

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 5, 2019

Advice Letter 5420-G

Ronald van der Leeden
Director, Regulatory Affairs
Southern California Gas Company
555 W. Fifth Street, GT14D6
Los Angeles, CA 90013-1011

SUBJECT: Revision of Tariffs to Update Consumer Affairs Branch Contact Information.

Dear Mr. van der Leeden:

Advice Letter 5420-G is effective as of February 8, 2019.

Sincerely,

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

Edward Randolph
Director, Energy Division



Ronald van der Leeden
Director
Regulatory Affairs

555 W. Fifth Street, GT14D6
Los Angeles, CA 90013-1011
Tel: 213.244.2009
Fax: 213.244.4957

RvanderLeeden@semprautilities.com

February 8, 2019

Advice No. 5420
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revision of Tariffs to Update Consumer Affairs Branch Contact Information

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) revisions to the Commission's Consumer Affairs Branch (CAB) contact information on customers' bills and related tariffs, applicable throughout its service territory, as shown on Attachment A.

Purpose

Pursuant to the Commission's Resolution No. (Res.) CSD-5 and the Commission's Director of the Consumer Protection and Enforcement Division's August 2, 2018 directive requiring SoCalGas to update CAB contact information contained in its billing statements, SoCalGas hereby updates its billing statements and other tariffs containing CAB contact information.

Background

Res. CSD-5, dated May 4, 2000, delegated to the Director of the Consumer Services Division (now referred to as the Consumer Protection and Enforcement Division) authority to require, without further action, utilities and other entities under the jurisdiction of the Commission to revise CAB contact information appearing on bills, tariff rules, and other documents on which the Commission requires CAB contact information to appear on or on which a utility or other entity voluntarily includes CAB contact information.¹ In cases where only the CAB contact information is updated, the revised tariff page shall be effective upon filing (now referred to as submittal), subject to

¹ Res. CSD-5, *Delegating to the Director of the Consumer Services Division the Authority to Require Utilities and Other Entities Under the Jurisdiction of This Commission to Make Changes to Specified Documents When the Changes Pertain Only to Providing Consumers with Information on How to Contact the Consumer Affairs Branch.*

Commission staff review that the submittal meets the requirements of Res. CSD-5 and Consumer Services Division directive (now identified in General Order (GO) 96-B as Matters Appropriate to a Tier 1 Advice Letter).

On August 2, 2018, the Commission's Director of the Consumer Protection and Enforcement Division's letter directed SoCalGas to update the CAB information contained in: 1) billing statements, 2) tariff rules, and 3) other documents where CAB information is provided with required new language included in Attachment B of the letter, as shown below.

Attachment B: Required New Language

*If you believe there is an error on your bill or have a question about your service, please call **Southern California Gas Company customer support** at (800) 427-2200.*

*If you are not satisfied with **Southern California Gas Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:*

*Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.*

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

*To avoid having service turned off while waiting for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.*

Due to information technology resource constraints, SoCalGas was granted additional time and committed to update the CAB information contained in certain portions of its billing statements and other tariffs no later than February 2019.

Proposed Tariff Revisions

The following tariffs are revised with updated CAB information:

- Rule No. 05, Special Information Required on Forms, Section B, Bills (Sheet 1);
- Rule No. 09, Discontinuance of Service, Section C.6.b, Customer Contacts the Consumer Affairs Branch (CAB) (Sheet 4);
- Rule No. 11, Disputed Bills, Section A.1, Consumer Remits Disputed Amount (Sheet 1);
- Sample Forms, Bill Forms, General Service (back of the form);
- Sample Forms, Bill Forms, Commercial/Industrial Service, Form 77-2 (back of the form);
- Sample Forms, Collection Notices, Past Due Payment Notice, SCG Form PD1-28 (back of the form); and
- Sample Forms, Collection Notices, General Services Bill/Past Due Payment Notice (back of the form).

The proposed tariff revisions are shown in Attachment A.

This submittal 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 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 February 28, 2019. 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 shall also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Ray B. Ortiz
Tariff Manager - GT14D6
555 West Fifth Street
Los Angeles, CA 90013-1011
Facsimile No.: (213) 244-4957
E-mail: ROrtiz@semprautilities.com

Effective Date

SoCalGas believes this Advice Letter is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to GO 96-B. This submittal is being made in compliance with Res. CSD-5. Therefore, SoCalGas respectfully requests that this submittal become effective for service on February 8, 2019, which is the date submitted.

Notice

A copy of this Advice Letter is being sent to SoCalGas' GO 96-B service list. Address change requests to the GO 96-B service list should be directed via e-mail to tariffs@socalgas.com or call 213-244-2837.

Ronald van der Leeden
Director – Regulatory Affairs

Attachment



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

Company name/CPUC Utility No.:

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person:

Phone #:
E-mail:
E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type: Monthly Quarterly Annual One-Time Other:

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

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

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

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

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

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss in AL if more space is needed.

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

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

ATTACHMENT A
Advice No. 5420

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 55932-G	Rule No. 05, SPECIAL INFORMATION REQUIRED ON FORMS, Sheet 1	Revised 43456-G
Revised 55933-G	Rule No. 05, SPECIAL INFORMATION REQUIRED ON FORMS, Sheet 2	Revised 43457-G
Revised 55934-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 50538-G
Revised 55935-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 5	Revised 50539-G*
Revised 55936-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 50540-G
Revised 55937-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 50541-G
Revised 55938-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 50542-G
Original 55939-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 9	
Revised 55940-G	Rule No. 11, DISPUTED BILLS, Sheet 1	Revised 39418-G
Revised 55941-G	Rule No. 11, DISPUTED BILLS, Sheet 2	Revised 51169-G
Revised 55942-G	SAMPLE FORMS, Bill Forms, General Service (02/19), Sheet 1	Revised 47445-G
Revised 55943-G	SAMPLE FORMS, Bill Forms, Commercial/Industrial Service, Form 77-2 (02/19), Sheet 1	Revised 47446-G
Revised 55944-G	COLLECTION NOTICES, Past Due Payment Notice, SCG Form PD1-28 (02/19)	Revised 47447-G
Revised 55945-G	COLLECTION NOTICES, General Services Bill/Past Due Payment Notice (02/19)	Original 49298-G
Revised 55946-G	TABLE OF CONTENTS	Revised 54744-G
Revised 55947-G	TABLE OF CONTENTS	Revised 54746-G
Revised 55948-G	TABLE OF CONTENTS	Revised 55912-G

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each agreement or contract form for gas service will contain the following provision:

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California, as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. BILLS

1. Each bill for gas service will contain the number of the applicable rate schedule, date mailed or left on premises, billing factor, and the following statements. In the case of billing by electronic data interchange, explicit instructions will be provided by electronic mail as to how to obtain such information.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company’s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Phone: (800) 649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of call	Language	Toll-Free Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

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SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

B. BILLS (Continued)

1. (Continued)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.”

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2. Each bill that shows a deposit charge will contain the following statement:

“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 service is temporarily or permanently discontinued for non-payment of bills.”

3. All non-residential bills will contain the following:

“To avoid a [current %] late payment charge, please pay by [due date].”

C. DISCONTINUANCE OF SERVICE NOTICE

Each termination notice shall contain the substance of Rule Nos. 6.C, Re-Establishment of Credit, 9, Discontinuance of Service, and 11, Disputed Bills and shall contain all of the following:

1. The name and address of the customer whose account is delinquent.
2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required to avoid termination.
4. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
5. The procedure by which the customer may request amortization of the unpaid charges.
6. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state or federal sources, if applicable.
7. The telephone number of a representative of the Utility who can provide additional information or institute arrangements for payment.
8. The telephone number of the Commission to which inquiries by the customer may be directed.

Rule No. 09

Sheet 4

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers

- a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements not to exceed a period of 12 months. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

- b. Customer Contacts the Consumer Affairs Branch (CAB). If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company’s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570.

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California Relay Service Phone Numbers:

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From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(Continued)

(TO BE INSERTED BY UTILITY)

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Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 8, 2019
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Rule No. 09

Sheet 5

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

- c. CAB Proposed Resolution. Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution by letter both to the customer and the Utility.
 - d. Formal Complaint. If the customer is not satisfied with the proposed resolution of the CAB, the customer may file no later than ten business days after the date of the CAB letter, a formal complaint with the Commission at the same address as listed above in C.6.b.
 - e. Time Limits. If the customer fails to observe these time limits, the Utility will be entitled to payment, or, if the bill is not paid, to discontinue service.
 - f. Service Not Discontinued. No customer's service may be discontinued while the Utility is investigating a complaint, or while the customer is complying with a payment arrangement, provided the customer also keeps the account current as charges accrue in each subsequent billing period.
7. Master Meter. When the Utility is aware that discontinuance of service to a master meter may deprive residential tenants of gas service, the Utility shall comply with the provisions of paragraph C.1. and C.2. In addition, the Utility shall give the tenants, not less than 15 calendar days prior to the date of discontinuance, notice of their right to become customers without obligation for the bills which have accrued on the master meter. The Utility may satisfy the notice required under this paragraph by posting two such notices at each access point and common areas on the premises when it is not practicable to post a notice on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.
8. Payment Agreement. If a customer fails to comply with any payment agreement entered into under paragraph C.6.a. above, the Utility may discontinue service upon 24 hours notice or as otherwise provided in the payment agreement. Such notice shall not entitle the customer to further review by the Utility.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
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ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 8, 2019
EFFECTIVE Feb 8, 2019
RESOLUTION NO. CSD-5

Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location.

10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.

11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is elderly (62 or over) or handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs; and the customer is willing to set-up a payment arrangement, satisfactory to the Utility, as specified in paragraphs C.6. and C.8. above.

12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer to make arrangements to collect payment at the customer's home. The customer's claim of infirmity shall be subject to verification by the Utility.

Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.

13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

* Certification by a licensed physician, public health nurse, or social worker may be required by the Utility.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
DECISION NO.

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Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 8, 2019
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DISCONTINUANCE OF SERVICE

(Continued)

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.
2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
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ISSUED BY
Dan Skopec
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Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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Rule No. 09

Sheet 8

DISCONTINUANCE OF SERVICE

(Continued)

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility's effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.
2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.

(Continued)

(TO BE INSERTED BY UTILITY)
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 9

(Continued)

K. TERMINATION OF SERVICE FOR FUMIGATIONS (Continued)

2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.
3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 9.D.1. Thereafter, the Utility may restore service; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.
4. If the fumigator violates any of the provisions of Rule 9.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.
5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SoCalGas and the Pest Control Operators of California (PCOC), SoCalGas commits to the following:
 - a) When gas restoration is already offered on Saturdays, schedule the orders for the restoration service after 10:00 a.m.
 - b) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - c) Schedule gas shut-off service from 7:00 a.m. to 11:30 a.m.
 - d) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - e) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - f) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

(TO BE INSERTED BY UTILITY)
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Dan Skopec
Vice President
Regulatory Affairs

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SUBMITTED Feb 8, 2019
EFFECTIVE Feb 8, 2019
RESOLUTION NO. CSD-5

Rule No. 11
DISPUTED BILLS

Sheet 1

A. DISPUTED BILL PROCESS

1. Customer Remits Disputed Amount. If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Phone: (800) 649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of call	Language	Toll-Free Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

The Commission will not, however, accept payment when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., that do not directly relate to the accuracy of the bill.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

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Rule No. 11
DISPUTED BILLS

Sheet 2

(Continued)

A. DISPUTED BILL PROCESS (Continued)

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

B. CORE TRANSPORTATION DISPUTES

Disputes between core transportation customers and their CTA(s) shall be subject to the jurisdiction of the California Public Utilities Commission. The customer will remain obligated to pay all Utility charges in a timely manner, regardless of any financial or bill payment arrangements with CTA(s) or any third parties in the event of CTA billing dispute or CTA payment default except only that the CTA will continue to be financially liable for outstanding Procurement Management Charges in the event the CTA defaults on any payments to the Utility.

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
 DECISION NO.
 207

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

SAMPLE FORMS
Bill Forms
General Service (02/19)

Sheet 1

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 8, 2019
EFFECTIVE Feb 8, 2019
RESOLUTION NO. CSD-5



A  Sempra Energy utility®



A Sempra Energy utility

SoCalGas Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment.

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.

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.

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.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development.

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If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations.

California Relay Service Phone Numbers:

Table with 3 columns: Type of Call, Language, Toll-free 800 Number. Rows include TTY/VCO/HCO to Voice, Voice to TTY/VCO/HCO, and From or to Speech-to-Speech.

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance.

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 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 SoCalGas, 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 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 socalgas.com.

SoCalGas 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, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
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 Hillhurst Ave.
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.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
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, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Springs, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
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

SAMPLE FORMS

Sheet 1

Bill Forms

Commercial/Industrial Service, Form 77-2 (02/19)

T

[See Attached Form]

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5420

DECISION NO.

106

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 8, 2019

EFFECTIVE Feb 8, 2019

RESOLUTION NO. CSD-5

IMPORTANT CUSTOMER INFORMATION
PUBLIC UTILITIES COMMISSION NOTICE

If you believe there is an error on your bill or have a question about your service, please call **Southern California Gas Company customer support at (800) 427-2200**. If you are not satisfied with **Southern California Gas Company's** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Phone: **800-649-7570**

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

INFORMATION RELATED TO DEPOSITS

Amount of Deposit

The amount of the 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 service is temporarily or permanently discontinued for non-payment of bills.

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, have your account number ready and call 1-877-272-3303.

EXPLANATION OF BILLING TERMS

Call your Account Executive for more information.

Public Purpose Programs Surcharge

A charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency, and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

State Regulatory Fee

A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of gas therms used.

Municipal Surcharge

A mandated state fee which compensates local governments for the private use of public lands during the transportation of gas. Charges are based on the value of the gas and current franchise agreements. Excluded from this fee is transported gas subject to existing franchise agreements.

WACOG

The monthly WACOG is the Weighted Average Cost of Gas purchased by SoCalGas on behalf of its gas procurement customers in the current month.

COLLECTION NOTICES
Past Due Payment Notice, SCG Form PD1-28 (02/19)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 8, 2019
EFFECTIVE Feb 8, 2019
RESOLUTION NO. CSD-5



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 Utility Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utility 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.

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.

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

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call **SoCalGas customer support at 1-800-427-2200**. If you are not satisfied with **SoCalGas'** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: **1-800-649-7570** (8:30 a.m. to 4:30 p.m., Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/CO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/CO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

Other Important Phone Numbers

For the following, call

Monday - Friday, 8 a.m. - 5 p.m.

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
	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, 6 a.m. - 7 p.m. **8-1-1**

SoCalGas Payment Locations

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

Company Offices

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 Anaheim, 716 S. State College Blvd.
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 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
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 Hemet, 527 N. San Jacinto St.

Hollywood, 1811 Hillhurst Ave.
 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
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 Ontario, 962 N. Mountain Ave.
 Oxnard, 1640 E. Gonzales Rd.
 Pasadena, 1214 E. Green St. #102
 Pomona, 196 E. 3rd St.
 Porterville, 59 W. Thurman Ave.
 Riverside, 7000 Indiana Ave. #105

Drop Box Location

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 San Fernando, 444 S. Brand Blvd. Ste. 101
 San Luis Obispo, 2240 Emily St. Suite 140
 San Pedro, 1851 N. Gaffey St. Suite A
 Santa Ana, 738 S. Harbor Blvd.
 Santa Barbara, 134 E. Victoria St.
 Santa Fe Springs, 11516 Telegraph Rd.
 Santa Maria, 550 E. Betteravia Rd. Suite B
 South Gate, 3530 Tweedy Blvd.
 Van Nuys, 6550 Van Nuys Blvd.
 Visalia, 1305 E. Noble Ave.
 Watts, 1665 E. 103rd St.
 Wilmington, 929 N. Avabn Blvd.

PLEASE MAKE CHECK PAYABLE TO "SoCalGas"

COLLECTION NOTICES
General Services Bill/Past Due Payment Notice (02/19)

T

(See Attached Form)


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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 8, 2019
EFFECTIVE Feb 8, 2019
RESOLUTION NO. CSD-5



A  Sempra Energy utility®



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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.

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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.

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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.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call SoCalGas customer support at 1-800-427-2200. If you are not satisfied with SoCalGas' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. Phone: 1-800-649-7570.

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TABLE OF CONTENTS

RULES

<u>Rule Number</u>	<u>Title of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
1	Definitions	51164-G,49722-G,45820-G,53522-G,53523-G,53524-G 53525-G,53526-G,53341-G,53342-G,45823-G,45824-G 51168-G,47122-G,47123-G,47124-G,47192-G,47126-G
2	Description of Service	45832-G,45833-G,45834-G,45835-G 45836-G,45837-G,45838-G,53906-G,45840-G
3	Application for Service	35524-G,35525-G,35526-G
4	Contracts	35529-G,43366-G
5	Special Information Required on Forms	55932-G,55933-G
6	Establishment and Re-Establishment of Credit	50533-G,50534-G
7	Deposits	50535-G
9	Discontinuance of Service	41229-G,50536-G,50537-G,55934-G 55935-G,55936-G,55937-G,55938-G,55939-G
10	Service Charges	54738-G,38903-G,51000-G,49741-G,49742-G
11	Disputed Bills	55940-G,55941-G
12	Rendering and Payment of Bills	50543-G,50544-G,50545-G,42089-G
13	Meters and Equipment	45841-G,45842-G
14	Meter Reading	51579-G,51580-G
15	Meter Tests	36872-G
16	Adjustment of Bills	42615-G,46713-G,46714-G
18	Notices	38239-G
19	Rates and Optional Rates	40825-G
20	Gas Main Extensions	47441-G,31801-G,38506-G,53907-G,32375-G,47127-G 42766-G,31807-G,37767-G,47442-G,37769-G,53908-G,53909-G
21	Gas Service Extensions	47443-G,31814-G,31815-G,31816-G,31817-G,31818-G 31819-G,31820-G,38510-G,31822-G,31823-G,31824-G,31825-G
22	Temporary Service	43783-G,43784-G
23	Continuity of Service and Interruption of Delivery	53343-G,53344-G,53345-G,53346-G 53347-G,53348-G,53349-G,53350-G
24	Supply to Individual Premises and Resale of Gas	39422-G,39925-G,39926-G
25	Company's Right of Ingress to and Egress from the Consumer's Premises	24655-G

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(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
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 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

TABLE OF CONTENTS

(Continued)

SAMPLE FORMS (Continued)

Contracts (continued)

Authorization to Add Charges to Utility Bill (Form 7200)	51831-G
Mobilehome Park Utility Upgrade Program Agreement (Form 8210)	54742-G
California Producer Operational Balancing Agreement (Form 6452)	54248-G
California Producer Interconnection Agreement (Form 6454)	54249-G
California Producer Interconnect Collectible System Upgrade Agreement (Form 6456)	49733-G
California Producer Agreement for Transfer of Ownership (Form 6458)	49734-G
Distributed Energy Resources Services (DERS) Agreement (Form 7400)	52287-G
Distributed Energy Resources Services (DERS) Feasibility Analysis Agreement (Form 7401)	52288-G

Bill Forms

Residential Sales Order (Form 5327-G, 03/00)	35710-G
General Service (02/19)	55942-G
Commercial/Industrial Service, Form 77-2 (02/19)	55943-G
Affidavit in Support of Customer Claim as Qualifying as a Micro Business Customer (Form REG-9998)	46715-G

Collection Notices

Past Due Payment Notice (SCG Form PD1-28, 02/19)	55944-G
General Services Bill/Past Due Payment Notice	55945-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

(Continued)

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 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

T
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T
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TABLE OF CONTENTS

The following listed sheets contain all effective Schedules of Rates and Rules affecting service and information relating thereto in effect on the date indicated thereon.

GENERAL

Cal. P.U.C. Sheet No.

Title Page	40864-G	
Table of Contents--General and Preliminary Statement	55948-G,55873-G,55759-G,55814-G	T
Table of Contents--Service Area Maps and Descriptions	53356-G	
Table of Contents--Rate Schedules	55929-G,55930-G,55911-G	
Table of Contents--List of Cities and Communities Served	55739-G	
Table of Contents--List of Contracts and Deviations	55739-G	
Table of Contents--Rules	55946-G,55707-G	T
Table of Contents--Sample Forms	54967-G,55763-G,51537-G,54745-G,55947-G,52292-G	T

PRELIMINARY STATEMENT

Part I General Service Information	45597-G,24332-G,54726-G,24334-G,48970-G
Part II Summary of Rates and Charges	55913-G,55914-G,55915-G,55778-G,55779-G,55916-G 55879-G,46431-G,46432-G,55584-G,55888-G,55889-G,55890-G,55784-G
Part III Cost Allocation and Revenue Requirement	55785-G,50447-G,55142-G
Part IV Income Tax Component of Contributions and Advances	55717-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts	52939-G,55869-G
Purchased Gas Account (PGA)	55465-G,55466-G
Core Fixed Cost Account (CFCA)	53433-G,53434-G,55692-G,53436-G
Noncore Fixed Cost Account (NFCA)	53255-G,55693-G,54509-G
Enhanced Oil Recovery Account (EORA)	49712-G
Noncore Storage Balancing Account (NSBA)	52886-G,52887-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)	54544-G,52941-G
Post-Retirement Benefits Other Than Pensions Balancing Account (PBOPBA) ..	54545-G,52943-G
Research Development and Demonstration Surcharge Account (RDDGSA).....	40888-G
Demand Side Management Balancing Account (DSMBA).....	45194-G,41153-G
Direct Assistance Program Balancing Account (DAPBA)	52583-G,52584-G
Integrated Transmission Balancing Account (ITBA)	49313-G

(Continued)

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