

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



April 24, 2019

**Advice Letter 5434/5434-A**

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

**SUBJECT: Revisions to SoCalGas Rule No. 09, Discontinuance of Service, Pursuant to Decision (D.) 18-12-013**

Dear Mr. van der Leeden:

Advice Letter 5434 and supplemental 5434-A are effective as of March 8, 2019.

Sincerely,

A handwritten signature in black ink 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](mailto:RvanderLeeden@semprautilities.com)

April 5, 2019

Advice No. 5434-A  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Partial Supplement - Revisions to SoCalGas Rule No. 09,  
Discontinuance of Service, Pursuant to Decision (D.) 18-12-013**

**Purpose**

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) a partial supplement to Advice No. (AL) 5434 with revisions to its tariffs, applicable throughout its service territory, as shown in Attachment A.

On March 28, 2019, the Commission's Energy Division requested SoCalGas submit a supplement to AL 5434 to adjust language in Rule No. 09 to comply with D.18-12-013, Ordering Paragraph (OP) 1(b).

**Background**

On December 13, 2018, the Commission issued D.18-12-013 (Decision), which adopted interim rules to reduce the number of residential customer disconnections for California-jurisdictional energy utilities while continuing to consider longer term solutions in the rulemaking proceeding. In response to the request from the Energy Division in a telephonic meeting on February 22, 2019, SoCalGas proposed to submit revisions to its Rule No. 09.

On March 8, 2019, SoCalGas submitted AL 5434, which included revisions to its Rule No. 09, pursuant to OP 1(b) in the Decision, where the four large Investor Owned Utilities (IOUs)<sup>1</sup> shall not disconnect for nonpayment residential customers if they qualify for Medical Baseline and/or are above 65 years old, as long as the customer agrees to

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<sup>1</sup> The four large IOUs are Pacific Gas and Electric Company, Southern California Edison Company, San Diego Gas and Electric Company, and SoCalGas.

a payment plan. The Respondent Utility must offer a payment plan of at least four months' duration to the customer.

Per Energy Division's request to adjust language in Rule No. 09 to comply with the Decision's OP 1(b), SoCalGas proposes the following revisions.

### **Proposed Tariff Revisions**

SoCalGas proposes the following revisions to its Rule No. 09, as shown in Attachment A and summarized below in bolded redlined format (for emphasis):

- Sheet 4, Section C.6.a., second paragraph
  - a. *The Utility may, at its option, extend a payment arrangement to a customer who alleges an inability to pay. However, the Utility must **extend offer** a payment ~~arrangement plan of at least four month's duration~~ to a customer ~~for at least four months~~, who alleges an inability to pay where: (1) either the customer or person living in the residence served under the customer's bill qualifies for Medical Baseline, or are 65 or over, and 2) the customer is willing to enter into, and stays current with, a payment plan offered by the utility.*
- Sheet 6, Section C.11
  11. Serious Illness. Gas service . . . the customer is willing to set-up a ~~four-month~~ payment ~~arrangement plan of at least four month's duration~~, satisfactory to the Utility, as specified in paragraphs C.6. and C.8. above.

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. At the direction of Energy Division, SoCalGas hereby requests a shortened protest period. Accordingly, the protest must be made in writing and received within seven days of the date of this advice letter, which is April 12, 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](mailto: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](mailto:ROrtiz@semprautilities.com)

### **Effective Date**

This submittal is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to General Order (GO) 96-B and OP 1(a) of D.18-12-013. SoCalGas respectfully requests that this submittal be approved and made effective March 8, 2019, which is the effective date requested in AL 5434.

### **Notice**

A copy of this advice letter is being sent to SoCalGas' GO 96-B service list and the Commission's service list for R.18-07-005. Address change requests to the GO 96-B service list should be directed via e-mail to [Tariffs@socalgas.com](mailto:Tariffs@socalgas.com) or call 213-244-2837. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or via e-mail at [Process\\_Office@cpuc.ca.gov](mailto:Process_Office@cpuc.ca.gov).

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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 proposed<sup>1</sup>:

Pending advice letters that revise the same tariff sheets:

<sup>1</sup>Discuss 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](mailto:EDTariffUnit@cpuc.ca.gov)

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

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

ATTACHMENT A  
Advice No. 5434-A

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 56162-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 55934-G
Revised 56163-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 56055-G Revised 55936-G Revised 56057-G
Revised 56164-G	TABLE OF CONTENTS	Revised 55946-G Revised 56058-G
Revised 56165-G	TABLE OF CONTENTS	Revised 56161-G

Rule No. 09  
DISCONTINUANCE OF SERVICE

Sheet 4

(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.

*The Utility may, at its option, extend a payment arrangement to a customer who alleges an inability to pay. However, the Utility must offer a payment plan of at least four month's duration to a customer who alleges an inability to pay where: (1) either the customer or person living in the residence served under the customer's bill qualifies for Medical Baseline, or are age 65 or over, and (2) the customer is willing to enter into, and stays current with, a payment plan offered by the utility.*

- 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.

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. 5434-A  
 DECISION NO. 18-12-013

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Apr 5, 2019  
 EFFECTIVE Mar 8, 2019  
 RESOLUTION NO. \_\_\_\_\_



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 (65 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 plan of at least four month's duration, 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.

14. Temperature-Related Limitations. *The Utility shall not, by any reason of delinquency in payment for gas service, cause cessation of service when temperatures are below 32 degrees Fahrenheit when forecasted by the Utility based on a 72-hour look ahead period.*

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

(Continued)

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