

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



October 4, 2019

Advice Letter 5507-G

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

SUBJECT: Modifications to Rule No. 14 and Core Schedules Pursuant to Decision (D.) 19-04-041.

Dear Mr. van der Leeden:

Advice Letter 5507-G is effective as of September 29, 2019.

Sincerely,

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

Edward Randolph
Deputy Executive Director for Energy and Climate Policy/
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@socalgas.com

August 30, 2019

Advice No. 5507
(U 904 G)

Public Utilities Commission of the State of California

Subject: Modifications to Rule No. 14 and Core Schedules Pursuant to Decision (D.) 19-04-041

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

Purpose

This Advice Letter (AL) submission complies with Ordering Paragraph (OP) 2 of D.19-04-041, which provides as follows:

Southern California Gas Company shall review its tariffs, including its meter reading processes, and determine how it plans to immediately comply with Rules 14.A (monthly billing requirement) and 14.D (pertaining to proration of bills with 34-35 days) going forward. In addition, within 120 days of the issuance of this decision,¹ Southern California Gas Company shall propose, by a Tier 2 advice letter to the Energy Division, relevant revision to its tariffs, or otherwise address how it is complying with Rules 14.A and Rules 14.D requirements, including those relating to bills with 34-35 days of usage, holiday billings schedules and issuance of first bills of the heating season for heat-only customers.²

¹ D.19-04-041 was issued on May 2, 2019. Therefore, this AL is timely submitted.

² On May 28, 2019, SoCalGas filed an Application for Rehearing (AFR) of D.19-04-041 contesting the Commission's findings regarding SoCalGas' billing practices in this decision. Nonetheless, SoCalGas submits this AL in compliance with this decision because Rule 16.1 of Commission's Rules of Practice and Procedure provides that "filing an application for rehearing shall not excuse compliance with an order or a decision."

Background

On May 4, 2017, the Commission issued Investigation (I.) 17-04-021 to determine whether SoCalGas violated any provision(s) of the California Public Utilities Code, Commission General Orders or decisions, or other applicable rules or requirements pertaining to billing practices between 2014-2016, and specifically regarding timeliness of monthly bills, extended billing periods, and issuing estimated bills. While SoCalGas contested the allegations, in D.19-04-041, the Commission found that “SoCalGas violated Section A of its Gas Tariff Rule 14 by failing to issue over 13.57 million bills based on a monthly duration between 2014 and 2016, and by extending the billing period of approximately 140,000 customers in November and December 2015, resulting in higher than normal customer bills.”³ OP 1 of D.19-04-041 found that “For Southern California Gas Company’s combined Tariff Rule 14.A violation (delayed/extended billing for 13.57 million bills) and Rule 14.D violation (failure to prorate 153,358 of those bills), Southern California Gas Company shall pay a penalty of \$1,000,000 per year of violation for a total penalty in the amount of \$3,000,000 for the three years of violation.”⁴

The two sections of SoCalGas Rule No. 14, Meter Reading, referenced in D.19-04-041 currently provide, as follows:

SoCalGas Rule 14.A: Meters shall be read as nearly as possible at regular intervals. The regular billing period for residential service shall be one month. The regular billing period for all other classes of service shall be one month unless credit relations or collection difficulties make shorter periods advisable. In such cases the billing period may be reduced to two weeks or to one week at the Utility's discretion. For residential customers who have opted-out of the Advanced Meter Program their regular meter reads will occur bi-monthly as directed by D.14-12-078.

SoCalGas Rule 14.D: Except as otherwise provided in certain rate schedules and bills utilizing daily allowance billing, all bills, including opening and closing bills, for gas service rendered for a period of less than 27 days or more than 33 days will be computed in accordance with the applicable rate schedule and shall be prorated on the basis of the number of days service has been rendered to the number of days in an average month which shall be taken as 30 days. Proration will include the size of any rate blocks and recurring fixed monthly charges as stated in the rate schedule(s). Service establishment charges shall not be prorated.

³ D.19-04-041, p. 64, Conclusion of Law 10.

⁴ D.19-04-041, p. 67, OP 1.

Discussion

SoCalGas has reviewed its meter reading schedule, and for 2019, all billing cycles have been scheduled to occur in 33 days or less, i.e., no meter reading cycle has been *scheduled* for 34 or 35 days in 2019. However, there are instances where a particular customer could still be billed for more than 33 days due to issues specific to the customer account that do not allow for a meter read to occur on the regularly scheduled date, such as meter inaccessibility due to emergency conditions. Further, SoCalGas has modified its billing system such that any bills generated for 34 or 35 days will apply the prorating requirement described in Rule No. 14.D. These two actions demonstrate SoCalGas' "immediate compliance" with D.19-04-041.

SoCalGas is continuing to plan its meter reading calendars for 2020 and beyond and believes it will be able to maintain meter reading cycles of 33 days or fewer in most cases. However, in limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of a duration that are longer than 33 days or shorter than 27 days. As provided by D.19-04-041, SoCalGas proposes modifications to its Rule No. 14.A to expressly contemplate these situations in the section below.

Further, as provided by D.19-04-041, SoCalGas is proposing to modify Rule No. 14.D to allow for an exception to the prorating requirement for bills which would result in charges that cause the customer to exceed the applicable fixed charges or charges for the rate block on an annualized basis. These modifications are shown in the section below. SoCalGas is also investigating the feasibility of modifying the few remaining monthly charges that fall within the prorating requirement to instead be daily charges, which would generally render the prorating requirements of Rule No. 14.D moot. If determined feasible, SoCalGas will seek the appropriate approval from the Commission.

Requested Tariff Revisions

Pursuant to OP 2 of D.19-04-041 and for the reasons described above, SoCalGas proposes the following modifications to its Rule No. 14.

SoCalGas Rule No. 14.A

1. Residential Customers

Meters shall be read as nearly as possible at regular intervals. The regular billing period for residential service shall be ~~one month~~ between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

For residential customers who have opted-out of the Advanced Meter Program, their regular meter reads will occur bi-monthly as directed by D.14-12-078.

2. Other Service Classes

The regular billing period for all other classes of service shall be ~~one month~~ between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Further, credit relations or collection difficulties may make shorter periods advisable. In such cases the billing period may be reduced to two weeks or to one week at the Utility's discretion. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

SoCalGas Rule No. 14.D

Except as otherwise provided in certain rate schedules and bills utilizing daily allowance billing, all bills, including opening and closing bills, for gas service rendered for a period of less than 27 days or more than 33 days will be computed in accordance with the applicable rate schedule and shall be prorated on the basis of the number of days service has been rendered to the number of days in an average month which shall be taken as 30 days, unless such proration would result in charges that cause the customer to exceed the applicable fixed charges or charges for the rate block on an annualized basis. In such cases, which are limited to bills for 34 or 35 days, bills will not be prorated. Proration will include the size of any rate blocks and recurring fixed monthly charges as stated in the rate schedule(s). Service establishment charges shall not be prorated.

Further, to clarify the billing period for "Space Heating Only" customers, SoCalGas proposes the following language be added to Footnote 1 on: 1) Sheet 1 of Schedule No. GR, Residential Service; 2) Sheet 1 of Schedule No. GS, Submetered Multi-Family Service; and 3) Sheet 2 of Schedule No. GM, Multi-Family Service.

For the summer period beginning May 1 through October 31, with some exceptions, usage will be accumulated to at least 20 Ccf (100 cubic feet) before billing, or it will be included with the first bill of the heating season which may cover the entire duration since a last bill was generated for the current calendar year.

Similar language is proposed for inclusion in Special Condition 3 on Sheet 4 of Schedule No. G-10, Core Commercial and Industrial Service.

Space Heating Only: Applies to customers who are using gas primarily for space heating as determined by survey or under the presumption that customers who use less than 11 Ccf per month during each of the regular billing periods ending in August and September qualify for Heat Only billing. With some exceptions, Space Heating Only customers will be billed only during the heating season. The first bill of the heating season may cover the entire duration since a last bill was generated for the current calendar year.

Protest

Anyone may protest this AL 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 must be received within 20 days of the date of this AL, which is September 19, 2019. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division
Attn: 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 should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

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

Effective Date

Pursuant to General Order (GO) 96-B and OP 2 of D.19-04-041, SoCalGas is submitting this Tier 2 AL (effective after approval) subject to Energy Division disposition, for approval with an effective date of September 29, 2019.

Notice

A copy of this AL is being sent to SoCalGas' GO 96-B service list and the Commission's service list in I.17-04-021. 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

Attachments



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. 5507

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 56612-G	Schedule No. GR, RESIDENTIAL SERVICE, (Includes GR, GR-C and GT-R Rates), Sheet 1	Revised 56557-G
Revised 56613-G	Schedule No. GS, SUBMETERED MULTI- FAMILY SERVICE, (Includes GS, GS-C and GT-S Rates), Sheet 1	Revised 47111-G
Revised 56614-G	Schedule No. GM, MULTI-FAMILY SERVICE, (Includes GM-E, GM-C, GM-EC, GM-CC, GT- ME, GT-MC and all GMB Rates), Sheet 2	Revised 56559-G
Revised 56615-G	Schedule No. G-10, CORE COMMERCIAL AND INDUSTRIAL SERVICE, (Includes GN- 10, GN-10C and GT-10 Rates), Sheet 4	Revised 52058-G
Revised 56616-G	Rule No. 14, METER READING, Sheet 1	Revised 51579-G
Revised 56617-G	Rule No. 14, METER READING, Sheet 2	Revised 51580-G
Revised 56618-G	TABLE OF CONTENTS	Revised 56569-G
Revised 56619-G	TABLE OF CONTENTS	Revised 56164-G
Revised 56620-G	TABLE OF CONTENTS	Revised 56609-G

Schedule No. GR
RESIDENTIAL SERVICE
 (Includes GR, GR-C and GT-R Rates)

Sheet 1

APPLICABILITY

The GR rate is applicable to natural gas procurement service to individually metered residential customers.

The GR-C, cross-over rate, is a core procurement option for individually metered residential core transportation customers with annual consumption over 50,000 therms, as set forth in Special Condition 10.

The GT-R rate is applicable to Core Aggregation Transportation (CAT) service to individually metered residential customers, as set forth in Special Condition 11.

The California Alternate Rates for Energy (CARE) discount of 20%, reflected as a separate line item on the bill, is applicable to income-qualified households that meet the requirements for the CARE program as set forth in Schedule No. G-CARE.

TERRITORY

Applicable throughout the service territory.

RATES

	<u>GR</u>	<u>GR-C</u>	<u>GT-R</u>
<u>Customer Charge</u> , per meter per day:	16.438¢	16.438¢	16.438¢
For "Space Heating Only" customers, a daily Customer Charge applies during the winter period from November 1 through April 30 ^{1/} :			
	33.149¢	33.149¢	33.149¢
<u>Baseline Rate</u> , per therm (baseline usage defined in Special Conditions 3 and 4):			
Procurement Charge: ^{2/}	27.223¢	34.327¢	N/A
<u>Transmission Charge</u> :	<u>66.870¢</u>	<u>66.870¢</u>	<u>66.870¢</u>
Total Baseline Charge:	94.093¢	101.197¢	66.870¢
<u>Non-Baseline Rate</u> , per therm (usage in excess of baseline usage):			
Procurement Charge: ^{2/}	27.223¢	34.327¢	N/A
<u>Transmission Charge</u> :	<u>100.244¢</u>	<u>100.244¢</u>	<u>100.244¢</u>
Total Non-Baseline Charge:	127.467¢	134.571¢	100.244¢

^{1/} For the summer period beginning May 1 through October 31, with some exceptions, usage will be accumulated to at least 20 Ccf (100 cubic feet) before billing, or it will be included with the first bill of the heating season which may cover the entire duration since a last bill was generated for the current calendar year.

(Footnotes continue next page.)

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5507
 DECISION NO. 19-04-041

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 30, 2019
 EFFECTIVE Sep 29, 2019
 RESOLUTION NO. _____

Schedule No. GS
SUBMETERED MULTI-FAMILY SERVICE
 (Includes GS, GS-C and GT-S Rates)

Sheet 1

APPLICABILITY

This schedule is closed as of December 15, 1981 for gas service to new Multi-family Accommodation structures where such multi-unit tenants use gas directly in gas appliances in each occupancy and which requires venting. It is also closed to new Mobilehome Parks or manufactured housing communities for which construction has commenced after January 1, 1997.

Multi-family Accommodations built prior to December 15, 1981 and currently served under Schedule No. GM may also be eligible for service under this schedule. If an eligible Multi-family Accommodation served under Schedule No. GM converts to an applicable submetered tariff, the tenant rental charges shall be revised for the duration of the lease to reflect removal of the energy related charges.

The GS rate is applicable to natural gas procurement service for Multi-family Accommodations and Mobilehome Parks supplied through one meter on a single premises and submetered to all individual units in accordance with the provisions of Rule No. 24.

The GS-C, Cross-Over Rate, is a core procurement option for submetered core transportation customers with annual consumption over 50,000 therms as set forth in Special Condition 11.

The GT-S rate is applicable to Core Aggregation Transportation (CAT) service to submetered residential customers, as set forth in Special Condition. 12.

The California Alternate Rates for Energy (CARE) discount of 20%, reflected as a separate line item on the bill, is applicable to income-qualified households that meet the requirements for the CARE program as set forth in Schedule No. G-CARE.

TERRITORY

Applicable throughout the service territory.

RATES

	<u>GS</u>	<u>GS-C</u>	<u>GT-S</u>
<u>Customer Charge</u> , per meter per day ^{1/} :	16.438¢	16.438¢	16.438¢
For "Space Heating Only" customers, a daily Customer Charge applies during the winter period from November 1 through April 30:	33.149¢	33.149¢	33.149¢

^{1/} For the summer period beginning May 1 through October 31, with some exceptions, usage will be accumulated to at least 20 Ccf (100 cubic feet) before billing, or it will be included with the first bill of the heating season which may cover the entire duration since a last bill was generated for the current calendar year.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5507
 DECISION NO. 19-04-041

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 30, 2019
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 RESOLUTION NO. _____

Schedule No. GM

Sheet 2

MULTI-FAMILY SERVICE

(Includes GM-E, GM-C, GM-EC, GM-CC, GT-ME, GT-MC and all GMB Rates)

(Continued)

APPLICABILITY (Continued)

Multi-family Accommodations built prior to December 15, 1981 and currently served under this schedule may also be eligible for service under Schedule No. GS. If an eligible Multi-family Accommodation served under this schedule converts to an applicable submetered tariff, the tenant rental charges shall be revised for the duration of the lease to reflect removal of the energy related charges.

Eligibility for service hereunder is subject to verification by the Utility.

TERRITORY

Applicable throughout the service territory.

RATES

	<u>GM/GT-M</u>	<u>GMB/GT-MB</u>
<u>Customer Charge</u> , per meter, per day:	16.438¢	\$14.870

For "Space Heating Only" customers, a daily Customer Charge applies during the winter period from November 1 through April 30^{1/}: 33.149¢

GM

	<u>GM-E</u>	<u>GM-EC</u> ^{3/}	<u>GT-ME</u>
<u>Baseline Rate</u> , per therm (baseline usage defined per Special Conditions 3 and 4):			
Procurement Charge: ^{2/}	27.223¢	34.327¢	N/A
<u>Transmission Charge</u> :	66.870¢	66.870¢	66.870¢
Total Baseline Charge (all usage):	94.093¢	101.197¢	66.870¢

<u>Non-Baseline Rate</u> , per therm (usage in excess of baseline usage):			
Procurement Charge: ^{2/}	27.223¢	34.327¢	N/A
<u>Transmission Charge</u> :	100.244¢	100.244¢	100.244¢
Total Non Baseline Charge (all usage):.....	127.467¢	134.571¢	100.244¢

	<u>GM-C</u>	<u>GM-CC</u> ^{3/}	<u>GT-MC</u>
<u>Non-Baseline Rate</u> , per therm (usage in excess of baseline usage):			
Procurement Charge: ^{2/}	27.223¢	34.327¢	N/A
<u>Transmission Charge</u> :	100.244¢	100.244¢	100.244¢
Total Non Baseline Charge (all usage):.....	127.467¢	134.571¢	100.244¢

^{1/} For the summer period beginning May 1 through October 31, with some exceptions, usage will be accumulated to at least 20 Ccf (100 cubic feet) before billing, or it will be included with the first bill of the heating season which may cover the entire duration since a last bill was generated for the current calendar year.
 (Footnotes continue next page.)

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5507
 DECISION NO. 19-04-041

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 30, 2019
 EFFECTIVE Sep 29, 2019
 RESOLUTION NO. _____

Schedule No. G-10

Sheet 4

CORE COMMERCIAL AND INDUSTRIAL SERVICE
(Includes GN-10, GN-10C and GT-10 Rates)

(Continued)

SPECIAL CONDITIONS (Continued)

Applicable to Both Procurement and Transportation-Only Customers (Continued)

2. Number of Therms: The number of therms to be billed shall be determined in accordance with Rule No. 2.
3. Space Heating Only: Applies to customers who are using gas primarily for space heating as determined by survey or under the presumption that customers who use less than 11 Ccf per month during each of the regular billing periods ending in August and September qualify for Heat Only billing. With some exceptions, Space Heating Only customers will be billed only during the heating season. The first bill of the heating season may cover the entire duration since a last bill was generated for the current calendar year.
4. Interruption of Service: Service under this schedule is subject to interruption in whole or in part without notice in case of actual or anticipated shortage of natural gas resulting from an insufficient supply, inadequate transmission or delivery capacity or facilities or storage requirements. The Utility will not be liable for damages occasioned by interruption of service supplied under this schedule. Such interruption of service shall be made in accordance with Rule No. 23.
5. Rate Changes: The Utility will file core procurement rate changes on the last business day of each month to become effective on the first calendar day of the following month, except the Cross-Over Rate, which will be filed on or before the 9th calendar day of each month to be effective on the 10th calendar day of each month.
6. Multiple Use Customer: Customers may receive service under this schedule (a) separately, or (b) in combination with a another rate schedule(s) through a single meter installation. Where service is rendered under (b), a separate monthly Customer Charge shall be applicable for service under each schedule unless otherwise stated.
7. Noncore Service Election: Customers served hereunder may elect to be reclassified as noncore. Eligibility requirements are defined in Rule No. 1. Customers electing noncore service status must sign the required natural gas service agreement and have electronic meter reading equipment installed at the customer's expense as a condition of noncore service. Those customers who have a signed commitment to this schedule must fulfill their obligation to that commitment prior to being reclassified as noncore.
8. Utility Service Agreement: Noncore customers transferring to service under this schedule and core customers using over 250,000 therms/year who wish to take transportation-only service to their single facility must execute a Master Services Contract (Form No. 6597) and Schedule A, Intrastate Transmission Service (Form No. 6597-1). Customers wishing to aggregate service for multiple core facilities must execute a Core Transport Agent Agreement for Core Aggregation Service (Form No. 6536-A).

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

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 30, 2019
 EFFECTIVE Sep 29, 2019
 RESOLUTION NO. _____

Rule No. 14
METER READING

Sheet 1

A. Meter Reading Schedule

1. Residential Customers

Meters shall be read as nearly as possible at regular intervals. The regular billing period for residential service shall be between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

For residential customers who have opted-out of the Advanced Meter Program, their regular meter reads will occur bi-monthly as directed by D.14-12-078.

2. Other Service Classes

The regular billing period for all other classes of service shall be between 27 days and 33 days. In limited instances, operating needs such as holiday schedules or moving the customer from one meter reading cycle to another may require billing periods of longer than 33 days or shorter than 27 days. Further, credit relations or collection difficulties may make shorter periods advisable. In such cases the billing period may be reduced to two weeks or to one week at the Utility's discretion. Charges during such billing periods will be computed in accordance with Rule No. 14.D.

B. Reading of Separate Meters Not Combined

For billing purposes, each meter upon the customer's premises will be considered separately and readings of two or more meters will not be combined except as follows:

1. The combinations of meter readings are specifically provided for in rate schedules.
2. The maintenance of adequate service and/or the Utility's operating convenience requires the installation of two or more meters upon the customer's premises. (The applicability of this paragraph will depend upon the metering that would be utilized for new customers with similar service requirements.)

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5507
 DECISION NO. 19-04-041

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Dan Skopec
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(TO BE INSERTED BY CAL. PUC)
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Rule No. 14
METER READING

Sheet 2

(Continued)

C. Estimated Bills

1. If, for reasons beyond the Utility’s control, the meter serving the customer cannot be read on the scheduled reading date or accurate usage data are not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the customer's prior usage, the Utility's experience with other customers of the same class in that area, and the general characteristics of the customer's operations. Adjustments for any under-estimate or over-estimate of a customer's consumption will be reflected on the first regularly scheduled bill rendered and based on an actual reading following the period of inaccessibility. Access to the meter, sufficient to permit the Utility to obtain an accurate read, shall be provided by the customer as a pre-requisite to the Utility making any adjustment of gas billed on an estimated basis.
2. If estimated bills do not result from inaccessible roads, the customer, the customer’s agent, other occupant, animal or physical condition of the property preventing access to the Utility’s facilities on the customer’s premises, other causes within control of the customer, or a natural or man-made disaster such as fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered “billing error” for the purposes of applying Rule No. 16.
3. If, for reasons within the Utility’s control, the meter cannot be read or accurate usage data are not available, the Utility will bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained in accordance with Rule No. 16 C. Such estimated bills shall be considered “billing error” for the purpose of applying Rule No. 16. Estimated consumption for this purpose will be calculated as described above.
4. Advanced Metering Infrastructure (AMI) Meter Installation - If the Utility is unable to gain access to install an electronic meter reading device, the Utility may bill the customer for estimated consumption in accordance with C.1 and C.2.

D. Bills for Less Than 27 or More Than 33 Days

Except as otherwise provided in certain rate schedules and bills utilizing daily allowance billing, all bills, including opening and closing bills, for gas service rendered for a period of less than 27 days or more than 33 days will be computed in accordance with the applicable rate schedule and shall be prorated on the basis of the number of days service has been rendered to the number of days in an average month which shall be taken as 30 days, unless such proration would result in charges that cause the customer to exceed the applicable fixed charges or charges for the rate block on an annualized basis. In such cases, which are limited to bills for 34 or 35 days, bills will not be prorated. Proration will include the size of any rate blocks and recurring fixed monthly charges as stated in the rate schedule(s). Service establishment charges shall not be prorated.

(TO BE INSERTED BY UTILITY)

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ISSUED BY

Dan Skopec
 Vice President
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 RESOLUTION NO. _____

T,D

L

L

N

N

TABLE OF CONTENTS

<u>Schedule Number</u>	<u>Title of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
GR	Residential Service (Includes GR, GR-C and GT-R Rates)	56612-G,55968-G,55620-G,55621-G,55622-G
GS	Submetered Multi-Family Service (Includes GS, GS-C and GT-S Rates)	56613-G,56558-G,47112-G,42984-G 47113-G,47114-G
GM	Multi-Family Service (Includes GM-E, GM-C, GM-EC, GM-CC, GT-ME, GT-MC and all GMB Rates)	42987-G,56614-G,56560-G,55624-G 41015-G,41016-G,41017-G,45295-G
G-CARE	California Alternate Rates for Energy (CARE) Program	44092-G,56273-G 48175-G,56274-G,42343-G,41899-G
GO-AC	Optional Rate for Customers Purchasing New Gas Air Conditioning Equipment (Includes GO-AC and GTO-AC Rates)	56505-G,43154-G 40644-G,40645-G,40646-G
G-NGVR	Natural Gas Service for Home Refueling of Motor Vehicles (Includes G-NGVR, G-NGVRC and GT-NGVR Rates)	56561-G,43000-G 43001-G
GL	Street and Outdoor Lighting Natural Gas Service	56507-G,54819-G
G-10	Core Commercial and Industrial Service (Includes GN-10, 10C, and GT-10 Rates),	46445-G,56562-G 55976-G,56615-G,53314-G,53315-G
G-AC	Core Air Conditioning Service for Commercial and Industrial (Includes G-AC, G-ACC and GT-AC Rates)	56563-G,43252-G,53316-G,53317-G
G-EN	Core Gas Engine Water Pumping Service for Commercial and Industrial (Includes G-EN, G-ENC and GT-EN Rates)	56564-G,44077-G,53318-G,53319-G
G-NGV	Natural Gas Service for Motor Vehicles	56565-G,56566-G,52062-G 52063-G,55063-G
GO-ET	Emerging Technologies Optional Rate for Core Commercial and Industrial	55212-G,43168-G,51152-G
GTO-ET	Transportation-Only Emerging Technologies Optional Rate for Core Commercial and Industrial	55213-G,43169-G,51153-G
GO-IR	Incremental Rate for Existing Equipment for Core Commercial and Industrial	55214-G,43170-G,30208-G
GTO-IR	Transportation-Only Incremental Rate for Existing Equipment for Core Commercial and Industrial	55215-G,43171-G,30211-G
GO-CMPR	Compression Service	48859-G,48860-G,48861-G,48862-G,48863-G,48864-G

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5507
 DECISION NO. 19-04-041

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 SUBMITTED Aug 30, 2019
 EFFECTIVE Sep 29, 2019
 RESOLUTION NO. _____

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,56660-G,56661-G,47126-G
2	Description of Service	45832-G,45833-G,45834-G,45835-G 55768-G,55769-G,55770-G,56166-G,55772-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,56162-G 56056-G,56163-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	56616-G,56617-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,56167-G,32375-G,47127-G 42766-G,31807-G,37767-G,47442-G,37769-G,56168-G,56169-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

(Continued)

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 DECISION NO. 19-04-041

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 SUBMITTED Aug 30, 2019
 EFFECTIVE Sep 29, 2019
 RESOLUTION NO. _____

T

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	56620-G,56610-G,56611-G,56229-G	T
Table of Contents--Service Area Maps and Descriptions	53356-G	
Table of Contents--Rate Schedules	56618-G,56574-G,56521-G	T
Table of Contents--List of Cities and Communities Served	55739-G	
Table of Contents--List of Contracts and Deviations	56311-G	
Table of Contents--Rules	56619-G,56375-G	T
Table of Contents--Sample Forms	56285-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	56553-G,56554-G,56555-G,56201-G,56202-G,56572-G 56489-G,46431-G,46432-G,56070-G,56498-G,56499-G,56500-G,56207-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,56418-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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