

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 12, 2012

**Advice Letter 4363-G**

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

**Subject: Revision of Two Collection Notice Forms and Addition  
of a Collection Notice Form**

Dear Ms. Prince:

Advice Letter 4363-G is effective May 30, 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*

April 30, 2012

Advice No. 4363  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Revision of Two Collection Notice Forms and Addition of a Collection Notice Form**

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

**Purpose**

This filing requests Commission approval to replace the Important Notice, Form 5100-F, and Meter Closed for Non-Payment, Form 5101, with revised versions, and add the Field Collection Notice, Form 41.6, now in use.

**Background**

The Fair and Accurate Transactions Act of 2003 (FACTA), Section 114 (Red Flag Guidelines), signed into law in December 2003, amended Section 615 of the Fair Credit Reporting Act (15 U.S.C. Section 1681); and both are intended primarily to help consumers fight the crime of identity theft. The Red Flag Guidelines require the establishment of reasonable policies and procedures to protect customer information and detect, prevent, and mitigate identity theft. SoCalGas was required to comply with the Red Flag Guidelines by December 31, 2010.

Effective with the implementation of the Red Flag Guidelines, SoCalGas' procedures for a customer establishing credit for residential service include obtaining proof of identity information and verification that the person is the true owner of the information prior to receiving service. For customers who did not provide proof of identity information and verification that they were the true owners of the information prior to establishing residential service before the Red Flag Guidelines, customers re-establishing residential service may need to provide credit information or proof of identity before service can be re-established or reconnected.

SoCalGas' Advice No. (AL) 3276 added a new form and replaced old sample forms with newer versions now in use.<sup>1</sup> SoCalGas inadvertently replaced the Past Due Payment Notice, Form 41.4E, and Field Collection Notice, Form 1415-J, with the Past Due Payment Notice, Form 41.6. Form 41.6 incorrectly combined the Past Due Payment Notice and Field Collection Notice forms.

SoCalGas' AL 4268 included revising certain sample forms.<sup>2</sup> SoCalGas revised the Past Due Payment Notice, Form 41.4E, which replaced the incorrectly combined Past Due Notice and Field Collection Notice, SCG Form PD1-28, filed in AL 3276. No Field Collection Notice, Form 41.6, was included in AL 4268.

SoCalGas is hereby proposing to: 1) revise the Important Notice, Form 5100-F, add language regarding providing proof of identity, and add the SoCalGas Web site address; 2) revise the Meter Closed for Non-Payment Notice, Form 5101, add language regarding providing proof of identity, and add the SoCalGas Web site address; and 3) add the Field Collection Notice, Form 41.6, and include language regarding providing proof of identity and the SoCalGas Web site address.

### **Requested Tariff Revisions**

#### **Important Notice, Form 5100-1**

SoCalGas' Important Notice form is replaced with a revised version. The form number is revised to 5100-1 from 5100-F, and the following new language is added to the revised form:

“You may need to provide credit information or proof of identity documents before service can be re-established”

The revised form includes language in red font and white font highlighted in red to add emphasis to the key items on the form and the SoCalGas Web site address. The revised form also displays an encircled number one, which is intended for office use only.

#### **Meter Closed for Non-Payment, Form 5101**

SoCalGas' Meter Closed for Non-Payment Notice form is replaced with a revised version. The following new language is added to the revised form:

“PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED”

The revised form includes language in red font to add emphasis to the key items on the form and the SoCalGas Web site address.

---

<sup>1</sup> SoCalGas' AL 3276, Proposal to Replace Old Sample Forms with Newer Versions and to Add a New Form Now in Use, was filed on July 9, 2003, approved on August 20, 2003, and effective August 18, 2003.

<sup>2</sup> SoCalGas' AL 4268, Clean-Up Filing to Revise Certain Sample Forms and Tariff Rules, was filed on August 17, 2011, approved on September 28, 2011, and effective September 16, 2011.

Field Collection Notice, Form 41.6

SoCalGas adds the Field Collection Notice form to the Collection Notices. The following language is included on the front of the form:

“Prior to reconnection, credit information or proof of identity documents may be required”

The added form includes language in red font to add emphasis to the key items on the form and the SoCalGas Web site address. The front of the form also displays encircled numbers three and four, which are intended for office use only.

The following language is included on the back of the revised form:

“PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED”

To add emphasis, all of the language on the back of the form is in red font.

This filing will not result in an increase or decrease in any rate or charge, conflict with any rate schedule 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 received within 20 days of the date of this Advice Letter, which is May 20, 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](mailto: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](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 May 30, 2012, 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.

---

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) #: 4363

Subject of AL: Revision of Two Collection Notice Forms and Addition of a Collection Notice Form

Keywords (choose from CPUC listing): Billings; 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: 5/30/12

No. of tariff sheets: 5

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: Sample Forms; Rules; and TOCs

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

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 Ave.,  
San Francisco, CA 94102  
EDTariffUnit@cpuc.ca.gov**

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

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

**ATTACHMENT A**

**Advice No. 4363**

**(See Attached Service List)**

ATTACHMENT B  
Advice No. 4363

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Original 48150-G	SAMPLE FORMS, Collection Notices, Field Collections Notice, Form 41.6, 02/12	
Revised 48151-G	COLLECTION NOTICES, Meter Closed for Non-Payment, Form 5101, 04/12	Revised 36787-G
Revised 48152-G	SAMPLE FORMS, Collection Notices, Important Notice, Form 5100-1, 04/12	Revised 30083-G
Revised 48153-G	TABLE OF CONTENTS	Revised 47450-G
Revised 48154-G	TABLE OF CONTENTS	Revised 48149-G



SAMPLE FORMS  
Collection Notices  
Field Collections Notice, Form 41.6, 02/12

N  
N  
N

(See Attached Form)


N

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4363  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
DATE FILED Apr 30, 2012  
EFFECTIVE May 30, 2012  
RESOLUTION NO. \_\_\_\_\_

(Front of Notice)



A Sempra Energy utility

SERVICE ADDRESS

**THE GAS COMPANY**

**PAST DUE AMOUNT**

**\$**

THIS BILL IS NOW DUE AND PAYABLE

SO CAL GAS CO. 41-8 (02/12)


**3**

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

socalgas.com

**4** Prior to reconnection, credit information or proof of identity documents may be required.

(Back of Notice)

**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.

PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED.

**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.

\$ \_\_\_\_\_ DATE \_\_\_\_\_

RECEIVED BY: \_\_\_\_\_

THE GAS COMPANY

COLLECTION NOTICES  
Meter Closed for Non-Payment  
Form 5101, 04/12

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4363  
DECISION NO.

ISSUED BY

**Lee Schavrien**  
Senior Vice President

(TO BE INSERTED BY CAL. PUC)

DATE FILED Apr 30, 2012  
EFFECTIVE May 30, 2012  
RESOLUTION NO. \_\_\_\_\_



The Gas Company

A Sempra Energy utility

socalgas.com

Your Account Number

\_\_\_\_\_

\$ \_\_\_\_\_

**PAST DUE AMOUNT**

## THE 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 GAS COMPANY OFFICE, OR AUTHORIZED PAYMENT AGENCY.

PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED.

### 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**

SAMPLE FORMS  
Collection Notices  
Important Notice, Form 5100-1, 04/12

T


(See Attached Form)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4363  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
DATE FILED Apr 30, 2012  
EFFECTIVE May 30, 2012  
RESOLUTION NO. \_\_\_\_\_

## (Front of Notice)

 A Sempra Energy utility® socialgas.com <b>DO NOT MAIL</b>	<b>IMPORTANT</b> <b>ACCOUNT PAST DUE</b>	Your Account Number _____
	<div style="border: 1px solid black; width: 150px; height: 80px; margin: 0 auto;"></div>	<input type="checkbox"/> 48 HOUR <input type="checkbox"/> COLLECT OR CLOSE <input type="checkbox"/> RETURNED CHECK
<p>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 <u>must</u> be made at a Gas Company Office, or authorized payment agency.</p> <p style="text-align: center;"><b>Bring This Form If Paying In Person</b> You may need to provide credit information or proof of identity documents before service can be re-established</p>		
<b>1</b> Issued by _____	Date _____	FORM 5100-1 (4/12)

## (Back of Notice)

<b>INFORMATION FROM RULES RELATED TO TERMINATION OF SERVICE</b>	
<p>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, Consumer Affairs Branch, 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. For Hearing and Speech Impaired-TTD 1-800-229-6846.</p> <p>You will not be required to send a deposit with your letter. Please notify your local office if you write to the Consumer Affairs Branch (CAB).</p> <p>The CAB 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.</p> <p>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.</p> <p>When we know that residential tenants are served through a master meter we will attempt to notify the tenants at least ten days before the date of turn off. Tenants have the right to become our customers without paying the landlords' past due bills.</p> <p>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</p>	<p>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 addresses. We will not turn off gas to a residence for unpaid bills for other classes of service.</p> <p>We will not turn off 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 (over 62) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.</p> <p>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. 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.</p> <p>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.</p> <p>For more information, please call the phone number shown on your bill and request a copy of our pamphlet entitled "Your Rights as a Gas Company Customer."</p> <p>*We may ask for certification by a licensed physician, public health nurse or social worker.</p>

TABLE OF CONTENTS

(Continued)

SAMPLE FORMS (Continued)

Collection Notices

Past Due Payment Notice (SCG Form PD1-28, 08/11) .....	47447-G
Field Collection Notice (Form 41.6, 02/12) .....	48150-G
Meter Closed for Nonpayment (Form 5101, 04/12) .....	48151-G
Important Notice (Form 5100-1, 04/12) .....	48152-G
Unsatisfactory Remittance (Form 1512-H, 04/00) .....	36788-G
Urgent Notice Inaccessible Meter (Form 4515-C, 08/92) .....	36789-G
Notice to Tenants, Termination of Gas Service (Form 4636-E, 08/10) .....	46385-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

N  
T  
T

Customer Services Notices

Call by Serviceman--Not At Home (Form 30, Rev. 9-99) .....	31977-G
Advice to Customer (Form 3994) .....	40127-G
Notice of Hazardous Conditions/Notice of Unsatisfactory Conditions (Form 1813-W, 12/96) .....	35711-G
Warning Notice – Meter Closed for Fumigation (Form 5400) .....	36037-G
Notice to Landlord (Form 4641-C) .....	36792-G
New Earthquake Shut-Off Valve Regulations (Form 5200) .....	36793-G

Miscellaneous Notices

Meter Inaccessible for Monthly Read (Form 5372W, 10/09) .....	45141-G
Meter Inaccessible for Monthly Read (Form 6676, 10/09) .....	45142-G
Meter Inaccessible for Monthly Read Due to Dogs (Form 6659E, 10/02) .....	36233-G
Meter Inaccessible for Monthly Read Due to Dogs (Form 6659W, 10/02) .....	36234-G
Joint Meter Reading Inaccessible Tag (Form 6670JT, 10/09) .....	45143-G

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4363  
 DECISION NO.

ISSUED BY

**Lee Schavrien**  
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)

DATE FILED Apr 30, 2012  
 EFFECTIVE May 30, 2012  
 RESOLUTION NO. \_\_\_\_\_

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.

<u>GENERAL</u>	<u>Cal. P.U.C. Sheet No.</u>
Title Page .....	40864-G
Table of Contents--General and Preliminary Statement .....	48154-G,47560-G,47813-G
Table of Contents--Service Area Maps and Descriptions .....	41970-G
Table of Contents--Rate Schedules .....	48147-G, 48148-G,47678-G
Table of Contents--List of Cities and Communities Served .....	47970.1-G
Table of Contents--List of Contracts and Deviations .....	47970.1-G
Table of Contents--Rules .....	47448-G,47212-G
Table of Contents--Sample Forms .....	47389-G,47134-G,47213-G,47449-G,48153-G

PRELIMINARY STATEMENT

Part I General Service Information .....	45597-G,24332-G,24333-G,24334-G,24749-G
Part II Summary of Rates and Charges .....	48125-G,48126-G,48127-G,47779-G,47780-G,48128-G 48120-G,46431-G,46432-G,47676-G,48129-G,48130-G,48131-G,47785-G
Part III Cost Allocation and Revenue Requirement .....	45267-G,45268-G,45269-G,47786-G,47787-G
Part IV Income Tax Component of Contributions and Advances .....	47868-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts .....	47157-G
Purchased Gas Account (PGA) .....	45754-G,45755-G
Core Fixed Cost Account (CFCA) .....	47158-G,47104-G
Noncore Fixed Cost Account (NFCA) .....	47159-G,47106-G
Enhanced Oil Recovery Account (EORA) .....	47160-G
Noncore Storage Balancing Account (NSBA) .....	46962-G,46963-G
California Alternate Rates for Energy Account (CAREA) .....	45882-G,45883-G
Hazardous Substance Cost Recovery Account (HSCRA) .....	40875-G, 40876-G,40877-G
Gas Cost Rewards and Penalties Account (GCRPA) .....	40881-G
Pension Balancing Account (PBA) .....	45013-G,45014-G
Post-Retirement Benefits Other Than Pensions Balancing Account (PBOPBA) .	45015-G,45016-G

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 4363  
 DECISION NO.

ISSUED BY  
**Lee Schavrien**  
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Apr 30, 2012  
 EFFECTIVE May 30, 2012  
 RESOLUTION NO. \_\_\_\_\_