

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 12, 2012

Advice Letter 4349-G

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

Subject: Revision of the Tenant Notification Letters

Dear Ms. Prince:

Advice Letter 4349-G is effective April 25, 2012.

Sincerely,

A handwritten signature in cursive script that reads "Edward F. Randolph".

Edward F. Randolph, 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

March 26, 2012

Advice No. 4349
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revision of the Tenant Notification Letters

Southern California Gas Company (SoCalGas) hereby submits for filing with the California Public Utilities Commission (Commission) revisions to the tenant notification letter.

Purpose

This filing complies with the direction provided in Advice No. (AL) 4117-A, which was approved on October 7, 2010, effective July 1, 2010, to modify the tenant notification letter to include the date of the disconnection and the average bill monthly amount.

Background

Pursuant to Senate Bill 120 (Lowenthal, 2009), approved on October 11, 2009, Public Utilities (PU) Code Section 777 was amended to provide that, where a landlord-tenant relationship exists, if the Utility furnishes individually metered service to residential occupants in a detached single-family dwelling, multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, and the owner, manager, or operator is the customer of record, the Utility is required to make every good faith effort to inform the residential occupants, by means of a specified written notice, when the account is in arrears, that service will be terminated at least 10 days prior to termination. The notification is required to be in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

SoCalGas' AL 4117-A included approval of the new tenant notification letter in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, consistent with PU Code Section 777, to inform the residential occupants when the account is in arrears, at least 10 days prior to termination, that service will be terminated.¹ The notification does not disclose

¹ SoCalGas' AL 4117-A, Supplement: Submission of the New Tenant Notification Letter and Revised Notice to Tenants Termination of Gas Service Form in Compliance with PU Code Sections 777 and 777.1, was filed on August 31, 2010, approved on October 7, 2010, and effective July 1, 2010.

customer specific information and retains customer confidentiality of the owner, manager, or operator. In discussions with the Division of Ratepayer Advocates (DRA) and Disability Rights Advocates (DisabRA),² SoCalGas agreed to further modify the tenant notification letter to incorporate the date of disconnection and the amount of the average bill. At the time of the filing of AL 4117-A, SoCalGas was unable to incorporate this additional information. Therefore, SoCalGas agreed to file a subsequent advice letter for the Commission's consideration, no later than March 31, 2012, when the modified tenant notification letter is available.

Revised Tenant Notification Letter

As directed by AL 4117-A, this advice letter modifies the tenant notification letter in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean to incorporate the date of disconnection and the amount of the average bill. See Attachment B for copies of the tenant notification letter in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, which are being provided for informational purposes only.

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, which is April 15, 2012. 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

A copy of the protest should also be sent via e-mail to the attention of the Energy Division Tariff Unit (EDTariffUnit@cpuc.ca.gov). 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

² Pursuant to November 3, 2011 Administrative Law Judge's Ruling Granting Motion for Party Status in Rulemaking 10-02-005, the Center for Accessible Technology has succeeded DisabRA as an active party in this proceeding.

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 April 25, 2012, 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.

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 904G)**

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) #: 4349

Subject of AL: Revision of the Tenant Notification Letters

Keywords (choose from CPUC listing): Compliance

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 AL¹: N/A

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

Resolution Required? Yes No

Tier Designation: 1 2 3

Requested effective date: April 25, 2012

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

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: N/A

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

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
EDTariffUnit@cpuc.ca.gov**

**Southern California Gas Company
Attention: Sid Newsom
555 West 5th Street, GT14D6
Los Angeles, CA 90013-1011
SNewsom@semprautilities.com**

¹ Discuss in AL if more space is needed.

ATTACHMENT A

Advice No. 4349

(See Attached Service List)

ATTACHMENT B

Advice No. 4349

Southern California Gas Company

Notice to Tenants – Termination of Gas Letter



NOTICE OF SERVICE DISCONNECTION

<Date>

Dear Occupant:

The gas service to the address listed below will be disconnected in approximately 15 days due to non-payment, unless payment of the full amount is received immediately from the Landlord.

WHAT YOU CAN DO TO AVOID GAS SHUT-OFF

Per the California Public Utilities Code Section 777, if services are billed in your landlord's name, you have the right to become a customer of the utility, without paying for the past-due amount owing at this address. Tenants also have the right to deduct payment for such service from periodic rent payments.

If you decide to become a customer of the utility, you may need to establish credit by showing proof of prompt payment of rent, phone or cable utilities or payment on other acceptable kinds of debt over the last 12 months.

DATE SERVICE WILL BE TERMINATED:

AVERAGE MONTHLY BILL FOR THIS ACCOUNT:

IF YOU NEED ASSISTANCE

- **Contact your local Legal Aid Office for assistance.** PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.
- **If you still have questions, please contact us at 1-800-427-2200 for assistance.**

Stub

Occupant

<address>

<city>, CA <zip code>



AVISO DE DESCONEXIÓN DEL SERVICIO

<Date>

Apreciable ocupante:

El servicio de gas en el domicilio que aparece en la parte inferior será desconectado en aproximadamente 15 días por falta de pago, a menos de que se reciba inmediatamente por parte del propietario el pago del monto total.

QUÉ PUEDE HACER PARA EVITAR LA INTERRUPCIÓN DEL GAS

Conforme al código sección 777 de la Comisión de Servicios Públicos de California, si los servicios se facturan a nombre del dueño, usted tiene el derecho de hacerse cliente de la empresa de servicios públicos, sin pagar el monto vencido que se deba en este domicilio. Los inquilinos también tienen el derecho de deducir el pago por dicho servicio de los pagos periódicos de alquiler.

Si decide hacerse cliente de la empresa de servicios públicos, tal vez requiera establecer crédito mostrando comprobantes de haber pagado a tiempo el alquiler, el servicio de teléfono o de cable, o el pago de otro tipo de deuda aceptable, durante los últimos 12 meses.

Fecha en que se suspenderá el servicio: **(DATE SERVICE WILL BE TERMINATED)**

Factura mensual promedio para esta cuenta: **(AVERAGE MONTHLY BILL FOR THIS ACCOUNT)**

SI NECESITA ASISTENCIA

- **Comuníquese a la organización Legal Aid Office de su localidad para pedir asistencia.**
<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- **Si sigue teniendo dudas, por favor comuníquese con nosotros al 1-800-342-4545 para asistencia.**

Occupant

<address>

<city>, CA <zip code>



A  Sempra Energy utility[®]

服務中斷通知

<Date>

Dear Occupant:

親愛的住戶：

由於未付費用，向下列地址提供的瓦斯服務將於大約 15 天內中斷，除非房東立即支付全額費用。

如何才能防止切斷瓦斯供應

依據加州公用事業委員會法規條款 777，如果該服務以您房東的姓名開具賬單，您無需支付此地址的欠費金額，即有權成為該公共設施的客戶。租戶同樣有權從定期房租付款中扣除用於此類服務的款項。

如果您決定成為該公共設施的客戶，可能需要建立信用，出示過去 12 個月內及時支付房租、電話、有線電視或其他可接受債務的支付證明。

服務終止日期 (DATE SERVICE WILL BE TERMINATED)

此帳戶的平均每月帳單 (AVERAGE MONTHLY BILL FOR THIS ACCOUNT)

如需協助

- 請聯繫法律協助辦公室 (Legal Aid Office) 尋求幫助。<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- 若您仍有問題，請致電 1-800-427-1420 (粵語) / 1-800-427-1429 (國語) 尋求幫助。

Occupant

<address>

<city>, CA <zip code>



PAHAYAG HINGGIL SA PAGTIGIL NG SERBISYO

<Date>

Mahal na Naninirahan:

Sa 15 araw humigit-kumulang, titigilin ang serbisyong gas para sa tirahang nakalista sa ibaba dahil sa hindi pagbabayad ng mga pagkakautang, maliban kung matanggap namin kaagad mula sa nagpapaupa (landlord) ang buong nahuling balanse.

ANO ANG MAARI NINYONG GAWIN UPANG MAIWASAN ANG PAGTIGIL NG GAS

Ayon sa California Public Utilities Code Pangkat 777, kung ang may-ari (landlord) ng tirahang pinaupahan ang sinisingil para sa mga serbisyo para sa tirahang ito, karapatan ninyo ang maging isang customer ng palingkurang-bayan (utility) nang walang bayad ng nahuling pagkakautang sa tirahan na ito. Ang mga nangungupahan (tenants) ay may karapatan din na kaltasin ang mga bayad para sa gayong serbisyo mula sa mga pana-panahong pagbabayad sa upa.

Kung papasiyahin ninyong maging isang customer ng palingkurang-bayan, maaaring kailanganin ninyong patunayan ang karapatan sa pag-utang (o credit) sa pamamagitan ng pagpapakita sa palingkuran (utility) ng katunayan ng napapanahong pagbayad ng upa, telepono o cable o pagbayad ng mga ibang tipo ng pagkakautang sa nakaraang 12 buwan na maaaring tanggapin.

Petsa kung Kailan Titigilin ang Serbisyo **(DATE SERVICE WILL BE TERMINATED)**

Ang karaniwang singil bawat buwan para sa kuwentang ito **(AVERAGE MONTHLY BILL FOR THIS ACCOUNT)**

KUNG KAILANGAN NINYO NG TULONG

- **Tawagan ang Legal Aid Office sa inyong pamayanan upang makatanggap ng tulong.**
<PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- **Kung mayroon pa kayong mga katanungan, mangyaring tawagan ninyo kami sa 1-800-427-2200 upang makatanggap ng tulong.**

Occupant

<address>

<city>, CA <zip code>



A  Sempra Energy utility[®]

<Date>

THÔNG BÁO CHẤM DỨT DỊCH VỤ

Kính gửi Người Thuê Nhà:

Dịch vụ cung cấp khí đốt cho địa chỉ dưới đây sẽ bị ngưng trong vòng 15 ngày vì không trả hóa đơn, trừ khi nhận được đầy đủ khoản tiền trả cho hóa đơn quá hạn của Chủ Cho Thuê Nhà ngay lập tức.

NHỮNG ĐIỀU QUÝ VỊ CÓ THỂ LÀM ĐỂ KHÔNG BỊ NGƯNG DỊCH VỤ KHÍ ĐỐT

Chiếu theo điều luật Tiện Ích Công Cộng Tiểu Bang California số 777 (California Public Utilities Code Section 777), nếu chủ cho thuê nhà đứng tên hóa đơn cho các dịch vụ cung cấp tới địa chỉ này, thì quý vị có quyền trở thành khách hàng sử dụng tiện ích mà không cần phải trả khoản phí dịch vụ còn nợ trước đây của địa chỉ này. Người thuê nhà cũng có quyền trừ khoản tiền trả cho dịch vụ này vào tiền thuê nhà thường kỳ.

Nếu quý vị quyết định trở thành khách hàng sử dụng tiện ích, quý vị có thể cần lập tín dụng bằng cách trình chứng từ trả tiền nhà, điện thoại hoặc truyền hình cable hoặc bản phạn trả nợ tín dụng khác đúng thời hạn trong vòng 12 tháng qua.

Ngày chấm dứt cung cấp dịch vụ (DATE SERVICE WILL BE TERMINATED)

Hóa đơn trung bình hàng tháng cho tương mục này AVERAGE MONTHLY BILL FOR THIS ACCOUNT:

NẾU QUÝ VỊ CẦN TRỢ GIÚP

- Xin liên lạc với Legal Aid Office (Văn Phòng Trợ Giúp Pháp Lý) địa phương để được giúp đỡ. <PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- Nếu quý vị vẫn có thắc mắc, xin liên lạc với chúng tôi theo số 1-800-427-0478 để được giúp đỡ.

Chứng từ

Người Thuê Nhà

<address>

<city>, CA <zip code>



서비스 중단 통지서

<Date>

거주자 여러분 안녕하십니까.

임대주로부터 전 금액을 즉시 받지 않으면, 연체된 미납금으로 인해 아래 기재된 주소의 가스 서비스가 약 15 일내에 중단될 것입니다.

가스가 끊어지는 것을 막기 위한 방법:

캘리포니아주 공공 유틸리티조항 777 에 의해, 이 주소의 서비스에 대한 청구서가 귀하의 임대주 명의로 발송되었다면, 귀하는 이 주소에서 미납한 금액을 지불하지 않고 서비스의 고객이 되실 권리가 있습니다. 임차인은 또한 이러한 서비스 요금을 정기 임대료에서 공제할 권리가 있습니다.

서비스의 고객이 되실 것을 결정하시면, 임대료나 전화, 케이블 시설 또는 지난 12 개월간의 인정 가능한 종류의 채무를 납부했다는 증거를 제시함으로써 크레딧을 수립할 필요가 있을지도 모릅니다.

서비스 차단 예정일 (DATE SERVICE WILL BE TERMINATED)

본 계정의 평균 월별 청구금액 (AVERAGE MONTHLY BILL FOR THIS ACCOUNT)

도움이 필요하십니까?

- 도움이 필요하시면, 귀하의 지역 **Legal Aid Office** 로 연락하십시오. <PLACEHOLDER FOR PERSONALIZED LEGAL REFERRALS BASED ON WHERE THE CUSTOMER LIVES.>
- 더 문의사항이 있으시면, 도움을 드릴 수 있도록 저희에게 **1-800-427-0471** 으로 전화하십시오.

Occupant

Service Address