

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



February 21, 2020

Advice Letter 5574-G

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

SUBJECT: Revision of the Elderly Age on the General Services Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28) Sample Forms, Pursuant to Decision (D.) 18-12-013

Dear Mr. van der Leeden:

Advice Letter 5574-G is effective as of March 20, 2020.

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

January 22, 2020

Advice No. 5574
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revision of the Elderly Age on the General Services Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28) Sample Forms, 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) revisions to the elderly age on the General Service Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28) sample forms on customers' bills, applicable throughout its service territory, as shown on Attachment A.

Purpose

SoCalGas hereby revises the General Services Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28) with the revised elderly age of 65 years old or older on the back of customers' bills. The revised elderly age is in compliance with Ordering Paragraph (OP) 1 (b) and OP 5 of D.18-12-013 (Decision).

Background

On December 13, 2018, the Commission issued the 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, 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.

On March 8, 2019, SoCalGas submitted Advice No. (AL) 5434, *Revisions to SoCalGas Rule No. 09, Discontinuance of Service, Pursuant to Decision (D.) 18-12-013*, requesting approval by the Commission to revise its Rule No. 09, Discontinuance of Service, in compliance with OP 1 (b) and (c) and OP 5, where SoCalGas shall not disconnect residential customers: 1) for nonpayment if they qualify for Medical Baseline

and/or are above 65 years old, as long as the customer agrees to a payment plan; and 2) when temperatures are above 100 degrees or below 32 degrees forecasted on a 72-hour look-ahead period.

On April 5, 2019, SoCalGas submitted AL 5434-A, *Partial Supplement - Revisions to SoCalGas Rule No. 09, Discontinuance of Service, Pursuant to Decision (D.) 18-12-013*, requesting approval by the Commission to adjust language in Rule No. 09 to comply with OP 1(b) in D.18-12-013. AL 5434 and AL 5434-A were both approved on April 24, 2019, effective March 8, 2019.

This submittal proposes to revise the elderly age on the General Services Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28) sample forms on customers' bills to be consistent with the approved changes to Rule No. 09.

Proposed Revisions to Sample Forms

Two Collection Notices, the General Services Bill/Past Due Payment Notice and Past Due Payment Notice (SCG Form PD1-28), are revised with the updated elderly age of 65 years old and over on the back of customers' bills under Disconnection Policy, as shown below (bolded in red for emphasis):

Disconnection Policy - If you have moved and have failed to pay a bill at your old address . . . a permanent resident of your home is elderly (**65** or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

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 11, 2020. 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@socalgas.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 General Order (GO) 96-B. This submittal is in compliance with OP 1 (b) and OP 5 of D.18-12-013. Therefore, SoCalGas respectfully requests that this submittal be approved on February 21, 2020, which is 30 days from the date submitted, and made effective March 20, 2020.

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. 5574

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57110-G	COLLECTION NOTICES, Past Due Payment Notice, SCG Form PD1-28 (02/20)	Revised 55944-G
Revised 57111-G	COLLECTION NOTICES, General Services Bill/Past Due Payment Notice (02/20)	Revised 55945-G
Revised 57112-G	TABLE OF CONTENTS	Revised 55947-G
Revised 57113-G	TABLE OF CONTENTS	Revised 57109-G

COLLECTION NOTICES
Past Due Payment Notice, SCG Form PD1-28 (03/20)

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(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5574
DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jan 22, 2020
EFFECTIVE Mar 20, 2020
RESOLUTION NO. _____

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 (65 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/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

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
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, 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

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

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

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.

PLEASE MAKE CHECK PAYABLE TO "SoCalGas"

COLLECTION NOTICES
General Services Bill/Past Due Payment Notice (03/20)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5574
DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jan 22, 2020
EFFECTIVE Mar 20, 2020
RESOLUTION NO. _____



A Sempra Energy utility®

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

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.

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.

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

Other Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check.

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 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.

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.

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.

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of terms used.

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5574
 DECISION NO. 18-12-013

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jan 22, 2020
 EFFECTIVE Mar 20, 2020
 RESOLUTION NO. _____

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(Continued)

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