

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



July 17, 2013

**Advice Letter 4504**

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

**Subject: New Consolidated Residential General Service Bill and  
Past Due Payment Notice Form when SoCalGas' Rule  
No. 09 is Applicable**

Dear Ms. Prince:

Advice Letter 4504 is effective September 23, 2013.

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*

June 14, 2013

Advice No. 4504  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: New Consolidated Residential General Service Bill and Past Due Payment Notice Form when SoCalGas' Rule No. 09 is Applicable**

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

**Purpose**

The purpose of this filing is to consolidate the residential General Service Bill with the residential Past Due Payment Notice when SoCalGas' Rule No. 09, Discontinuance of Service, Section C, Non-Payment of Bills (Rule No. 09 C.) is applicable.

**Background**

SoCalGas' Advice No. (AL) 2692, filed on March 31, 1998 and approved on May 22, 1998, included the replacement of the Unpaid Gas Bill (Form 41.4) with the Past Due Payment Notice (Form 41.4E). The revised Past Due Payment Notice (Form 41.4E) included improving the message on the notice by clearly stating the amount of delinquent gas charges that must be paid to avoid termination of gas service.

SoCalGas AL 3276, filed on July 9, 2003 and approved on August 20, 2003, included the replacement of the Past Due Payment Notice (Form 41.4E) with the new revised Past Due Payment Notice (Form 41.6).

In early 2006, SoCalGas initiated an effort to redesign its energy bill format with the intent to comport with a Commission goal found in Decision No. (D.) 05-11-009, which directed the utilities to develop more customer-friendly bill formats that could assist customers in meeting demand response, energy efficiency, and other policy goals. As a result, SoCalGas' AL 3756, filed on June 28, 2007 and approved on July 30, 2007, implemented a redesigned

blue-colored General Service Bill (Form 41-R) for monthly gas statements. At the time AL 3756 was filed, the redesigned Past Due Payment Notice form was unavailable.

AL 4268, filed on August 17, 2011 and approved on September 28, 2011, included replacing the Past Due Payment Notice (Form 41.6) with the redesigned pink-colored Past Due Payment Notice (SCG Form PD1-28) following a more customer-friendly bill format with the intent to comport with a Commission goal found in D.05-11-009. Also, the General Service Bill form number (Form 41-R) is no longer printed on the form; therefore, the form number was deleted.

In December 2012, SoCalGas conducted focus group meetings with residential customers to obtain feedback on redesigned Past Due Payment Notice prototypes. Some of the key findings from the focus group meetings were for SoCalGas to:

- 1) Utilize a pink-colored notice with bolded, important information to generate greater attention;
- 2) Include the statement, "To avoid disconnect," on the notice to draw attention to the past due amount and initiate a reaction;
- 3) Include a focal point on the bill for a customer to quickly review the important information; and
- 4) Eliminate redundant information on the notice.

Currently, for residential customers, the blue-colored General Service Bill form is used to render, on a monthly basis, the regular bill. Per SoCalGas' Rule No. 09 C., a customer's bill for gas service will be considered past due if it is not paid within 19 calendar days after mailing. If a customer's bill is considered past due, SoCalGas may mail to any residential customer a pink-colored Past Due Payment Notice (SCG Form PD1-28), due 15 calendar days after the date of mailing of said notice.

When SoCalGas' Rule No. 09 C. is applicable and the past due amount remains outstanding on the date the next month's General Services Bill is mailed, the following generally occurs, beginning with the mailing of initial General Service Bill:

- 1) The initial General Service Bill is mailed with a due date within 19 calendar days after the date of mailing;
- 2) The Past Due Payment Notice (SCG Form PD1-28) is mailed with a due date of 15 calendar days after the date of mailing, which is beyond the scheduled mailing date of the next General Service Bill; and
- 3) The mailing date of the next General Service Bill is before the due date on the previously mailed Past Due Payment Notice (SCG Form PD1-28).

The customer may potentially have two different General Service Bills and a Past Due Payment Notice (SCG Form PD1-28) with various due dates for various amounts, which may be confusing.

To provide residential customers with a clear, customer-friendly, and consistent bill format for the General Service Bill and Past Due Payment Notice, SoCalGas proposes the following tariff revisions.

**Proposed Process and Tariff Revisions**

For residential customers, when SoCalGas' Rule No. 09 C. is not applicable, the monthly bill will be rendered using the blue-colored General Service Bill form, which is the current practice and does not require a tariff revision. A sample prototype of the blue-colored General Service Bill form is shown on Attachment C.

For residential customers, when SoCalGas' Rule No. 09 C. is applicable, SoCalGas proposes to revise its tariffs by consolidating the Past Due Payment Notice with the following month's General Service Bill. The consolidated monthly bill will be rendered using the new pink-colored General Service Bill/Past Due Payment Notice form. A sample prototype of the General Service Bill/Past Due Payment Notice form is shown on Attachment D.

SoCalGas' Information Technology has determined that the proposed process will require extensive programming and implementation changes upon approval of the filing; therefore, SoCalGas respectfully requests that the proposed process and tariff revisions be made effective September 23, 2013. 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 California Public Utilities 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, which is July 4, 2013. 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 that this filing is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. SoCalGas therefore respectfully requests that it be approved on July 14, 2013, which is 30 calendar days after the

date filed, but with the tariff to be made effective September 23, 2013 (see the Proposed Process and Tariff Revisions section above).

**Notice**

A copy of this advice letter is being sent to the parties listed on Attachment A, which includes parties in the Disconnect OIR Proceeding, R.10-02-005.

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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 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) #: 4504

Subject of AL: New Consolidated Residential General Service Bill and Past Due Payment Notice Form when SoCalGas' Rule No. 09 is Applicable

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: 7/14/13

No. of tariff sheets: 3

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 and 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  
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. 4504**

**(See Attached Service Lists)**

ATTACHMENT B  
Advice No. 4504

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Original 49298-G	COLLECTION NOTICES, General Services Bill/Past Due Payment Notice	
Revised 49299-G	TABLE OF CONTENTS	Revised 48991-G
Revised 49300-G	TABLE OF CONTENTS	Revised 49297-G



COLLECTION NOTICES  
General Services Bill/Past Due Payment Notice

N  
N

(See Attached Form)


N

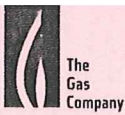
(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 4504  
DECISION NO.

ISSUED BY  
**Lee Schavrien**  
Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Jun 14, 2013  
EFFECTIVE Sep 23, 2013  
RESOLUTION NO. \_\_\_\_\_



A  Sempra Energy utility®



**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. 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.

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

**Other 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.

**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. 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."

**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

**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.

**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, 333 E. Main St. Suite J  
Anaheim, 131 W. Center St. Promenade  
Banning, 60 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 Ave. #B  
Hanford, 321 N. Douty 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, 4619 S. Central Ave.  
Los Angeles, 2522 N. Daly St.  
Monrovia, 141 S. Myrtle Ave.  
Ontario, 962 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.

Riverside, 7000 Indiana Ave. #105  
San Bernardino,  
1136 N. Mount Vernon Ave. #305  
San Fernando, 444 S. Brand Blvd. Ste.101  
San Luis Obispo, 1314 Broad St.  
San Pedro, 605 S. Pacific Ave. #101  
Santa Ana, 738 S. Harbor Blvd.  
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

TABLE OF CONTENTS

(Continued)

SAMPLE FORMS (Continued)

Collection Notices

Past Due Payment Notice (SCG Form PD1-28, 08/11) .....	48447-G
General Services Bill/Past Due Payment Notice .....	49298-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-G, 09/12) .....	48986-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

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. 4504  
 DECISION NO.

ISSUED BY

**Lee Schavrien**  
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)

DATE FILED Jun 14, 2013  
 EFFECTIVE Sep 23, 2013  
 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 .....	49300-G,49093-G,49205-G
Table of Contents--Service Area Maps and Descriptions .....	41970-G
Table of Contents--Rate Schedules .....	49295-G,49296-G,48618-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 .....	47374-G,48988-G
Table of Contents--Sample Forms .....	49157-G,48989-G,47377-G,48990-G,49299-G

PRELIMINARY STATEMENT

Part I General Service Information .....	45597-G,24332-G,24333-G,24334-G,48970-G
Part II Summary of Rates and Charges .....	49279-G,49280-G,49281-G,49169-G,49170-G,49282-G 49249-G,46431-G,46432-G,48566-G,49258-G,49259-G,49260-G,49175-G
Part III Cost Allocation and Revenue Requirement .....	45267-G,45268-G,45269-G,49176-G,49177-G
Part IV Income Tax Component of Contributions and Advances .....	48774-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts .....	47157-G
Purchased Gas Account (PGA) .....	49089-G,49090-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)  
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ISSUED BY  
**Lee Schavrien**  
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Jun 14, 2013  
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**ATTACHMENT C**

**Advice No. 4504**

**General Service Bill Form Sample**



ACCOUNT NUMBER 987 654 3210 3  
 SERVICE FOR  
 JOHN Q PUBLIC  
 1801 S ATLANTIC BLVD  
 MONTEREY PARK CA 91754-5207

DATE MAILED Apr 5, 2013 Page 1 of 2  
 24 Hour Service  
 1-800-427-2200 English  
 1-800-342-4545 Español  
 1-800-252-0259 TTY  
 www.socalgas.com

H H

**Account Summary**

Amount of Last Bill		\$371.64
Payment Received	03/12/13	THANK YOU
Current Charges		- 371.64
<b>Total Amount Due</b>		<b>+ 622.47</b>
		<b>\$622.47</b>

**Current Charges**

Rate: GR - Residential Climate Zone: 3 Baseline Allowance: 86 Therms  
 Meter Number: 04206660 (Next scheduled read date May 2 2013) Cycle: 1

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Billing Factor	= Total Therms
03/05/13 - 04/03/13	29	3132	2374	758	0.798	605

**GAS CHARGES**

Customer Charge 29 Days x \$.16438 Amount(\$) 4.77

Gas Service (Details below) 605 Therms

	Baseline	Over Baseline	
Therms used	86	519	
Rate/Therm	\$.69953	\$.95950	
Charge	\$60.16	+ \$497.98	= 558.14

**Total Gas Charges \$562.91**

**TAXES & FEES ON GAS CHARGES**

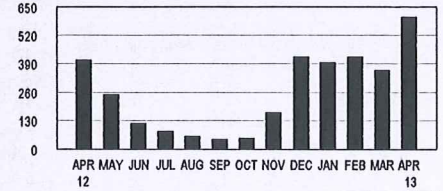
	Amount(\$)
State Regulatory Fee 605 Therms x \$.00068	.41
Public Purpose Surcharge 605 Therms x \$.09777	59.15

**Total Taxes and Fees on Gas Charges \$59.56**

**Total Current Charges \$622.47**

<b>DATE DUE</b>	Apr 25, 2013
<b>AMOUNT DUE</b>	\$622.47

**Gas Usage History (Total Therms used)**



	Apr 12	Mar 13	Apr 13
Total Therms used	409	361	605
Daily average Therms	14.1	12.5	20.9
Days in billing cycle	29	29	29

Need help paying your SoCalGas bill? You may qualify for available assistance. Visit [socalgas.com](http://socalgas.com) or call 1-800-427-2200

The Gas Company's gas commodity cost per therm for your billing period:  
 Apr. .... \$.42962 Mar. .... \$.36061

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)  
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



SERVICE ADDRESS 1801 S ATLANTIC BLVD MONTEREY PARK CA 91754-5207

**Save Paper & Postage**  
 PAY ONLINE  
[www.socalgas.com](http://www.socalgas.com)

ACCOUNT NUMBER  
 987 654 3210 3

<b>DATE DUE</b>	Apr 25, 2013
<b>AMOUNT DUE</b>	\$622.47

Please enter amount enclosed.

\$
----

Write account number on check and make payable to The Gas Company.

JOHN Q PUBLIC  
 1801 S ATLANTIC BLVD  
 MONTEREY PARK CA 91754-5207

THE GAS COMPANY  
 PO BOX C  
 MONTEREY PARK CA 91756-5111

80 9876543210 00062247 35

9876543210 0002508330

CY 01 7703 0834



ACCOUNT NUMBER 987 654 3210 3

DATE DUE AMOUNT DUE

Apr 25, 2013 \$622.47

DATE MAILED Apr 5, 2013

Page 2 of 2

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.

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**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.

**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**
- NOI TIENG VIET 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, 333 E. Main St. Suite J     | Hollywood, 1811 N. Hillhurst St.          | Riverside, 7000 Indiana Ave. #105        |
| Anaheim, 131 W. Center St. Promenade  | Huntington Park, 5916 Pacific Blvd.       | San Bernardino,                          |
| Banning, 60 E. Ramsey St. #A          | Indio, 45123 Towne Ave.                   | 1136 N. Mount Vernon Ave. #305           |
| Bellflower, 16901 S. Bellflower Blvd. | Inglewood, 3530 W. Century Blvd. Ste. 102 | San Fernando, 444 S. Brand Blvd. Ste.101 |
| Commerce, 5708 E. Whittier Blvd.      | Lancaster, 2065 W. Avenue K               | San Luis Obispo, 1314 Broad St.          |
| Compton, 700 N. Long Beach Blvd.      | Lompoc, 128 S. "H" St.                    | San Pedro, 605 S. Pacific Ave. #101      |
| Corona, 341 S. Lincoln Ave. #A        | Los Angeles, 3739 Crenshaw Blvd. #C       | Santa Ana, 738 S. Harbor Blvd.           |
| Covina, 932 N. Citrus Ave.            | Los Angeles, 4619 S. Central Ave.         | Santa Barbara, 134 E. Victoria St.       |
| Delano, 1227 Jefferson St.            | Los Angeles, 2522 N. Daly St.             | Santa Fe Spring, 11516 Telegraph Rd.     |
| Dinuba, 239 E. Tulare St.             | Monrovia, 141 S. Myrtle Ave.              | Santa Maria, 1954 S. Broadway, Suite J   |
| El Centro, 1111 W. Main St.           | Ontario, 962 N. Mountain Ave.             | Santa Monica, 1300 6th St.               |
| El Monte, 11912 Valley Blvd., Suite B | Oxnard, 1640 E. Gonzales Rd.              | South Gate, 3530 Tweedy Blvd.            |
| Fontana, 9781 Sierra Ave. #C          | Palm Springs, 211 N. Sunrise Way          | Van Nuys, 6550 Van Nuys Blvd.            |
| Glendale, 919 S. Central Ave. #B      | Pasadena, 1214 E. Green St. #102          | Visalia, 1305 E. Noble Ave.              |
| Hanford, 321 N. Douty St., Suite B    | Pomona, 196 E. 3rd St.                    | Watts, 1665 E. 103rd St.                 |
| Hemet, 527 N. San Jacinto St.         | Porterville, 59 W. Thurman Ave.           | Wilmington, 929 N. Avalon Blvd.          |

**Drop Box Location**

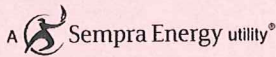
Burbank, Public Service Department, 164 W. Magnolia



**ATTACHMENT D**

**Advice No. 4504**

**General Service Bill/Past Due Payment Notice Form Sample**



ACCOUNT NUMBER 987 654 3210 3  
 SERVICE FOR  
 JOHN Q PUBLIC  
 1801 S ATLANTIC BLVD  
 MONTEREY PARK CA 91754-5207

DATE MAILED May 6, 2013  
 24 Hour Service

Page 1 of 3

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

www.socalgas.com

H H

## Past Due Payment Notice

To avoid disconnection of your service, a minimum payment of \$622.47 must be received before 5pm on May 21, 2013.

In case of disconnection for non-payment, you will need to pay \$622.47 plus a reconnection fee and a security deposit.

Service will not be restored on the day your payment is received.

This is your Overdue Payment Notice. You will not receive a separate notice indicating that your account is past due. However, we will contact you via phone or mail prior to service disconnect.

For information on programs and services we offer that could help you save on your gas bill, visit [socalgas.com](http://socalgas.com) (search "BILL ASSISTANCE").

**Account  
Past  
Due**

## Account Summary

Amount of Last Bill	\$622.47
Payment Received	- .00
Current Charges	+ 251.68
<b>Total Amount Due</b>	<b>\$874.15</b>

## Current Charges

Rate: GR - Residential Climate Zone: 3 Baseline Allowance: 81 Therms  
 Meter Number: 04206660 (Next scheduled read date Jun 3 2013) Cycle: 1

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Billing Factor	= Total Therms
04/03/13 - 05/02/13	29	3431	3132	299	0.801	239

(Continued on next page)

To avoid disconnect, \$622.47 must be received by May 21, 2013

### 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)

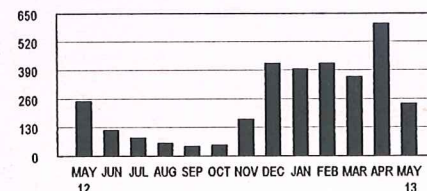
**Pay by Phone:** Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

**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).

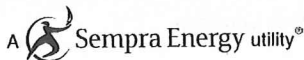
### Gas Usage History (Total Therms used)



	May 12	Apr 13	May 13
Total Therms used	250	605	239
Daily average Therms	8.1	20.9	8.2
Days in billing cycle	31	29	29

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



SERVICE ADDRESS 1801 S ATLANTIC BLVD MONTEREY PARK CA 91754-5207

JOHN Q PUBLIC  
 1801 S ATLANTIC BLVD  
 MONTEREY PARK CA 91754-5207

Save Paper & Postage  
 PAY ONLINE  
[www.socalgas.com](http://www.socalgas.com)

ACCOUNT NUMBER  
 987 654 3210 3

	DUE BY	AMOUNT DUE
Previous Balance	May 21	\$622.47
Current Charges	May 24	\$251.68
<b>Total Amount Due</b>		<b>\$874.15</b>

Please enter amount enclosed.



Write account number on check and make payable to The Gas Company.

### ACCOUNT PAST DUE

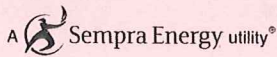
To avoid disconnect \$622.47 must be received before 5pm May 21, 2013

THE GAS COMPANY  
 PO BOX C  
 MONTEREY PARK CA 91756-5111

80 9876543210 00087415 39

9876543210 0002516839

CY 01 7703 0834



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**GAS CHARGES**

			Amount(\$)
Customer Charge	29 Days x \$.16438		4.77
Gas Service (Details below)	239 Therms		
	Baseline	Over Baseline	
Therms used	81	158	
Rate/Therm	\$.76272	\$1.02278	
Charge	\$61.78	+ \$161.60	= 223.38
<b>Total Gas Charges</b>			<b>\$228.15</b>

**TAXES & FEES ON GAS CHARGES**

			Amount(\$)
State Regulatory Fee	239 Therms x \$.00068		.16
Public Purpose Surcharge	239 Therms x \$.09777		23.37
<b>Total Taxes and Fees on Gas Charges</b>			<b>\$23.53</b>

**Total Current Charges \$251.68**

**Other Important Phone Numbers**



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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**



**\*\*\*Special Discount\*\*\*** You may be eligible for the California Alternate Rates for Energy (CARE) program. For more information or to apply online, go to [socalgas.com](http://socalgas.com) (search "CARE"). Or call 1-800-427-2200 to request an application.



**\*\*\*Descuento Especial\*\*\*** Usted podría ser elegible para el programa de Tarifas Alternativas para Energía en California (CARE). Para más información o para aplicar, visite [socalgas.com/español](http://socalgas.com/español) (busque la palabra clave "CARE") o llame al 1-800-427-2200.

The Gas Company's gas commodity cost per therm for your billing period:

May. . . . . \$.45006 Apr. . . . . \$.42962

**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.

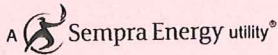
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| Banning, 60 E. Ramsey St. #A          | Indio, 45123 Towne Ave.                   | 1136 N. Mount Vernon Ave. #305           |
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| Imperial, 527 N. San Jacinto St.      | Porterville, 59 W. Thurman Ave.           | 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.



### 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.

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

### Other 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.

**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."

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