

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 4, 2020

Advice Letter 5580-G

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

**SUBJECT: Revision of Billing Term Definitions on the General Service Bill Forms and
General Service Bill/Past Due Sample Forms for the Meter Calibration
Adjustment Factor**

Dear Mr. van der Leeden:

Advice Letter 5580-G is effective as of March 1, 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 31, 2020

Advice No. 5580
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revision of Billing Term Definitions on the General Service Bill Forms and General Service Bill/Past Due Payment Notice Sample Forms for the Meter Calibration Adjustment Factor

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) revisions to the billing term definitions on the General Service Bill Forms and General Service Bill/Past Due Payment Notice sample forms for the meter calibration adjustment factor on customers' bills, applicable throughout its service territory, as shown on Attachment A.

Purpose

SoCalGas hereby updates the General Service Bill Forms and General Service Bill/Past Due Payment Notice sample forms with revised Billing Term Definitions on the back of customers' bills. The revised Billing Term Definitions are for the meter calibration adjustment factor approved in Resolution (Res.) G-3558.¹

Background

Consistent with Decision (D.) 17-06-015² and Res. G-3538 (approving utilities' 2018 Leak Abatement Compliance Plan),³ SoCalGas proposed to minimize methane

¹ Res. G-3358, *Southern California Gas Company Authorization to Apply a Meter Calibration Adjustment Factor on Customer Bills to Reduce Methane Emissions During Meter Replacement*, issued and effective on December 23, 2019, approved SoCalGas' requested modification to Condition 1 of Res. G-2928 regarding a meter calibration adjustment factor in Advice No. (AL) 5403, *Modification of Condition 1 in Resolution G-2928 to Apply a Meter Calibration Adjustment Factor on Customer Bills Pursuant to Resolution G-3538*.

² D.17-06-015, *Decision Approving Natural Gas Leak Abatement Program Consistent with Senate Bill 1371*, was issued on June 15, 2017.

emissions during meter replacements by using a meter calibration adjustment factor on customers' bills, modifying Condition 1 in Res. G-2928, revising its tariffs, and including a bill message on customers' periodic bill statements.

On December 27, 2018, SoCalGas submitted AL 5403 requesting approval by the Commission the modification of Condition 1 in Res. G-2928 to apply, as an exploratory pilot program, a 2% meter calibration adjustment factor on the conversion of metered natural gas volumes to billable volumes on customers' bills whose gas meters in a meter family within a participating meter group have been statistically registering between more than 2% fast and no greater than 3% fast.⁴

The approval of the meter calibration adjustment factor in AL 5403 resulted in the need to update the Billing Term Definitions on the back of customers' bills. SoCalGas proposes to update the definition of Billing Factor and add the definition of British Thermal Unit (BTU) Factor on the back of customers' bills, as shown below and in Attachment A.

Proposed Tariff Revisions to the Sample Forms

The Billing Term Definitions on Bill Forms - General Service and Collection Notices - General Service Bill/Past Due Payment Notice are updated, as shown in redlined format to identify revisions:

Billing Factor - Adjusts ~~the amount of gas measured~~ for differences in ~~elevation,~~ delivery pressure, ~~altitude,~~ and ~~meter calibration the heating content of gas.~~

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

The proposed tariff revisions are shown in Attachment A.

This submittal will not increase or decrease any rate or charge, conflict with any schedules or rules, or cause the withdrawal of service.

Protest

Anyone may protest this advice letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date of this advice letter, which is February 20, 2020. The address for mailing or delivering a protest to the Commission is:

³ Res. G-3538, *Forecast Requests for Utility Natural Gas Leak Abatement Program Memorandum and Balancing Accounts*, was adopted on October 11, 2018.

⁴ Pursuant to Energy Division's Disposition Letter, AL 5403 was approved on January 15, 2020, effective December 19, 2019.

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 that this submittal is subject to Energy Division disposition, and should be classified as Tier 2 (effective after staff approval) pursuant to General Order (GO) 96-B. Therefore, SoCalGas respectfully requests that this submittal be approved March 1, 2020, which is thirty (30) calendar days after the date submitted, with the tariffs effective on March 20, 2020.

Notice

A copy of this AL is being sent to SoCalGas' GO 96-B service list and the Commission's service list in Rulemaking 15-01-008. 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. 5580

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57162-G	SAMPLE FORMS, Bill Forms, General Service (03/20), Sheet 1	Revised 55942-G
Revised 57163-G	COLLECTION NOTICES, General Service Bill/Past Due Payment Notice (03/20)	Revised 57111-G
Revised 57164-G	TABLE OF CONTENTS	Revised 57112-G
Revised 57165-G	TABLE OF CONTENTS	Revised 57161-G

SAMPLE FORMS
Bill Forms
General Service (03/20)

Sheet 1

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5580
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jan 31, 2020
EFFECTIVE Mar 20, 2020
RESOLUTION NO. G-3558



SoCalGas 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. 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.

Information about Deposits

Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No Interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

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

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

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

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 (800) 427-2200.**

If you are not satisfied with **SoCalGas'** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. phone: **800-649-7570**

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

California Relay Service Phone Numbers:

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

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

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**

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socialgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socialgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

ATM/Debit/Credit Card or Electronic Check: You can use most major ATM/debit cards, VISA and MasterCard credit cards, or the Electronic Check thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socialgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socialgas.com.

SoCalGas Payment Locations

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

Company Offices

Alhambra, 333 E. Main St. Suite J
Anaheim, 716 S. State College Blvd.
Banning, 60 E. Ramsey St. #A
Commerce, 5708 E. Whittier Blvd.
Compton, 700 N. Long Beach Blvd.
Corona, 341 S. Lincoln Ave. #A
Covina, 932 N. Citrus Ave.
Delano, 1227 Jefferson St.
Dinuba, 239 E. Tulare St.
El Centro, 1111 W. Main St.
El Monte, 11912 Valley Blvd., Suite B
Fontana, 9781 Sierra Ave. #C
Glendale, 919 S. Central Ave. #B
Hanford, 321 N. Douty St., Suite B
Hemet, 527 N. San Jacinto St.

Hollywood, 1811 Hillhurst Ave.
Huntington Park, 5916 Pacific Blvd.
Indio, 45123 Towne Ave.
Inglewood, 3530 W. Century Blvd. Ste. 102
Lancaster, 2065 W. Avenue K
Lompoc, 128 S. "H" St.
Los Angeles, 3739 Crenshaw Blvd. #C
Los Angeles, 4619 S. Central Ave.
Los Angeles, 2522 N. Daly St.
Ontario, 962 N. Mountain Ave.
Oxnard, 1640 E. Gonzales Rd.
Pasadena, 1214 E. Green St. #102
Pomona, 196 E. 3rd St.
Porterville, 59 W. Thurman Ave.
Riverside, 7000 Indiana Ave. #105

San Bernardino, 1136 N. Mount Vernon Ave. #305
San Fernando, 444 S. Brand Blvd. Ste.101
San Luis Obispo, 2240 Emily St. Suite 140
San Pedro, 1851 N. Gaffey St. Suite A
Santa Ana, 738 S. Harbor Blvd.
Santa Barbara, 134 E. Victoria St.
Santa Fe Spring, 11516 Telegraph Rd.
Santa Maria, 550 E. Betteravia Rd. Suite B
South Gate, 3530 Tweedy Blvd.
Van Nuys, 6550 Van Nuys Blvd.
Visalia, 1305 E. Noble Ave.
Watts, 1665 E. 103rd St.
Wilmington, 929 N. Avalon Blvd.

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia

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

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5580
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Jan 31, 2020
EFFECTIVE Mar 20, 2020
RESOLUTION NO. G-3558



A Sempra Energy utility®

ACCOUNT NUMBER

AMOUNT DUE

DATE MAILED

Page 3 of 5

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

socalgas.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.

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

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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 therms used.



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California Producer Interconnection Agreement (Form 6454)	54249-G
California Producer Interconnect Collectible System Upgrade Agreement (Form 6456)	49733-G
California Producer Agreement for Transfer of Ownership (Form 6458)	49734-G
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(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5580
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jan 31, 2020
 EFFECTIVE Mar 20, 2020
 RESOLUTION NO. G-3558

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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.

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(Continued)

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