril, su cargo diario es aproximadamente el doble de lo que pagan los clientes con cuenta de "uso múltiple", ya que éstos últimos pagan el cargo diario mensualmente.

Clientes comerciales—Si usted usa el servicio de gas únicamente para calefacción, no se le impone el cargo diario durante los meses de abril a noviembre. Durante estos meses, sólo se le cobra por el gas que use.* Durante los meses de diciembre a marzo, el cargo diario es aproximadamente el triple de lo que pagan los clientes con cuenta de "uso múltiple", ya que éstos últimos pagan el cargo diario mensualmente.

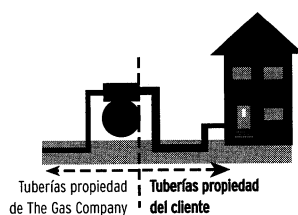
*Para evitarle molestia al cliente de recibir y pagar cuentas pequeñas, se deja acumular el consumo de gas usualmente hasta 20 términos antes de enviarle la factura excepto cuando se efectúe algún cambio a las tarifas o se cierre una cuenta. Anualmente, clientes con cuentas para calefacción únicamente y de "uso múltiple" pagan lo mismo en total de los cargos diarios al cliente.

...Aviso de seguridad: Mantenga sus tuberías de gas en buen estado

The Gas Company® tiene la responsabilidad de dar mantenimiento a las tuberías de gas que llevan gas natural hasta el medidor del cliente. Sin embargo, si usted es dueño de la propiedad, usted tiene la responsabilidad de dar mantenimiento a todas las tuberías de gas que están de su lado del medidor. Dichas tuberías de gas, propiedad del cliente, incluyen todas las tuberías que van:

- Desde el medidor de gas hasta los aparatos domésticos que están dentro de su propiedad.
- Desde un medidor de gas ubicado al borde de la banqueta hasta la casa (cuando el medidor no está justo al lado de la casa).
- Bajo tierra a un edificio, caldera de piscina/spa, asador u otro aparato doméstico de gas.

Para un mantenimiento apropiado a sus tuberías de gas, debe hacer inspeccionen periódicamente para detectar corrosión y fugas, y reparar cualquier estado de peligro inmediatamente. Un contratista de plomería o calefacción con licencia puede ayudarle a encontrar, inspeccionar y reparar sus tuberías subterráneas de gas. Cuando menos dos días hábiles antes de excavar, llame al servicio de localización de tuberías subterráneas Underground Service Alert, al **1-800-227-2600**, para solicitar que sea marcada la ubicación de las tuberías subterráneas de gas propiedad de The Gas Company, sin cargo alguno. Para ayudar a prevenir daños o lesiones costosas, excave a mano con cuidado, usando herramienta apropiada para excavar manualmente, a no más de 2 pies de distancia de cualesquier tuberías subterráneas de gas marcadas.



NOTA: Si es dueño de su propio sistema de tuberías de gas con medidor maestro, el Departamento de Transportes de los Estados Unidos requiere que notifique a sus inquilinos esta información. Puede hacerlo colocando esta información continuamente en un área común frecuentada por sus inquilinos.

...Asignación especial por problemas médicos

Si alguien en su hogar sufre de escleroderma, esclerosis múltiple, de problemas del sistema inmunológico, o de cualquier enfermedad en la que peligre su vida, si es parapléjico, cuadripléjico o hemipléjico, o requiere del uso continuo de equipos de gas natural para conservar la vida, puede que tenga derecho a una asignación adicional de términos básicos de .822 términos por día. Visite nuestra página web en www.socialgas.com/sp o llame 1-800-342-4545 para pedir una solicitud.

...Verdades de su cuenta

- Su cuenta es debida cuando la recibe y el plazo para pagar se vence 19 días después de la fecha de envío por correo que aparece en la cuenta. Si a los 19 días no hemos recibido su pago, podrá recibir un Aviso de Pago Vencido. Los clientes residenciales tendrán entonces 15 días hábiles y los clientes comerciales 7 días hábiles a partir de la fecha de envío por correo que aparece en la notificación de pago de la factura o el servicio de gas será desconectado.
- No puede pagar su cuenta antes de la fecha de vencimiento? Llámenos para establecer arreglos para el pago. Además tenemos información sobre programas o agencias especiales que le pueden ayudar.
- Si usted no puede pagar la cuenta atrasada y si no le hemos ofrecido algún plan de pagos, puede comunicarse con la California Public Utilities Commission (CPUC) para presentar una queja informal al 1-800-649-7570. Debe comunicarse con The Gas Company así como con la CPUC antes de la fecha final que aparece en su aviso de terminación para evitar que le suspendan el servicio de gas.
- No se le desconectará el servicio de gas por falta de pago si usted puede comprobar que un miembro viviendo tiempo completo en su hogar es mayor de 62 años, está incapacitado, o que la ausencia del servicio de gas sería especialmente perjudicial para la persona que reside en el hogar. No obstante, usted debe acordar pagar el importe completo en pagos razonables mientras sigue pagando sus cuentas futuras a tiempo.
- No se le desconectará el servicio de gas por falta de pago los sábados, domingos o días festivos, ni a ninguna hora en que nuestras oficinas no estén abiertas al público.
- Al desconectarle el servicio se le exigirá un cargo y un depósito para reestablecer su crédito. Si ya tenemos su depósito, posiblemente deberá pagar una suma adicional. No podemos garantizar que le reestablecerán el servicio de gas el mismo día en que recibamos su pago. Será necesario que entremos en su casa para reestablecer el servicio de gas. Se pueden coordinar estos arreglos cuando llame para fijar la fecha del reestablecimiento de su servicio de gas.
- Se le cobrará a su cuenta un cargo por cheque devuelto por el banco por falta de fondos.

...¿Preguntas?

The Gas Company ésta dedicada a ofrecer servicio excepcional al cliente. Si tiene alguna pregunta referente a este aviso, favor de llamarnos al:

Clientes Residenciales

1-800-342-4545

Clientes Comerciales

1-800-427-6029

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(TO BE INSERTED BY UTILITY)

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Lee Schavrien
 Vice President
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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3276
 DECISION NO.

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ISSUED BY

Lee Schavrien
 Vice President
 Regulatory Affairs

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