



J. Steve Rahon
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August 6, 2003

Advice No. 3282
(U 904 G)

Public Utilities Commission of the State of California

Subject: General Service Bill Form 41-R

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

Purpose

The purpose of this filing is to replace SoCalGas' General Service Bill Form 41-K with General Service Bill Form 41-R. The enhancements are necessary to update factual information and make the form front and back easier for customers to read and understand.

Background

SoCalGas conducted focus groups with customers to learn ways to make its bill easier to understand. The changes that SoCalGas is submitting with this Advice Letter reflect cosmetic changes to update the look of the bill, provide additional customer service information and enhance explanation of billing terms.

Changes to the Bill

Front of bill:

The information provided to customers remains the same. General cosmetic and information placement changes have been made and occur when the bill is printed by the computer system during bill processing.

The front of the bill is a free-form document with the headings, lines and data printed by the computer. The format of information on the bill has changed including items pre-printed on the form.

The most noticeable change to the front of the bill is the location of the pre-printed logo, company address information and account number.

Back of the bill:

The information provided to customers remains the same. The most noticeable change to the back of the bill is the change in location of contact phone numbers and payment options now located at the top.

The preprinted language includes the location of SoCalGas' branch offices, drop boxes, authorized payment agencies, explanation of bill terms and more customer-focused information.

Attachment C includes an example of a fictitious bill using the new General Service Bill Form 41-R.

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 must be received within 20 days of the date 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 to Honesto Gatchalian (ijn@cpuc.ca.gov) of the Energy Division. A copy of the protest should 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
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 does not believe that approval of this filing requires a resolution to be issued by the Commission. Accordingly, SoCalGas respectfully requests that this filing be made effective as of September 15, 2003, which is not less than forty (40) days regular statutory notice.

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. 3282

(See Attached Service List)

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Azusa, CA 91702

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City of Burbank
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ATTACHMENT B
Advice No. 3282

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 36859-G	SAMPLE FORMS, Bill Forms, General Service, Form 41-R (08/03), Sheet 1	Revised 33601-G
Revised 36860-G	TABLE OF CONTENTS	Revised 36238-G
Revised 36861-G	TABLE OF CONTENTS	Revised 36858-G

SAMPLE FORMS
Bill Forms
General Service, Form 41-R (08/03)

Sheet 1

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 3282
DECISION NO.

ISSUED BY
Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Aug 6, 2003
EFFECTIVE Sep 15, 2003
RESOLUTION NO. _____

Your Account Number

**More phone numbers
and info on back of bill**



www.socalgas.com



Customer Service Telephone Numbers

Customer Service Representatives - For English and Spanish speaking and hearing/speech impaired customers, representatives are available 7 days a week:

24 Hours a Day	English	1 (800) 427-2200
24 Horas al Dia	Spanish	1 (800) 342-4545
24 Hours a Day	TDD/TYY	1 (800) 252-0259

For the following languages, call Monday - Friday 8 AM to 5 PM:

粵語 電話	Cantonese	1 (800) 427-1420
한국어 전화	Korean	1 (800) 427-0471
國語 電話	Mandarin	1 (800) 427-1429
NÓI TIẾNG VIỆT	Vietnamese	1 (800) 427-0478

Glad to be of service

Self Service Options

1 (800) 772-5050

Call for information regarding payment arrangements, office locations account balance, billing recap, duplicate bills and CARE applications for income qualified customers.

SimplePay®

1 (800) 427-2700

Call to pay your bill by phone or to enroll in our SimplePay Programs: Pay by Net or Direct Debit.

Debit/ATM Card

payments are accepted through BillMatrix®, an independent service provider. While the Gas Company® does not charge for this service, BillMatrix charges a convenience fee for each transaction. To make a payment by Debit/ATM card, please call BillMatrix (24 hours/7 days a week) at 1 (800) 232-6629.

Visit us at www.socalgas.com

Public Utilities Commission Notice

Should you question the amount of this bill, please request an explanation by calling the telephone number on the front of this bill. If you thereafter believe you have been billed incorrectly, the amount of the bill should be deposited with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, e-mail: consumer-affairs@cpuc.ca.gov, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission, and attach the bill and the statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. However, the Commission will not accept the deposits when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increase, etc., which do not relate directly to the question of the accuracy of the bill. If you do not make such a deposit with the commission within 15 days after The Gas Company® notifies you of your right to do so, The Gas Company may discontinue your service for non-payment.

Information Related to Deposits

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.

Please Make Check Payable To
"The Gas Company"

Explanation of Billing Terms

Baseline – Amount of gas billed at the lowest residential rate.

Billing Factor – Adjusts for differences in elevation, delivery pressure and the heating content of gas.

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

Customer Charge – Charge to recover costs of gas delivery including reading meters, preparing bills, and processing payments.

Gas Commodity Charge – Cost of gas purchased by The Gas Company on behalf of its customers.

Payment Due Date – Payment due date shown on the front bottom portion of the bill is for current charges only; it does not stop collection activity on an unpaid previous balance.

Public Purpose Surcharge – Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Direct Assistance Program (DAP), energy efficiency and research and development. CARE customers are excluded from paying the CARE portion of the surcharge.

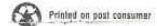
Rate – Identifies the rate schedule used to calculate your bill. You may review these rate schedules at a local office of The Gas Company or at www.socalgas.com.

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.

Therms – Standard unit of measuring heat energy.

Utility Users' Tax – Tax charged by some cities and counties based on the amount of the current monthly gas bill. These cities and counties require The Gas Company to collect this Utilities Users' Tax for them.

We Require Two Working Days and Access To
The Meter to Close Your Gas Service.



Southern California Gas Company 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

Alhambra, 20 S. First St.
Anaheim, 131 W. Center St. Promenade
Banning, 60 E. Ramsey St. #A
Bellflower, 16901 S. Bellflower Blvd.
City of Commerce, 5211 E. Washington Blvd., Ste. 13
Compton, 700 N. Long Beach Blvd.
Corona, 482 S. Corona Mall
Covina, 132 E. College St.
Delano, 1225 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 10990 E. Lower Azusa Rd. #9

Fontana, 9781 Sierra Ave. #C
Glendale, 213 N. Orange St. #A
Hanford, 416 N. Douty St.
Hemet, 527 N. San Jacinto St.
Hollywood, 1811 N. Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 2852 W. Imperial Hwy.
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 4619 S. Central Ave.
Los Angeles, 3288 W. Slauson Ave.

Los Angeles, 2522 N. Daly St.
Monrovia, 141 S. Myrtle Ave.
Ontario, 216 N. Euclid Ave.
Oxnard, 324 S. B St.
Palm Springs, 211 N. Sunrise Way
Pasadena, 1214 E. Green St.
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.
Riverside, 3460 Orange St.
San Bernardino, 624-F W. 4th St.
San Fernando, 444 S. Brand Blvd. Ste.101

San Luis Obispo, 1177 Marsh St.
San Pedro, 529 W. 9th St.
Santa Ana, 3835 W. First St.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11526 Telegraph Rd.
Santa Maria, 201 W. Main St.
Santa Monica, 1300 6th St.
South Gate, 4233 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

DROP BOXES

Anaheim, The Gas Company,
1919 S. State College Blvd.
Burbank, Public Service Department,
164 W. Magnolia

Chatsworth, The Gas Company,
9400 Oakdale Ave.
Los Angeles, The Gas Company,
Juanita Ave. at W. Third St.
Montclair, 5220 Benito St.

Redlands, The Gas Company,
1981 W. Lugonia Ave.
San Luis Obispo, City Hall, 990 Palm St.
San Luis Obispo, City Parking Structure,
Corner Chorro and Pacific

Templeton, Community Services
District, 98 Main St., Suite D
Upland, City Hall, 460 N. Euclid Ave.
Van Nuys, The Gas Company,
16645 Satcoy St.

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(Continued)

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Contracts (continued)

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Optional Rate Agreement and Affidavit (Form 6662 - 4/01)	33449-G
Continuous Service Agreement	37070-G

Bill Forms

Residential Sales Order (Form 5327-G, 03/00)	35710-G
General Service (Form 41-R, 08/03)	36859-G
Commercial/Industrial Service (Form 77-2B, Rev. 7/01)	33602-G

Collection Notices

Past Due Payment Notice (Form 41.6, 8/02).....	36786-G
Meter Closed for Nonpayment (Form 5101, 6/99)	36787-G
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Urgent Notice Inaccessible Meter (Form 4515-C, 8/92)	36789-G
Notice to Tenants, Termination of Gas Service (Form 4636-D, 10/92)	36790-G
Important Notice (Form 5100-F, Rev. 5-96)	30083-G
Third Party Notification (Form 437.1C, 06/02)	36791-G
Consequences of Non-Payment (Form 9406-528)	26383-G
Disputed Account Declaration (Form 6619)	26529-G
Proof of Claim (Form 6620)	26530-G

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 3282
 DECISION NO.
 4H17

ISSUED BY
Lee Schavrien
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 DATE FILED Aug 6, 2003
 EFFECTIVE Sep 15, 2003
 RESOLUTION NO. _____

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TABLE OF CONTENTS

The following listed sheets contain all effective Schedules of Rates and Rules affecting service and information relating thereto in effect on the date indicated thereon.

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Table of Contents--Rate Schedules	36855-G,36856-G,36857-G
Table of Contents--List of Cities and Communities Served	33771-G
Table of Contents--List of Contracts and Deviations	33771-G
Table of Contents--Rules	36331-G,36353-G
Table of Contents--Sample Forms	36570-G,35934-G,35935-G,36860-G,36239-G

PRELIMINARY STATEMENT

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Part II Summary of Rates and Charges	36826-G,36827-G,36115-G,36116-G,36828-G,36821-G 32491-G,32492-G,36109-G,36829-G,36830-G,36120-G,36121-G
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Part IV Income Tax Component of Contributions and Advances	35396-G,24354-G
Part V Description of Regulatory Accounts-Balancing	35874-G,34820-G,34371-G 34821-G,34822-G,34823-G,34824-G,34825-G,34826-G,34827-G,34682-G,35770-G,35874-G
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Part VII Description of Regulatory Accounts-Tracking	36022-G,34373-G,34374-G 34375-G,34376-G,34377-G,34378-G,34379-G,36023-G
Part VIII Gas Cost Incentive Mechanism (GCIM)	35876-G,35877-G,35878-G,35879-G 35880-G,35881-G
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Part X Global Settlement	32530-G,32531-G,32532-G,32533-G

(Continued)

(TO BE INSERTED BY UTILITY)
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ISSUED BY
Lee Schavrien
 Vice President
 Regulatory Affairs

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Advice No. 3282

August 6, 2003

ATTACHMENT C

GENERAL SERVICE BILL FORM 41-R
WITH FICTITIOUS BILLING INFORMATION

