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July 8, 2005

Advice No. 3513
(U 904 G)

Public Utilities Commission of the State of California

Subject: Tariff Integration: Revision of Rule No. 11 – Disputed Bills

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission) revisions to its Rule No. 11, Disputed Bills, as shown on Attachment B.

Purpose

In this filing, SoCalGas proposes to bring its Rule No. 11 into conformance with San Diego Gas & Electric Company's (SDG&E) gas Rule 10, Disputes. SDG&E is concurrently filing an advice letter to revise its gas and electric Rule 10. This filing responds to the Commission's expressed desire for statewide consistency in utility tariffs to the extent possible. These revisions promote tariff simplicity, respond to customer needs, and provide ease in administering the tariff.

Information

SoCalGas' Rule No. 11 is being conformed to SDG&E's gas and electric Rule 10 in order to present the information more clearly and to make it more understandable. The herein proposed Rule No. 11 sets forth the process that occurs when a customer disputes a utility bill from the time a customer deposits the disputed amount with the Commission. As a result of the review of both utilities' rules, it has become apparent that SoCalGas' Rule No. 11 could be made more complete and explicit with the addition of certain provisions from SDG&E's rule as described below. Moreover, subheadings have been added for ease of reference. The proposed revisions do not result in any changes in utility practices.

Proposed Rule Changes

The following changes to Rule No. 11 have been made in order to conform it to SDG&E's gas and electric Rule 10:

- The heading, "A. Disputed Bill Process" has been added. Also, subheadings have been added to the following reworded subsections: A.1, Customer Remits Disputed Amount, A.3, Nonresidential Customer Partial Remittance, and A.5, Commission Receipt of Disputed Amount.
- To subsection A.2, Failure to Remit Disputed Amount, language has been added to clarify that residential customers have within 15 days of the "past due" date to make the remittance with the Commission the amount claimed due by the Utility. On the other hand, nonresidential customers have seven days to make the remittance. This clarification makes this proposed Rule No. 11 consistent with SoCalGas' currently effective Rule No. 9, Discontinuance of Service. Section C.2.b of Rule No. 9 states,

"A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven days of the issuance of the past due notice."

This change is being proposed not to make a condition more restrictive but to resolve a contradiction that exists between Rule No. 11 proposed herein and SoCalGas' currently effective Rule No. 9 and to conform it to SDG&E's equivalent rule. SoCalGas acknowledges this contradiction and proposes to correct it.

- Subsections A.4, Service Not Discontinued and A.6, Additional Bills While Dispute is Under Review are from the currently effective SDG&E Rule 10, A.4 and A.6. Subsection A.4 needs to be included in SoCalGas' Rule No. 11 to ensure that customers are aware that service will not be discontinued when a payment has been made with the Commission. Subsection A.6 is needed so that customers are made cognizant that additional payments with the Commission are required when additional bills the customer wishes to dispute become due before completion of the Commission's review.
- Subsection A.7, Subsequent Bills Not In Dispute has been added so that customers may be aware that while the Commission is considering the dispute, subsequent bills, not in dispute, are still due and payable in accordance with SoCalGas' pertinent rules.
- The heading, "B. Core Transportation Disputes" has been added. For clarity, the two short paragraphs thereunder have been reworded.

This filing will not result in an increase or decrease in any rate or charge, conflict with any rate schedules or any other 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:

CPUC - Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
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
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 believes that this filing is subject to Energy Division disposition and therefore respectfully requests that this advice letter become effective August 7, 2005, which is 30 calendar days after the date filed.

Notice

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

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **SOUTHERN CALIFORNIA GAS COMPANY/ U 904 G**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Nena Maralit

Phone #: (213) 244-2822

E-mail: snewsom@semprautilities.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas
PLC = Pipeline HEAT = Heat WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 3513

Subject of AL: Tariff Integration - Rule 11 - Disputed Bills

Keywords (choose from CPUC listing): Rules; Disputed Bills

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL _____

Summarize differences between the AL and the prior withdrawn or rejected AL¹: _____

Resolution Required? Yes No

Requested effective date: 8/7/05 No. of tariff sheets: 4

Estimated system annual revenue effect: (%): _____

Estimated system average rate effect (%): _____

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: Rules and Table of Contents

Service affected and changes proposed¹: _____

Pending advice letters that revise the same tariff sheets: _____

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Attention: Tariff Unit

505 Van Ness Avenue

San Francisco, CA 94102

jjr@cpuc.ca.gov and jnj@cpuc.ca.gov

Southern California Gas Company

Attention: Sid Newsom

555 West Fifth Street, ML GT14D6

Los Angeles, CA 90013-4957

snewsom@semprautilities.com

¹ Discuss in AL if more space is needed.

ATTACHMENT A

Advice No. 3513

(See Attached Service List)

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ATTACHMENT B
Advice No. 3513

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 39418-G Original 39419-G	Rule No. 11, DISPUTED BILLS, Sheet 1 Rule No. 11, DISPUTED BILLS, Sheet 2	Revised 33295-G Revised 33295-G
Revised 39420-G	TABLE OF CONTENTS	Revised 38907-G*
Revised 39421-G	TABLE OF CONTENTS	Revised 39396-G

Rule No. 11
DISPUTED BILLS

Sheet 1

A. DISPUTED BILL PROCESS

1. Customer Remits Disputed Amount. In case of a dispute between a customer and the Utility as to the correct amount of any bill rendered by the Utility for gas service furnished to the customer, the Utility will notify the customer to make remittance of the full amount billed, payable to 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. The Commission will not, however, accept payment when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., that do not directly relate to the accuracy of the bill.
2. Failure to Remit Disputed Amount. Failure on the part of the customer to make such payment within 15 days of the "past due" date for residential customers, or seven days for nonresidential customers, will warrant discontinuance of service in accordance with Rule No. 9.
3. Nonresidential Customer Partial Remittance. A nonresidential customer who is temporarily unable to remit the full amount in dispute for a bill covering a period in excess of 90 days shall remit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
4. Service Not Discontinued. Service will not be discontinued for nonpayment of the disputed bill when payment has been made with the Commission pending the outcome of the Commission's review.
5. Commission Receipt of Disputed Amount. Upon receipt of the disputed amount, the Commission will notify the Utility, review the basis of the billed amount, and advise both parties of its findings and disburse the disputed funds accordingly.
6. Additional Bills While Dispute Is Under Review. If, before completion of the Commission's review, additional bills become due which the customer wishes to dispute, the customer shall also render payment with the Commission, the additional amount claimed by the Utility to be due for such additional bills before they become past due, and that failure to do so will warrant discontinuance of service in accordance with Rule No. 9.
7. Subsequent Bills Not In Dispute. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable by customers in accordance with Rule No. 9 and Rule No. 12, Rendering and Payment of Bills, and by core aggregation customers in accordance with Rule No. 32C.

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 3513
 DECISION NO.

ISSUED BY
Lee Schavrien
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 8, 2005
 EFFECTIVE Aug 7, 2005
 RESOLUTION NO. _____

Rule No. 11
DISPUTED BILLS

Sheet 2

(Continued)

B. CORE TRANSPORTATION DISPUTES

Disputes between core transportation customers and their ESP(s) shall not be subject to the jurisdiction of the California Public Utilities Commission. The customer will remain obligated to pay all Utility charges in a timely manner, regardless of any financial or bill payment arrangements with ESP(s) or any third parties in the event of an ESP billing dispute or ESP payment default except only that the ESP will continue to be financially liable for outstanding Procurement Management Charges in the event the ESP defaults on any payments to the Utility.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 3513
DECISION NO.

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ISSUED BY

Lee Schavrien
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jul 8, 2005
EFFECTIVE Aug 7, 2005
RESOLUTION NO. _____

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3	Application for Service	35524-G,35525-G,35526-G
4	Contracts	35529-G,35530-G
5	Special Information Required on Forms	33292-G,24601-G
6	Establishment and Re-Establishment of Credit	28448-G,28449-G
7	Deposits	24604-G
8	Return of Deposit--Interest on Deposit	26214-G
9	Discontinuance of Service	33499-G,26950-G,33500-G,33501-G 26424-G,36035-G,36779-G
10	Service Charges	34690-G,38903-G,38904-G,38905-G,38906-G
11	Disputed Bills	39418-G,39419-G
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13	Meters and Appliances	24618-G,38338-G
14	Meter Reading	24620-G
15	Meter Tests	36872-G
16	Adjustment of Bills	36873-G,36874-G,36875-G
17	Reading of Separate Meters Not Combined	24626-G
18	Notices	38239-G
19	Rates and Optional Rates	36016-G
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23	Continuity of Service and Interruption of Delivery	36719-G,37968-G,33041-G,33042-G,34021-G,33044-G 36622-G,33046-G,33047-G,36721-G,37969-G,33050-G
24	Supply to Separate Premises and Resale of Gas	39422-G,39423-G,39424-G
25	Company's Right of Ingress to and Egress from the Consumer's Premises	24655-G

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(Continued)

(TO BE INSERTED BY UTILITY)
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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--List of Cities and Communities Served	37398-G
Table of Contents--List of Contracts and Deviations	37894-G
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(Continued)

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