

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 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

March 8, 2019

Advice No. 5434
(U 904 G)

Public Utilities Commission of the State of California

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

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) the following revisions to its tariffs, applicable throughout its service territory, as shown in Attachment A.

Purpose

SoCalGas hereby submits its revisions to its Rule No. 09 in compliance with Ordering Paragraph (OP) 1 (b) and (c) and OP 5 of D.18-12-013.

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. Pursuant to OP 5 of D.18-12-013, each respective utility is directed to promptly submit an advice letter to implement such changes within 30 days of the Decision if any of the interim rules in the Decision require changes to a utility's tariffs. Pursuant to OP 1(b), the four large Investor Owned Utilities (IOUs)¹ 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 a payment plan. Additionally, pursuant to OP 1 (c), the IOUs shall not disconnect residential customers when temperatures are above 100 degrees or below 32 degrees forecasted on a 72-hour look-ahead period.²

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

² The limitations on disconnections above 100 degrees does not apply to gas providers. D.18-12-013, footnote 7, at 25.

In response to the request from the Commission's Energy Division in a telephonic meeting on February 22, 2019, SoCalGas proposes the following revisions to its Rule No. 09.

Proposed Tariff Revisions

In compliance with OP 1 (b) and (c) and OP 5 of the Decision, SoCalGas proposes the following revisions to Rule No. 09, as shown in Attachment A and summarized below:

- a. *"The italicized Sections of the Rule are temporary, adopted on an interim basis, and are subject to change as R.18-07-005 progresses"* was added to the beginning of the tariff (Sheet 1).
- b. The elderly age was revised to "age 65 and over" in Sections C.3. (Sheet 2), C.4.e. (Sheet 3), C.4.e., footnote ** (Sheet 3), and C.11 (Sheet 6).
- c. *"The Utility may, at its option, extend a payment arrangement to a customer who alleges an inability to pay. However, the Utility must extend a payment arrangement to a customer for 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"* was added to Section C.6.a. (Sheet 4).
- d. "Four-month" was added to the customer payment arrangement description in Section C.11 (Sheet 6).
- e. Section C.14. (Sheet 6) was added to include temperature related-limitations.

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.

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 March 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

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. Therefore, SoCalGas respectfully requests that this submittal be approved and made effective March 8, 2019.

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 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.

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: 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

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 56052-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 41229-G
Revised 56053-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 50536-G
Revised 56054-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 50537-G
Revised 56055-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 55934-G
Revised 56056-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 5	Revised 55935-G
Revised 56057-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 55936-G
Revised 56058-G	TABLE OF CONTENTS	Revised 55946-G
Revised 56059-G	TABLE OF CONTENTS	Revised 56032-G

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 1

The italicized Sections of this Rule are temporary, adopted on an interim basis, and are subject to change as R.18.07-005 progresses.

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A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer who wants gas service discontinued shall give the Utility notice at least two business days prior to the date service is desired to be discontinued.
2. The Utility shall not be required to terminate service earlier than two business days after notice of discontinuance is received. A customer will be held responsible for payment of charges for all services furnished at the premises until the requested date of termination or until the expiration of the required period of notice, whichever date is later.

B. NOTICE OF DISCONTINUANCE

Except as otherwise provided in this Rule, no gas service to a customer may be terminated unless reasonable written prior notice is given to the customer and the customer has a reasonable opportunity to dispute the reasons for the proposed termination. A written statement of residential customers' rights and remedies regarding termination of gas service shall be provided to all new customers, and to all existing customers on an annual basis.

C. NON-PAYMENT OF BILLS

1. Past Due Date. A customer's bill for gas service will be considered past due if it is not paid within:
 - a. Nineteen calendar days after mailing when bills are normally made out monthly.*
 - b. Ten calendar days after mailing when bills are made out fortnightly.
 - c. Five calendar days after mailing when bills are made out weekly.

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* Under paragraph C.1.a. and C.2.a., residential customers who are normally billed monthly will have a minimum of 34 calendar days between the date of mailing of the bill and the date of service termination for non-payment.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5434
DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Mar 8, 2019
EFFECTIVE Mar 8, 2019
RESOLUTION NO. _____

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 2

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice

- a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph C.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit shall not be used as payment to avoid discontinuance of service.
- b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.
- 3. Third Party Notification. The Utility shall allow elderly (age 65 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice described in paragraph C.2. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.
- 4. Reasonable Attempt to Contact Customers. Before residential service may be discontinued for non-payment of bills, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service. This reasonable attempt to contact an adult on the customer's premises shall consist of:
 - a. The Utility will solicit or verify customer telephone numbers when customers request that service be turned on, when customers contact the Utility for any type of service order or extension, and when the Utility contacts customers at the time of termination of service.
 - b. At least two attempts will be made to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
 - c. Whenever telephone contact cannot be accomplished, the Utility shall give by mail a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the mailed notice.

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

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5434
DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Mar 8, 2019
EFFECTIVE Mar 8, 2019
RESOLUTION NO. _____

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 3

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

- d. At the time of termination of service, the Utility shall attempt to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- e. Where the Utility is aware that there is an elderly (age 65 and over) or handicapped* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
 - 1. Pursuant to D.14-06-036 effective until December 31, 2016, for vulnerable customers**, the Utility shall provide in-person visits within 48 hours prior to disconnection; however, if personal contact cannot be made, notice shall be posted in a conspicuous location at the service address. The utility shall not require any vulnerable customer who receives a field visit pursuant to Rule 9.C.4.e.1 to pay a fee associated with that field visit.
- f. Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications between the aforementioned customers and the Utility.
- g. Pursuant to D.14-06-036, the Utility shall include with its Disconnection Notice multiple language,*** large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with direction and contact information on how to seek help.

At the request of the customer, the Utility shall provide its Disconnection Notices in Braille. Customers may request such format through the Customer Contact Center. The Braille Disconnection Notice shall also be mailed to customers who have requested bills in Braille. The Braille-translated Disconnection Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day. The collection cycle will be adjusted in the customer's favor to accommodate the timing difference of the Braille notice and non-Braille notice.

5. Termination in Error. In the event the Utility terminates service in error, such service shall be restored, without charge, as provided for in Rule No. 10.

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

** Vulnerable customers include elderly (age 65 and over), handicapped, and special needs profiled residential customers, including Medical Baseline, Life Support, and customers who self-certify that they have a serious illness.

*** The languages provided will be consistent with Senate Bill 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5434
 DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Mar 8, 2019
 EFFECTIVE Mar 8, 2019
 RESOLUTION NO. _____

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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.

The Utility may, at its option, extend a payment arrangement to a customer who alleges an inability to pay. However, the Utility must extend a payment arrangement to a customer for 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 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
 DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Mar 8, 2019
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 5

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

b. (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.

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.

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5434
DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Mar 8, 2019
EFFECTIVE Mar 8, 2019
RESOLUTION NO. _____

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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 *four-month* 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.

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)

(TO BE INSERTED BY UTILITY)
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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	56052-G,56053-G,56054-G,56055-G 56056-G,56057-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)
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ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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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	56059-G,55873-G,55759-G,55814-G	T
Table of Contents--Service Area Maps and Descriptions	53356-G	
Table of Contents--Rate Schedules	56021-G,56022-G,56031-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	56058-G,55707-G	T
Table of Contents--Sample Forms	54967-G,55763-G,51537-G,54745-G,55947-G,52292-G	

PRELIMINARY STATEMENT

Part I General Service Information	45597-G,24332-G,54726-G,24334-G,48970-G
Part II Summary of Rates and Charges	55999-G,56000-G,56001-G,55778-G,55779-G,56002-G 55994-G,46431-G,46432-G,55584-G,56003-G,56004-G,56005-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)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5434
 DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Mar 8, 2019
 EFFECTIVE Mar 8, 2019
 RESOLUTION NO. _____