

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



September 28, 2011

**Advice Letter 4268**

Rasha Prince, Director  
Regulatory Affairs  
Southern California Gas  
555 W. Fifth Street, GT14D6  
Los Angeles, CA 90013-1011

**Subject: Clean-Up Filing to Revise Certain Sample Forms and  
Tariff Rules**

Dear Ms. Prince:

Advice Letter 4268 is effective September 16, 2011.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division



**Rasha Prince**  
Director  
Regulatory Affairs

555 W. Fifth Street, GT14D6  
Los Angeles, CA 90013-1011  
Tel: 213.244.5141  
Fax: 213.244.4957  
*RPrince@semprautilities.com*

August 17, 2011

Advice No. 4268  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Clean-Up Filing to Revise Certain Sample Forms and Tariff Rules**

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

**Purpose**

This clean-up filing requests Commission approval to make the following revisions to SoCalGas' sample forms and tariff rules:

- (1) Include on the back of the General Service Bill and Commercial/Industrial (C/I) Service Bill forms the use of Visa<sup>®</sup> credit/debit card to the options accepted by BillMatrix, a third party vendor, for customer payments and delete the form number references;
- (2) Replace the Past Due Payment form with a revised version, revise the form number reference on the front of the form, and update information on the back of the form;
- (3) Update the return mailing address and facsimile (fax) number on the Authorization to Change Residential Rate – Natural Gas Vehicle (NGV) Home Refueling Contract (Form 6150); and
- (4) Correct Rule No. 20, Gas Main Extensions, and Rule No. 21, Gas Service Extensions, references to Rule No. 02, Description of Service.

**Background**

SoCalGas filed Advice No. (AL) 3710 on February 5, 2007 to reinstate its credit card payment option program for customers. AL 3710 requested to reinstate the credit card payment option using only MasterCard<sup>®</sup> credit cards accepted by BillMatrix, an independent service provider, for customer payments. The option of using a Visa<sup>®</sup> credit/debit card was not included in AL 3710. SoCalGas AL 3710 was approved by the Commission effective on March 7, 2007.

SoCalGas filed AL 3756 on June 28, 2007 to implement a redesigned bill format for SoCalGas' monthly gas statements. At the time AL 3756 was filed, the redesigned Past Due Payment form was unavailable. SoCalGas AL 3756 was approved by the Commission effective on July 28, 2007.

SoCalGas filed AL 3554 on November 29, 2005 to propose a new optional tariff, Schedule No. G-NGVR, Natural Gas Service for Home Refueling of Motor Vehicles. Customers are able to sign up for the NGV Home Refueling rate by completing Form 6150. AL 3554 was approved by the Commission effective on August 18, 2003.

SoCalGas filed AL 4047 on December 8, 2009 to implement and carry out the terms and conditions of the Biennial Cost Allocation Proceeding Phase 2 Settlement Agreement, including adding a new Section N to Rule No. 02 and re-naming the current Section N to Section O. AL 4047 was approved by the Commission effective on February 1, 2010.

SoCalGas is hereby proposing to: 1) include on the General Service Bill and C/I Service Bill forms the use of Visa<sup>®</sup> credit/debit card to the options accepted by BillMatrix and delete the form numbers; 2) replace the Past Due Payment form and revise the form number; 3) update the return mailing address and fax number on Form 6150; and 4) correct the Rule Nos. 20 and 21 references to Rule No. 02, as described below.

### **Requested Tariff Revisions**

#### **General Service Bill and C/I Service Bill Forms**

SoCalGas' General Service Bill form number, Form 41-R, and C/I Service Bill form number, Form 77-2, are no longer printed on the forms; therefore, the form number references are deleted. The computer generated information on the General Service Bill and C/I Service Bill forms on the back side of a double-sided form are revised to include payments accepted through BillMatrix by including Visa<sup>®</sup> credit/debit card payments, as follows:

The information below, titled "Electronic Check, Debit/ATM and MasterCard<sup>®</sup> Credit Card" in the right column, is deleted.

#### **Electronic Check, Debit/ATM and MasterCard<sup>®</sup> Credit Card**

These payments are accepted through BillMatrix, an independent service provider. While The Gas Company does not charge for this service, BillMatrix charges a \$1.50 convenience fee for each transaction. To pay your bill on-line using BillMatrix, visit our website at [www.socalgas.com](http://www.socalgas.com) or call BillMatrix at 1 (800) 232-6629.

The deleted information above is replaced with the information below, titled "ATM/Debit/Credit Card or Electronic Check."

**ATM/Debit/Credit Card or Electronic Check:** You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit [www.socalgas.com](http://www.socalgas.com).

Past Due Notice (SCG Form PD1-28)

SoCalGas' Past Due Notice form is replaced with a revised version; and form number, Form 41.6, is revised to SCG Form PD1-28. The computer generated form number on the front side and information on the back side of the double sided form are revised and updated.

Authorization to Change Residential Rate – NGV Home Refueling (Form 6150)

SoCalGas updates the return mailing address and fax number on the lower portion of Form 6150. The address of "555 W 5<sup>th</sup> St. GT11D5, Los Angeles CA 90013-1032" and fax number of "213-244-8070" are deleted and replaced with the following:

**P.O. Box 513249 M/L SC710K  
Los Angeles, CA 90051-1249  
Fax# (323) 518-2196**

Rule No. 20, Gas Main Extensions

Rule No. 20, A.3 and H.1 references to Rule No. 02, Description of Service are revised to reflect the re-naming changes in AL 4047 and replaces the reference to Section N with the reference to Section O, as follows:

## A. GENERAL

3. SPECIAL OR ADDED FACILITIES. Any special or added facilities the Utility agrees to install at the request of Applicant will be installed at Applicant's expense in accordance with Section O, of Rule No. 02, Description of Service.

## H. SPECIAL CONDITIONS

1. FACILITY RELOCATION OR REARRANGEMENT. Any relocation or rearrangement of the Utility's existing facilities, at the request of or to meet the convenience of an Applicant or customer, and agreed upon by the Utility, normally shall be performed by the Utility at Applicant's expense. If the existing facilities relocation or rearrangement is designated as a special facility, refer to Rule No. 02, Section N for the appropriate ownership charge rate.

Rule No. 21, Gas Service Extensions

Rule No. 21, A.5 reference to Rule No. 02, Description of Service is revised to reflect the re-naming changes in AL 4047 and replaces the reference to Section N with the reference Section O, as follows:

## A. GENERAL

5. SPECIAL OR ADDED FACILITIES. Any special or added facilities the Utility agrees to install at the request of Applicant will be installed at Applicant's expense in accordance with Section O, of Rule No. 02, Description of Service.

This filing will not result in an increase or decrease in any rate or charge, conflict with any rate schedules or any 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 of this Advice Letter, which is September 6, 2011. 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 Maria Salinas ([mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)) and to Honesto Gatchalian ([jni@cpuc.ca.gov](mailto:jni@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](mailto:snewsom@SempraUtilities.com)

**Effective Date**

SoCalGas believes this Advice Letter is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B and therefore respectfully requests that this Advice Letter be made effective September 16, 2011, which is 30 days after the date filed.

**Notice**

A copy of this advice letter is being sent to the parties listed on Attachment A.

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Rasha Prince  
Director – Regulatory Affairs

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: Sid Newsom

Phone #: (213) 244-2846

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) #: 4268

Subject of AL: Clean-Up Filing to Revise Certain Sample Forms and Tariff Rules

Keywords (choose from CPUC listing): Billings; Contracts; Forms

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 No

Summarize differences between the AL and the prior withdrawn or rejected AL<sup>1</sup>: N/A

Does AL request confidential treatment? If so, provide explanation: No

Resolution Required?  Yes  No

Tier Designation:  1  2  3

Requested effective date: 8/17/11

No. of tariff sheets: 11

Estimated system annual revenue effect (%): None

Estimated system average rate effect (%): None

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: Sample Forms; Rules; TOCs

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: None

**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 Ave.**

**San Francisco, CA 94102**

**mas@cpuc.ca.gov and jnj@cpuc.ca.gov**

**Southern California Gas Company**

**Attention: Sid Newsom**

**555 West Fifth Street, GT14D6**

**Los Angeles, CA 90013-1011**

**snewsom@semprautilities.com**

<sup>1</sup> Discuss in AL if more space is needed.

**ATTACHMENT A**

**Advice No. 4268**

**(See Attached Service List)**

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City of Burbank  
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City Attorney  
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Downey, Brand, Seymour & Rohwer  
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Mark Mickelson  
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March Joint Powers Authority Lori Stone 23555 Meyer Drive, March Air Reserve Base, CA 92518-2038	National Utility Service, Inc. Jim Boyle One Maynard Drive, P. O. Box 712 Park Ridge, NJ 07656-0712	Navigant Consulting, Inc. Ray Welch ray.welch@navigantconsulting.com
PG&E Tariffs Pacific Gas and Electric PGETariffs@pge.com	Praxair Inc Rick Noger rick_noger@praxair.com	RRI Energy John Rohrbach JRohrbach@rrienergy.com
Regulatory & Cogen Services, Inc. Donald W. Schoenbeck 900 Washington Street, #780 Vancouver, WA 98660	SCE Karyn Gansecki karyn.gansecki@sce.com	Safeway, Inc Cathy Ikeuchi cathy.ikeuchi@safeway.com
Sierra Pacific Company Christopher A. Hilan chilan@sppc.com	Southern California Edison Co Fileroom Supervisor 2244 Walnut Grove Av, 290, GO1 Rosemead, CA 91770	Southern California Edison Co. Kevin Cini Kevin.Cini@SCE.com

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ATTACHMENT B  
Advice No. 4268

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 47441-G Revised 47442-G	Rule No. 20, GAS MAIN EXTENSIONS, Sheet 1 Rule No. 20, GAS MAIN EXTENSIONS, Sheet 10	Revised 31800-G Revised 42767-G
Revised 47443-G	Rule No. 21, GAS SERVICE EXTENSIONS, Sheet 1	Revised 31813-G
Revised 47444-G	SAMPLE FORMS - CONTRACTS, Authorization to Change Residential Rate, NGV Home Refueling (Form 6150), Sheet 1	Original 40099-G
Revised 47445-G	SAMPLE FORMS, Bill Forms, General Service (08/11), Sheet 1	Revised 42017-G
Revised 47446-G	SAMPLE FORMS, Bill Forms, Commercial/Industrial Service (08/11), Sheet 1	Revised 39326-G
Revised 47447-G	COLLECTION NOTICES, Past Due Payment, SCG Form PD1-28 (8/11)	Revised 36786-G
Revised 47448-G	TABLE OF CONTENTS	Revised 47211-G
Revised 47449-G Revised 47450-G	TABLE OF CONTENTS TABLE OF CONTENTS	Revised 47214-G Revised 46718-G
Revised 47451-G	TABLE OF CONTENTS	Revised 47440-G

Rule No. 20  
GAS MAIN EXTENSIONS

Sheet 1

APPLICABILITY: This rule is applicable to the extension of Gas Distribution Mains\* necessary to furnish Permanent Service to Applicants, and will be made in accordance with the following provisions:

A. GENERAL

1. EXTENSION BASIS

- a. DESIGN. Utility will be responsible for planning, designing, and engineering extensions using the Utility's standards for material, design, and construction. Applicant may elect to design that portion of the new extension normally designed by utility in accordance with the Applicant Design provisions of this Rule.
- b. OWNERSHIP. The extension facilities installed under the provisions of this rule shall be owned, operated, and maintained by the Utility, except for substructures and enclosures that are on, under, within, or part of a building or structure.
- c. PRIVATE LINES. Utility shall not be required to serve any Applicant extension facilities that are not owned, operated, and maintained by the Utility.

2. EXTENSION LOCATIONS

- a. RIGHTS-OF-WAY. Utility will own, operate, and maintain extension facilities only:
  - (1) along public streets, alleys, roads, highways, and other publicly dedicated ways and places which the Utility has the legal right to occupy (franchise areas), and
  - (2) on public lands and private property across which easements and permits satisfactory to the Utility may be obtained without cost to or condemnation by the Utility.
- b. NORMAL ROUTE OF LINE. The length and normal route of an extension will be determined by the Utility and considered as the distance along the shortest, most practical, available, and acceptable route which is clear of obstructions from the Utility's nearest permanent and available distribution facility to the point from which the service facilities will be connected.

3. SPECIAL OR ADDED FACILITIES. Any special or added facilities the Utility agrees to install at the request of Applicant will be installed at Applicant's expense in accordance with Section O, of Rule No. 02, Description of Service.

\* Certain words beginning with capital letters are defined either within the provisions of this rule or in Section I of this rule.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4268  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_

Rule No. 20  
GAS MAIN EXTENSIONS

Sheet 10

(Continued)

G. APPLICANT INSTALLATION OPTION (Continued)

2. MINIMUM CONTRACTOR QUALIFICATIONS. Applicant's contractor or subcontractor (QC/S) shall:

- a. Be licensed in California for the appropriate type of work, such as, but not limited to, gas and general.
- b. Employ workmen properly qualified for the specific skills required (plastic fusion, welding, etc.).
- c. Comply with applicable laws (Equal Opportunity regulations, OSHA, EPA, etc.).

3. OTHER CONTRACTOR QUALIFICATIONS. An Applicant for service who intends to employ a QC/S also should consider whether the QC/S:

- a. Is technically competent.
- b. Has access to proper equipment.
- c. Demonstrates financial responsibility commensurate with the scope of the contract.
- d. Has adequate insurance coverage (worker's compensation, liability, property damage, etc.).
- e. Is able to furnish a surety bond for performance of the contract, if required.

H. SPECIAL CONDITIONS

1. FACILITY RELOCATION OR REARRANGEMENT. Any relocation or rearrangement of the Utility's existing facilities, at the request of or to meet the convenience of an Applicant or customer, and agreed upon by the Utility, normally shall be performed by the Utility at Applicant's expense. If the existing facilities relocation or rearrangement is designated as a special facility, refer to Rule No. 02, Section O for the appropriate ownership charge rate. Where new facilities can be constructed in a separate location, before abandonment or removal of any existing facilities, and Applicant requests to perform the new construction work, it can be performed under the applicable provisions of Section G, Applicant Installation Options.

In all instances, the Utility shall abandon or remove its existing facilities at the option of the Utility. Applicant or customer shall be responsible for the costs of all related relocation, rearrangement, and removal work.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4268  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_

Rule No. 21  
GAS SERVICE EXTENSIONS

Sheet 1

APPLICABILITY. This rule is applicable to both (1) Utility's Service Facilities\* that extend from the Utility's Distribution Main facilities to the Service Delivery Point, and (2) the service-related equipment required of Applicant on Applicant's Premises to receive gas service.

A. GENERAL

1. DESIGN. Utility will be responsible for planning, designing, and engineering its Service Facilities and Service Lateral facilities using the Utility's standards for Design, materials, and construction. Applicant may elect to use the Applicant Design Option to design that portion of new Service Facilities normally designed by the Utility in accordance with the same provisions contained in Rule No. 20, Section F.
2. SERVICE FACILITIES. For the purposes of this rule, Utility's Service Facilities shall consist of (a) connection fittings, (b) service pipe, (c) valves, (d) regulators, (e) metering equipment, (excluding electronic meter reading equipment required as a condition of non-core service as prescribed by the tariffed non-core rate schedules) and (f) other Utility-owned service related equipment.
3. OWNERSHIP OF FACILITIES. Service Facilities installed under the provisions of this rule shall be owned, operated, and maintained by the Utility. Applicant shall own, operate, and maintain facilities beyond the Service Delivery Point.
4. PRIVATE LINES. Utility shall not be required to connect Service Facilities to, or serve any Applicant from, gas facilities that are not owned, operated and maintained by Utility.
5. SPECIAL OR ADDED FACILITIES. Any special or added facilities Utility agrees to install at the request of Applicant will be installed at Applicant's expense in accordance with Section O, Special Facilities of Rule No. 02, Description of Service.
6. TEMPORARY SERVICE FACILITIES. Facilities installed for temporary service or for operations of speculative character or questionable permanency shall be made in accordance with the fundamental installation and ownership provisions of this rule, except that all charges and refunds shall be made under the provisions of Rule No. 22, Temporary Service.
7. CONTRACTS. Applicant requesting service may be required to execute written contracts prior to the Utility performing its work to establish service. Such contracts shall be in the form on file with the California Public Utilities Commission (Commission).

\* Certain words beginning with capital letters are defined either within the provisions of this rule or in Section I of this rule.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4268  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_

SAMPLE FORMS - CONTRACTS  
Authorization to Change Residential Rate  
NGV Home Refueling (Form 6150)

Sheet 1

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4268  
DECISION NO.

1H7

ISSUED BY

**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_



AUTHORIZATION TO CHANGE RESIDENTIAL RATE
NGV HOME REFUELING

Dear Customer:

Thanks for your interest in installing a Natural Gas Vehicle (NGV) Home Refueling Appliance (HRA) at your residence. Clean-burning NGVs are great for the environment, and they help reduce our dependence on oil. We applaud your efforts in supporting a cleaner, healthier environment.

As a residential customer of The Gas Company, you now have a special residential NGV rate option that is available. All you have to do is check one of the following options, complete the rest of this form, and fax or mail it to the contact below.

- Enroll me in the new optional residential NGV rate (G-NGVR)\*. I understand my customer charge will be increased to \$10 per month, and all my gas use will be charged at this new lower rate\*.
Do not change my rate. I would like to continue with my current residential rate (GR)\* for all my gas use, including my NGV home refueling.

Additionally, you also have the option of using a commercial NGV rate (G-NGV)\*. However, this would require installation of a second meter. Please contact our Customer Contact Center at (800) 427 4400 for information.

NAME:
MAILING ADDRESS:

DAYTIME PHONE NUMBER: ( ) - - - -
GAS COMPANY 11 DIGIT ACCOUNT NO. - - - - -
(As it appears on your gas bill)

ADDRESS OF INSTALLATION: \_\_\_\_\_

By signing this affidavit, I hereby affirm all of the following:

- I currently own / lease a natural gas vehicle for my home use.
I have installed a natural gas home refueling appliance at the above address
I possess all necessary building and safety permits required for the safe operation of my home refueling appliance.
I understand The Gas Company may require documents to support this affidavit at any time. Failure to provide documents may result in appropriate action, including suspension of gas service to my residence.

Additionally, I agree to promptly inform The Gas Company within 10 days if I no longer possess the NGV or the home refueling appliance mentioned above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mail or Fax this completed form to:

The Gas Company
Mass Markets Billing—Attention: BOS
P.O. Box 513249 M/L SC710K
Los Angeles CA 90051-1249
Fax# 323-518-2248

\*Information regarding our tariffs may be obtained at our website: www.socalgas.com; go to Regulatory, Tariffs.



SAMPLE FORMS  
Bill Forms  
General Service (08/11)

Sheet 1

T


(See Attached Form)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4268  
DECISION NO.

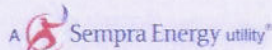
ISSUED BY  
**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_



A  Sempira Energy utility®





1-800-427-2200 *English*  
 1-800-342-4545 *Español*  
 1-800-252-0259 *TTY*

www.socalgas.com

H

## The Gas Company Policies and Notices

**Electronic Check Processing** When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. *If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.*

**Closing your Gas Service** We require two (2) working days and access to the meter to close your gas service.

### Information about 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.

**Public Utilities Commission Notice** Should you question the amount of this bill, please request an explanation by calling the telephone number at the top of your 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, phone: 800-649-7570, 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.

## Billing Term Definitions

**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](http://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.

## Other Important Phone Numbers

For the following, call  
 Monday - Friday, 8am-5pm:

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

**Self Service Options** available 24 hours a day, 7 days a week . . . . . **1-800-772-5050**

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

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm . . . . . **8-1-1**

## Payment Options \$

**Online:** It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socalgas.com>

**Home banking:** If you pay bills online through your bank, check with them, to see if you can receive your bill online.

**Direct Debit:** Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit [www.socalgas.com](http://www.socalgas.com)

**Pay by Phone:** Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

**By Mail:** Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to The Gas Company, PO Box C, Monterey Park, CA 91756

**ATM/Debit/Credit Card or Electronic Check:** You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit [www.socalgas.com](http://www.socalgas.com).

**In Person:** Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit [www.socalgas.com](http://www.socalgas.com).

## The Gas Company Payment Locations

**Authorize Payment Agencies** - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

### Company Offices

Alhambra, 7 South First St.  
 Anaheim, 131 W. Center St. Promenade  
 Banning, 80 E. Ramsey St. #A  
 Bellflower, 16901 S. Bellflower Blvd.  
 Commerce, 5708 E. Whittier Blvd.  
 Compton, 700 N. Long Beach Blvd.  
 Corona, 341 S. Lincoln Ave. #A  
 Covina, 932 N. Citrus Ave.  
 Delano, 1227 Jefferson St.  
 Dinuba, 239 E. Tulare St.  
 El Centro, 1111 W. Main St.  
 El Monte, 11912 Valley Blvd., Suite B  
 Fontana, 9781 Sierra Ave. #C  
 Glendale, 919 S. Central Avenue  
 Hanford, 321 N. Dooty St., Suite B  
 Hemet, 527 N. San Jacinto St.

Hollywood, 1811 N. Hillhurst St.  
 Huntington Park, 5916 Pacific Blvd.  
 Indio, 45123 Towne Ave.  
 Inglewood, 3530 W. Century Blvd. Ste. 102  
 Lancaster, 2065 W. Avenue K  
 Lompoc, 128 S. H St.  
 Los Angeles, 3739 Crenshaw Blvd. #C  
 Los Angeles, 4819 S. Central Ave.  
 Los Angeles, 2522 N. Daly St.  
 Monrovia, 141 S. Myrtle Ave.  
 Ontario, 982 N. Mountain Ave.  
 Oxnard, 1840 E. Gonzales Rd.  
 Palm Springs, 211 N. Sunrise Way  
 Pasadena, 1214 E. Green St. #102  
 Pomona, 196 E. 3rd St.  
 Porterville, 59 W. Thurman Ave.

Riverside, 3480 Orange St.  
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 Visalia, 1305 E. Noble Ave.  
 Watts, 1865 E. 103rd St.  
 Wilmington, 929 N. Avalon Blvd.

### Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

*Providing safe and reliable energy to our customers for more than 140 years.*

SAMPLE FORMS

Sheet 1

Bill Forms

Commercial/Industrial Service, Form 77-2 (08/11)

T

[See Attached Form]

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4268  
DECISION NO.

1H11


ISSUED BY

**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
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A  Sempira Energy utility®





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Hanford, 321 N. Douy St., Suite B  
Hemet, 527 N. San Jacinto St.

Hollywood, 1811 N. Hillhurst St.  
Huntington Park, 5916 Pacific Blvd.  
Indio, 45123 Towne Ave.  
Inglewood, 3530 W. Century Blvd. Ste. 102  
Lancaster, 2085 W. Avenue K  
Lompoc, 128 S. H St.  
Los Angeles, 3739 Crenshaw Blvd. #C  
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Ontario, 982 N. Mountain Ave.  
Oxnard, 1640 E. Gonzales Rd.  
Palm Springs, 211 N. Sunrise Way  
Pasadena, 1214 E. Green St. #102  
Pomona, 196 E. 3rd St.  
Porterville, 59 W. Thurman Ave.

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Santa Barbara, 134 E. Victoria St.  
Santa Fe Spring, 11516 Telegraph Rd.  
Santa Maria, 1954 S. Broadway, Suite J  
Santa Monica, 1300 6th St.  
South Gate, 3530 Tweedy Blvd.  
Van Nuys, 6550 Van Nuys Blvd.  
Visalia, 1305 E. Noble Ave.  
Watts, 1665 E. 103rd St.  
Wilmington, 929 N. Avalon Blvd.

### Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

Providing safe and reliable energy to our customers for more than 140 years.

COLLECTION NOTICES  
Past Due Payment Notice, SCG Form PD1-28 (8/11)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4268  
DECISION NO.

1H9

ISSUED BY

**Lee Schavrien**  
Senior Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 17, 2011  
EFFECTIVE Sep 16, 2011  
RESOLUTION NO. \_\_\_\_\_



A Sempra Energy company



## Things You Should Know About Termination Of Service

**Payment Arrangements** – If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email : [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov). For the Hearing and Speech Impaired - TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

**Re-establishment of Credit/Deposit** – If your bills are not paid within 19 days of mailing, we may require that you establish your credit with us by paying your bill and giving us a deposit equal to twice the amount of your average monthly bill.

When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

**Disconnection Policy** – If you have moved, and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses.

We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home\*, or that a permanent resident of your home is elderly (62 or older) or handicapped\* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

**Electronic Check Processing** - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement.  
**If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.**

**Closing your Gas Service** - We require two (2) working days and access to the meter to close your gas service.

**Disputed Bills** – If you question the amount of your bill, call us so that we can investigate your account. If, after our explanation, you still feel the bill is incorrect, you may request a review by the Public Utilities Commission by sending the bill and a letter explaining your position, along with a deposit of the full amount due, made payable to California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email : [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov). Make the check payable to the Commission. The Commission will investigate the matter and inform both you and us of the results. However, the Commission will not accept deposits when it appears the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make a deposit with the Commission within 15 days after we notify you of your right to do so, we may turn off your gas for non-payment.

For more information, please call the phone number at the top of your bill and request a copy of our pamphlet entitled "For Your Information."

\* We may ask for certification by a licensed physician, public health nurse or social worker.

### Phone Numbers You May Need

TTY - Hearing and speech impaired 1 (800) 252-0259  
Available 24 hours a day.

**Self Service Options** 1 (800) 772-5050

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill and CARE (20% discount for income qualified customers) applications.

#### Customer Services Representatives

For English and Spanish speaking customers, representatives are available 24 hours a day.

**English** 1 (800) 427-2200

**Español** 1 (800) 342-4545

#### For other languages call Monday thru Friday 8 A.M. to 5 P.M.

**Cantonese**  
粵語 電話 1 (800) 427-1420

**Korean**  
한국어 전화 1 (800) 427-0471

**Mandarin**  
國語 電話 1 (800) 427-1429

**Vietnamese**  
NÓI TIẾNG VIỆT 1 (800) 427-0478

### Southern California Gas Company Payment Locations

#### COMPANY OFFICES

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Anaheim, 131 W. Center St. Promenade  
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Bellflower, 16901 S. Bellflower Blvd.  
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Van Nuys, 6550 Van Nuys Blvd.  
Visalia, 1305 E. Noble Ave.  
Watts, 1665 E. 103rd St.  
Wilmington, 929 N. Avalon Blvd.

**PLEASE MAKE CHECK PAYABLE TO "THE GAS COMPANY"**

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(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 4268  
 DECISION NO.

ISSUED BY  
**Lee Schavrien**  
 Senior Vice President  
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