

REVISED

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 22, 2020

**Advice Letter 5604-G-B
and 5604-G-C**

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

SUBJECT: SoCalGas Advice No. 5604 - Implementation of Emergency Disaster Relief Program in SoCalGas' Service Territory in Response to the COVID-19 Incident to Provide Residential customer protections pursuant to Ordering Paragraph (OP) 1 of Decision D.19-17-015.

Dear Mr. van der Leeden:

Advice Letter 5604-G-B and 5604-G-C is effective as of March 4, 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

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Los Angeles, CA 90013-1011
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May 22, 2020

Advice No. 5604-B
(U 904 G)

Public Utilities Commission of the State of California

Subject: Supplement - Implementation of Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic Pursuant to Resolution M-4842

Purpose

This submittal replaces AL 5604-A in its entirety. At the request of the Commission's Energy Division, this submittal (1) limits the size of businesses included based upon customer usage, (2) extends deposit protections to new customers seeking to establish service, (3) affirms that customer late payments are not reported to consumer credit reporting agencies, (4) confirms that SoCalGas has suspended collection activity for eligible core customers, (5) notes SoCalGas's ability to track incremental uncollectible costs by customer class, and (6) removes reference to Draft Resolution E-5074.

Pursuant to California Public Utilities Commission (Commission) Resolution (Res.) M-4842, Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic, Southern California Gas Company (SoCalGas) hereby submits this Advice Letter (AL) to notify the Commission of SoCalGas's implementation of the applicable emergency customer protections for core customers impacted by the COVID-19 pandemic. As a gas utility, SoCalGas understands Res. M-4842's protections for "residential and small business customers"¹ to generally mean "core customers," as defined in SoCalGas's tariffs.² Accordingly, within this AL, SoCalGas's references to "eligible core" customers

¹ Res. M-4842 at 4-6 (listing 12 specific mandated actions) and Ordering Paragraph (OP) 5 "The Emergency Customer Protections apply to residential and small business customers for up to one year from the date of this Resolution, with the option to extend."

² In Decision (D.) 19-07-015, small businesses are "defined in accordance to the utilities definition of 'small business' in their rules and tariffs." D.19-07-015 at 55, fn. 146. Accordingly,

means residential customers and non-residential core customers taking service on a non-residential core rate schedule with an annual consumption of 10,000 therms of gas or less.³ To the extent the emergency customer protections provided in D.19-07-015 are not applicable to a pandemic situation, SoCalGas addresses those justifications below.

As required, Attachment A includes modified gas tariffs to support the expanded scope of the Emergency Customer Protections as directed by Res. M-4842, as well as the establishment of the gas COVID-19 Pandemic Protections Memorandum Account (CPPMA).

Background

In D.19-07-015, the Commission implemented a Disaster Relief Program (DRP) and established a set of minimum emergency disaster customer protection measures that the utilities are directed to implement in the event of a declared emergency. Pursuant to OP 1, emergency disaster customer relief protections shall apply to utility customers in areas affected by a disaster declared a state of emergency by the Governor of California or the President of the United States. Consistent with D.19-07-015 OP 2, when a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility services, the utilities must submit a Tier 1 AL with the Commission's Energy Division within 15 days of a governor's state of emergency declaration or a presidential state of emergency proclamation reporting compliance with the Decision's mandated emergency disaster customer relief protections.

On March 4, 2020, Governor Gavin Newsom (Governor) declared a State of Emergency in response to the outbreak of novel coronavirus, COVID-19.⁴ On March 13, 2020, President Trump signed an Emergency Declaration to facilitate a federal response to the emerging COVID-19 pandemic.⁵ On March 17, 2020, the Commission's Executive Director sent a letter to the California energy, water and communications corporations

for the purposes of implementing these customer protections, small business customers include all customers taking service on a non-residential core rate schedule with an annual consumption of 10,000 therms of gas or less. See, e.g., SoCalGas' Rule No. 01 ("Small Nonresidential Service"), Rule No. 23, and Rate Schedule Nos. G-10, G-AC, G-EN, G-NGV, GT-NC, and GT-TLS. Additionally, in D.10-10-032, a small business customer is defined as a non-residential customer with an annual consumption of 10,000 therms of gas or less. See D.10-10-032 at p. 1, fn. 1.

³ SoCalGas will apply these protections to all customers currently eligible for the protections and will add any customers that become eligible through April 16, 2021, based on their then-current prior 12 months usage.

⁴ Available at <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>

⁵ Available at <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-nationalemergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>

addressing emergency customer protections to support customers affected by the COVID-19 State of Emergency.

On March 19, 2020, SoCalGas submitted Tier 1 AL 5604, implementing its emergency disaster relief program for customers impacted by the COVID-19 pandemic pursuant to OP 1 of D.19-07-015 and the Commission Executive Director's March 17, 2020 letter, and retroactively applied customer protections to March 4, 2020, the start date of the Governor's emergency proclamation.⁶ While COVID-19 has neither resulted in the loss or disruption in the delivery of receipt of utility service, nor has it resulted in the degradation of the quality of utility service, SoCalGas implemented the customer protections described in AL 5604 with the understanding that the COVID-19 pandemic emergency could cause customers economic hardship associated with either illness or mandated prevention measures, such as school and non-essential business closures.

On April 16, 2020, the Commission issued Res. M-4842, ratifying the directions provided in the Commission's Executive Director's March 17, 2020 letter. Specifically, Res. M-4842 orders electric, gas, communications, and water and sewer corporations in California to implement the applicable customer protections described in D.19-07-015 (or justify why the protections are not applicable to a pandemic emergency); submit a Tier 2 AL describing all reasonable and necessary actions to implement Emergency Customer Protections to support California customers; and authorizes the electric, gas, communications, and water and sewer corporations to establish memorandum accounts to track and recover incremental costs associated with complying with the resolution.⁷ SoCalGas implemented many of the customer protections ordered by Res. M-4842 in AL 5604.

On May 1, 2020, consistent with M-4842, SoCalGas submitted Supplemental AL 5604-A to describe the protections it was offering its customers, explain which customer protections were inapplicable during the COVID-19 pandemic, and to confirm the costs to be tracked associated with COVID-19 customer protections. In particular, SoCalGas described the customer protections it was offering to all residential and non-residential core customers. At the request of the Commission's Energy Division, SoCalGas is now supplementing Supplemental AL 5604-A to limit the size of businesses included based upon customer usage. Consistent with direction received from the Commission's Energy Division, SoCalGas will submit an independent Tier 3 AL for Commission resolution to address remaining core business customers, with the exception of non-residential core customers using more than 250,000 therms per year, which is the

⁶ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/5604.pdf>

⁷ Res. M-4842 at OP 4 (stating that gas utilities subject to this Resolution "may request authorization to track and recover incremental costs associated with complying with this resolution.")

threshold usage for noncore⁸ eligibility.

SoCalGas continues its commitment to complying with directions from the Commission, the state of California, local agencies and the federal government in response to the evolving pandemic.

Eligibility and Time Limits for Emergency Customer Protections

The COVID-19 pandemic is having and will continue to have a dramatic impact on SoCalGas's core customers. The impacts will be both direct and indirect. For example, direct impacts include customers who may be ill or exposed to someone believed to be ill. Indirect impacts include mitigation measures taken to slow the spread of the disease, including physical isolation measures imposed by various government authorities, including stay at home orders, closing of public facilities and schools, restrictions on air and other forms of travel, and ordered closures of many businesses not defined as "essential." At the same time, pursuant to the State's call for assistance to residents and business and the Commission's directives, on March 13, 2020 SoCalGas voluntarily suspended disconnections for non-payment of bills and implemented flexible payment plans for all eligible core customers, waived late payment fees for its eligible non-residential core customers, and enacted other measures designed so that customers continue to have essential utility services regardless of their payment status.

In recognition of these circumstances, the Commission issued Res. M-4842, highlighting the unique impacts associated with the COVID-19 pandemic and mandating that SoCalGas offer specific emergency customer protections, where applicable, for "residential and small business customers for up to one year from the date of this Resolution, with the option to extend."⁹ In addition, citing to the Commission's prior DRP Decisions, the Commission granted utilities the discretion to go beyond the mandated protections, where appropriate:

These customer protections are a floor, not a ceiling. As we stated in D.19-07-015 and D.19-08-025, we support and encourage the utilities and communications service providers to do more to help Californians in this time of need. The utilities and communications service providers have the discretion to add additional customer relief efforts that are unique to their customers' experience, or the specific type of damage a customer may

⁸ See, e.g., SoCalGas' Rule No. 23 (Noncore service includes commercial and industrial usage electing noncore service and all usage ineligible for core service with 20,800 therms of active usage per month).

⁹ Res. M-4842 at 4-6 (listing 12 specific mandated actions) and OP 5. As noted above, SoCalGas understands Res. M-4842's protections for "residential and small business customers" to mean "core customers."

suffer from as a result of COVID-19.¹⁰

As set forth in further detail below, SoCalGas is implementing the applicable emergency customer protections specified in Res. M-4842 for eligible core customers.¹¹ Pursuant to Res. M-4842's direction in OP 5, unless stated otherwise in Res. M-4842's specific provisions, these protections will stay in place for one year for eligible core customers, unless modified by the Commission.¹²

Description of Adopted Customer Protections

In response to the COVID-19 pandemic, SoCalGas proposes to implement the following applicable customer protections identified in Res. M-4842. Other measures of the Emergency Consumer Protection Plan may not be applicable due to the special circumstances of COVID-19 and are not available under this event. Unless otherwise noted, each of these customer protections are applicable to eligible core customers and will stay in place for one year, unless modified by the Commission.

SoCalGas's Emergency Customer Protection Plan

#	Emergency Customer Protection Measure	COVID-19 Applicable?	Rule or Schedule
(1)	Waive deposit requirements for residential and eligible non-residential core customers seeking to reestablish service and expedite move in and move out service requests	Yes	06
(2)	Stop estimated usage for billing attributed to the time period when a home/unit was unoccupied as a result of the emergency	No	N/A
(3)	Identify the premises of affected customers whose utility service has been disrupted or degraded, and discontinue billing these premises without assessing a disconnection charge	No	N/A
(4)	Prorate any monthly access charge or minimum charges	No	N/A
(5)	Implement payment plan options for residential and eligible non-residential core customers	Yes	09

¹⁰ *Id.* at 4; see also D.19-08-025 at 34; D.19-07-015 at 2.

¹¹ As noted above, in D.19-07-015, small businesses are "defined in accordance to the utilities definition of 'small business' in their rules and tariffs." D.19-07-015 at 55, fn. 146. For the purposes of implementing these customer protections, small business customers include all customers taking service on a non-residential core rate schedule with an annual consumption of 10,000 therms of gas or less. See, e.g., SoCalGas' Rule No. 01 ("Small Nonresidential Service"), Rule No. 23, and Rate Schedule Nos. G-10, G-AC, G-EN, G-NGV, GT-NC, and GT-TLS. Additionally, in D.10-10-032, a small business customer is defined as a non-residential customer with an annual consumption of 10,000 therms of gas or less. See D.10-10-032 at p. 1, fn. 1.

¹² *Id.* at OP 5.

#	Emergency Customer Protection Measure	COVID-19 Applicable?	Rule or Schedule
(6)	Suspend disconnection for nonpayment and associated fees, waive deposit requirements for residential core and eligible non-residential core customers and late fee requirements for eligible non-residential core customers	Yes	06 09 12
(7)	Support low-income residential customers by: (a) freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility; (b) contacting all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes; (c) partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and (e) ¹³ indicate how the Energy Savings Assistance (ESA) program can be deployed to assist customers	(a) Yes (b) Yes (c) Yes (e) Yes	G-CARE N/A N/A N/A N/A
(8)	Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections	Yes	G-CARE, Medical Baseline
(9)	Discontinue generating all recertification and verification requests that require customers to provide their current income information	Yes	G-CARE, Medical Baseline
(10)	Offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18)	No	N/A
(11)	Include these customer protections as part of their larger community outreach and public awareness plans under Section 8386(c)(16)(b)	Yes	N/A
(12)	Meet and confer with the Community Choice Aggregators as early as possible to discuss their roles and responsibilities for each emergency customer protection	N/A	N/A

(1) Waive deposit requirements for affected core customers seeking to re-establish service and expedite move-in and move-out service requests;

SoCalGas will waive security deposit requirements for eligible core customers that establish new service.¹⁴ SoCalGas will not require eligible core customers to pay

¹³The list of immediate actions to take at page 5, number 7 of the Resolution does not contain a subsection (d).

¹⁴ At the request of the Commission's Energy Division, given the particular circumstances of the COVID19 pandemic, it is appropriate to waive all deposits, including for establishment of credit, for residential and small non-residential customers. SoCalGas has applied this

additional deposits to reestablish credit with SoCalGas for slow payment, non-payment of bills or following a disconnection and will waive deposits for new eligible core customers seeking to establish service. This protection will be offered for one year, through April 16, 2021, unless modified by the Commission. SoCalGas will not authorize expedited move in and move out service requests. Consistent with D.19-07-015, this protection was designed for customers responding to physical disasters who needed to relocate from damaged structures or faced disruption or degradation of service as a result of the disaster condition. This customer protection is not applicable to the COVID-19 pandemic.

Proposed modifications to Gas Rule No. 06 (Establishment and Re-Establishment of Credit) are included in Attachment A.

(2) Stop estimated usage for billing attributed to the time period when a home/unit was unoccupied as a result of the emergency;

SoCalGas will not suspend estimated energy usage for billing. This protection was designed to protect customers who needed to evacuate their home due to a damaged structure caused by a physical disaster. This customer protection is not applicable to the COVID-19 pandemic since it has not resulted in the discontinuation, disruption, or degradation of service.

(3) Identify the premises of affected customers whose utility service has been disrupted or degraded, and discontinue billing these premises without assessing a disconnection charge;

SoCalGas will not identify the premises of affected customers whose utility service has been disrupted or degraded and discontinue billing. This customer protection is associated with a damaged structure caused by a physical disaster and is not applicable to the COVID-19 pandemic.

SoCalGas will not implement procedures to canvas and identify affected premises. This protection is designed for a loss or degradation of utility service arising from a physical disaster and is not applicable to the COVID-19 pandemic.

SoCalGas does not have a disconnection charge.

(4) Prorate any monthly access charge or minimum charges;

SoCalGas does not have monthly access charges or monthly minimum charges for residential customers.

recommendation above.

(5) Implement payment plan options for eligible core customers;

SoCalGas will assist all eligible core customers to establish reasonable payment arrangements based upon the individual customer's needs. SoCalGas will offer amortization options for any arrearages to all its eligible core customers as directed for up to twelve (12) months and for any amount up to the total outstanding balance on the account. Reasonable payment arrangements will be determined based upon the individual customer's needs. SoCalGas may recommend agency assistance and programs available to qualifying impacted customers. These protections will be offered for one year, through April 16, 2021, unless modified by the Commission, although the actual payment plans may extend beyond that date.

SoCalGas's call center staff are trained and ready to inform and support customers who may experience financial difficulty because of COVID-19. The staff will also help these customers determine if there are other programs available to provide financial assistance or determine if extended payment arrangements can be made. Proposed modifications to Gas Rule No. 09 (Discontinuance of Service) to implement payment plan options are included in Attachment A.

(6) Suspend disconnection for non-payment and associated fees, waive deposit requirements for core customers and late fee requirements for eligible non-residential core customers;

On March 13, 2020, SoCalGas instituted a suspension of customer disconnections for non-payment for all eligible core customers until further notice. Additionally, for eligible core customers whose natural gas service was disconnected at any point in 2020 due to non-payment, SoCalGas will restore service for eligible core customers with no required payment or reconnection fees, and no late fees for eligible non-residential core customers. The disconnection suspension for eligible core customers is consistent with OP 5 of Res. M-4842 stating: "the Emergency Customer Protections apply to residential and small business customers for up to one year from the date of this Resolution, with the option to extend."¹⁵ The disconnection suspension will end on April 16, 2021, unless modified by the Commission, and applies to all eligible core customers, as required by D.19-07-015 and Res. M-4842.

SoCalGas will waive late payment fees for the company's eligible non-residential core customers. SoCalGas does not assess late payment charges for residential customers. SoCalGas does not report customer late payment history to consumer credit reporting agencies. SoCalGas has suspended all collections activity, including field service collections for eligible core customers.

SoCalGas will not require eligible core customers to pay additional deposits to reestablish credit with SoCalGas for slow payment, non-payment of bills or following a

¹⁵ Res. M-4842 at 4-6 (listing 12 specific mandated actions) and OP 5.

disconnection and will waive deposits for eligible core customers seeking to establish service. These protections are being applied retroactively to March 4, 2020, and will be offered for one year, through April 16, 2021, unless modified by the Commission.¹⁶

Proposed modifications to Gas Rule No. 06 (Establishment and Re-Establishment of Credit), Rule 09 (Discontinuance of Service), and Rule No. 12 (Rendering and Payment of Bills) are included in Attachment A.

(7) Support low-income residential customers by: (a) freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility; (b) contacting all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes; (c) partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and (e) indicate how the energy savings assistance program can be deployed to assist customers;

a) Freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility.

SoCalGas CARE customers will not be subject to eligibility verification effective March 4, 2020 through April 16, 2021, or as further extended by the Commission. This is consistent with Res. M-4842's time period for this specific protection of "twelve (12) months and potentially longer, as warranted." High-usage reviews are not applicable to the SoCalGas CARE program.

b) Contacting all community outreach contractors, the community-based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes.

SoCalGas's Customer Assistance Programs outreach team contacted community partners and provided them with information on SoCalGas's response to COVID-19 by sending them the created fact sheet in English and Spanish as well as determining if any additional materials were needed to inform customers about CARE and the eligibility changes.¹⁷

¹⁶ Other measures that SoCalGas implemented include those to protect the health and safety of its customers and employees such as temporarily closing branch payment offices on March 23, 2020 and suspending field service collections.

¹⁷ Additionally, SoCalGas launched a broad media campaign to encourage customers to enroll in CARE if they are newly unemployed or financially distressed.

- c) Partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount.

SoCalGas's Gas Assistance Fund administered by United Way of Greater Los Angeles has increased the assistance limit amount to \$200 for eligible affected customers. This protection will be effective March 4, 2020 through April 16, 2021, or as further extended by the Commission. This is consistent with Res. M-4842's time period for this specific protection of "twelve (12) months."

- d) (placeholder – there is no part 7d in the resolution)
- e) Indicate how the ESA program can be deployed to assist customers.

Effective March 18, 2020, SoCalGas has suspended ESA program activities requiring face-to-face program activity, resulting in suspension of all outreach and weatherization activity, as well as appliance work other than cases of critical health and safety needs. SoCalGas is implementing a contingency process to virtually enroll customers into the ESA program. SoCalGas proposed virtual enrollment in its 2021-2026 application and looks forward to testing this delivery method during the program suspension in order to continue to serve its customers in a safe manner. The process has been developed to support the current contractor workforce and help maintain program continuity.

(8) Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections;

Retroactive to March 4, 2020, all customers currently receiving the CARE discount will continue to do so through April 16, 2021, or as further extended by SoCalGas or the Commission. The FERA program is not applicable to SoCalGas. SoCalGas will suspend all future and pending CARE and Medical Baseline program removals effective March 4, 2020 through April 16, 2021, unless modified by the Commission.

Proposed modifications to Schedule No. G-CARE regarding termination of discount are included in Attachment A.

(9) Discontinue generating all recertification and verification requests that require customers to provide their current income information;

SoCalGas has suspended generating recertification and verification requests that require customers to provide their current income information. Effective March 4, 2020, SoCalGas CARE customers will not be required to return recertification and verification requests through April 16, 2021, unless modified by the Commission.

For Medical Baseline customers, SoCalGas has suspended generating recertification requests. SoCalGas Medical Baseline customers will not be required to return recertification requests through April 16, 2021, unless modified by the Commission. SoCalGas will freeze all CARE and FERA eligibility reviews, including recertification and post enrollment verification requests which require customers to provide their current income information effective March 4, 2020 through April 16, 2021, unless modified by the Commission.

(10) Offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18);

Section 8386 (c)(18) is applicable when a disaster has either resulted in the loss or disruption of the delivery of utility service or receipt of utility service and/or resulted in the degradation of the quality of utility service. This customer protection is associated with a damaged structure caused by a physical disaster and is not applicable to the COVID-19 pandemic.

(11) Include these customer protections as part of their larger community outreach and public awareness plans under Section 8386(c)(16)(b);

D.19-07-015 establishes a baseline of required outreach and education activities so that each utility's plan is robust to reach affected customers. In order for customers to have equal access to the protections provided in the decision, it is important that all utility customers are aware of the emergency customer protections. To that end, SoCalGas communicated the availability of emergency customer protections to customers in our service territory using one or more communication channels that may include (but is not limited to) community outreach, web pages, media advisories, social media posts and social networking service for neighborhoods such as Nextdoor. SoCalGas will direct customers to SoCalGas's Customer Contact Center, 800-427-2200 and to the SoCalGas website for further assistance. A complete explanation of the protections available will be located on SoCalGas's website at

<https://www.socalgas.com/coronavirus> and <https://www.socalgas.com/billing-support>.

(12) Meet and confer with the Community Choice Aggregators as early as possible to discuss their roles and responsibilities for each emergency customer protection.

SoCalGas does not have Community Choice Aggregators.

COVID-19 Pandemic Protections Memorandum Account (CPPMA)

With respect to cost recovery, pursuant to Res. M-4842's creation of the COVID-19 Pandemic Protections Memorandum Account (CPPMA), SoCalGas is authorized to track all costs associated with its emergency customer protections:

In order to allow for recovery of expenses reasonably incurred while complying with this Resolution, electric and gas utilities subject to this Resolution shall each establish a COVID-19 Pandemic Protections Memorandum Account (CPPMA), to book only those costs associated with protections ordered by this Resolution. The recorded costs must meet the following conditions: (1) those ordered by this Resolution; and (2) incurred starting with the date of the Governor's emergency declaration - March 4, 2020.¹⁸

SoCalGas interprets this language as authorizing it to track and recover all the costs associated with the listed mandatory protections. Accordingly, SoCalGas intends to track and eventually recover *all* costs associated with the emergency customer protections it is offering or will offer during the COVID-19 pandemic, including future protections that may become necessary.¹⁹ Moreover, as explained in further detail below, SoCalGas intends to track any incremental uncollectible expense that should arise from the customer protections it is offering.²⁰ Finally, pursuant to Res. M-4842's direction regarding recovery, SoCalGas intends to seek recovery through either a separate application or an existing annual proceeding with an expedited schedule.²¹

Incremental COVID-19 Costs Impacting Uncollectible Expense

SoCalGas will record uncollectible expenses incremental to the amounts adopted in the General Rate Case (GRC) to the CPPMA, which are related to the COVID-19 pandemic. Currently, uncollectible expenses authorized to be recovered from customers through the GRC are based on a rolling 10-year average rate of uncollectible expense to customers' billed revenues. SoCalGas did not propose changes to the currently adopted derivation of uncollectible expense in its 2019 GRC. SoCalGas proposes to track and recover only incremental uncollectible expenses associated with eligible core customers.

¹⁸ *Id.* at 6.

¹⁹ *Id.* at OP 4 ("In the Tier 2 Advice Letter required in Ordering Paragraph #2, rate regulated electric, gas, communications, and water and sewer corporations subject to this Resolution **may request authorization to track and recover incremental costs associated with complying with this resolution.**") (emphasis added). Given the evolving COVID-19 pandemic, SoCalGas does have discretion to track and recover costs associated with additional protections granted in the Resolution to "do more to help Californians in this time of need." *Id.* at 4.

²⁰ For clarification, while there is one subaccount, to the extent practicable, SoCalGas will track the costs associated with emergency customer level protections by customer class with as much detail as possible.

²¹ Res. M-4842 at 6 ("The review of these costs for possible collection in rates will be conducted in a General Rate Case, a Biennial or Triennial (as applicable) Cost Allocation Proceeding, the Energy Resource Recovery Account, or another proceeding.")

In SoCalGas's proposal, any actual uncollectible expenses incurred above the derived amount in the GRC would be considered incremental and recorded to the CPPMA for recovery from customers. Additionally, any incremental uncollectible expenses recovered through the CPPMA would be excluded from the recorded net write-offs used to derive the 10-year rolling average uncollectible rate and thereby would not subsequently be recovered through the GRC-authorized uncollectible expense. For eligible core customers, SoCalGas proposes to include only incremental uncollectible expenses associated with bills generated through April 16, 2021, unless that one-year timeframe for the duration of the customer protections herein is modified by the Commission.

The costs recorded to this CPPMA will be incurred beginning March 4, 2020, which is the start date of the Governor's state of emergency proclamation, unless otherwise specified or modified by the order of the Commission.

Ongoing Review

As noted above, SoCalGas recognizes that the COVID-19 pandemic is a rapidly evolving crisis. SoCalGas will continuously monitor the situation and evaluate the effectiveness of the customer protections contained in this letter. If additional protections or time limits are merited, SoCalGas will inform the Commission as soon as such measures are implemented via a Tier 1 AL. SoCalGas believes such monitoring is consistent with the Commission's direction in D.19-07-015 and Res. M-4842 that utilities should implement disaster assistance programs to supplement customer protections in such an evolving and unprecedented situation, and respond to specific types of damage that customers may experience as a result of the pandemic.

No cost information is required for this AL.

This AL will not increase any rate or charge, withdraw service, or conflict with any other schedule, or rule.

Protest and Reply

Pursuant to General Order (GO) 96-B, General Rule 7.5.1 and Res. M-4842, SoCalGas requests that the Commission maintain the original protest period designated in AL 5604-A and waive the protest period for this supplemental submittal.

CPUC Energy Division
Attn: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

A copy of the protest should also be sent via email to the attention of the Energy Division Tariff Unit (EDTariffUnit@cpuc.ca.gov). Due to the COVID-19 pandemic and

the shelter at home orders, SoCalGas is currently unable to receive protests or comments to this AL via U.S. mail or fax. Please submit protests or comments to this AL via e-mail to the addresses shown below on the same date it is mailed or e-mailed 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 asserts this AL is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. It is submitted in accordance with OP 2 of Res. M-4842. Accordingly, SoCalGas respectfully requests that this AL be approved on May 31, 2020, the approval date requested in AL 5604-A, and made effective as of March 4, 2020, which is the start of the Governor's state of emergency declaration.

Notice

A copy of this AL is being sent to SoCalGas's GO 96-B service list and the Commission's service list in R.18-03-011. 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.

/s/ Ronald van der Leeden

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. 5604-B

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57604-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS, DESCRIPTION AND LISTING OF MEMORANDUM ACCOUNTS, Sheet 2	Revised 57532-G Revised 57266-G
Original 57605-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT, COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA), Sheet 1	Original 57533-G
Original 57606-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT, COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA), Sheet 2	Original 57534-G
Revised 57607-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 1	Revised 57535-G Revised 44092-G*
Revised 57608-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 2	Revised 57536-G Revised 56273-G
Revised 57609-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 3	Revised 57537-G Revised 48175-G
Revised 57610-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 4	Revised 57538-G Revised 56274-G
Revised 57611-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 5	Revised 57539-G Revised 42343-G*
Revised 57612-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 6	Revised 57540-G Revised 41899-G
Original 57613-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 7	Original 57541-G
Revised 57614-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 57542-G Revised 50533-G
Revised 57615-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 57543-G Revised 50534-G
Original 57616-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 3	
Revised 57617-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 57544-G Revised 56052-G
Revised 57618-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 57545-G Revised 56053-G
Revised 57619-G	Rule No. 09, DISCONTINUANCE OF	Revised 57546-G

ATTACHMENT A
Advice No. 5604-B

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57620-G	SERVICE, Sheet 3	Revised 56054-G
Revised 57621-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 57547-G
Revised 57622-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 5	Revised 56162-G
Revised 57623-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 57548-G
Revised 57624-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 56056-G
Revised 57625-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 57549-G
Original 57626-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 9	Revised 56163-G
	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 10	Revised 57550-G
		Revised 55937-G
Revised 57627-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 57551-G
Revised 57628-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 2	Revised 55938-G
Revised 57629-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 3	Revised 57552-G
Revised 57630-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 4	Original 55939-G
		Original 57553-G
Revised 57631-G	TABLE OF CONTENTS	Revised 57554-G
Revised 57632-G	TABLE OF CONTENTS	Revised 50543-G
Revised 57633-G	TABLE OF CONTENTS	Revised 57555-G
Revised 57634-G	TABLE OF CONTENTS	Revised 50544-G
Revised 57635-G	TABLE OF CONTENTS	Revised 57556-G
		Revised 50545-G
		Revised 57557-G
		Original 42089-G

PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNTS
DESCRIPTION AND LISTING OF MEMORANDUM ACCOUNTS

Sheet 2

(Continued)

B. LISTING OF MEMORANDUM ACCOUNTS (Continued)

- Pipeline Safety Enhancement Plan – Phase 2 Memorandum Account (PSEP-P2MA)
- Officer Compensation Memorandum Account (OCMA)
- Tax Memorandum Account (TMA)
- Winter Demand Response Memorandum Account (WDRMA)
- System Operator Gas Account (SOGA)
- Avoided Cost Calculator Update Memorandum Account (ACCUMA)
- Injection Enhancement Cost Memorandum Account (IECMA)
- Natural Gas Leak Abatement Program Memorandum Account (NGLAPMA)
- Otay Mesa Pipeline Capacity Memorandum Account (OMPCMA)
- Dairy Biomethane Solicitation Development Memorandum Account (DBSDMA)
- Wildfires Customer Protection Memorandum Account (WCPMA)
- Line 1600 Records Audit Memorandum Account (L1600RAMA)
- General Rate Case Memorandum Account 2019 (GRCMA2019)
- Emergency Customer Protections Memorandum Account (ECPMA)
- San Joaquin Valley Data Gathering Plan Memorandum Account (SJVDGPMA)
- Dairy Biomethane Project Memorandum Account (DBPMA)
- Officer Compensation Memorandum Account 2019 (OCMA2019)
- Core Gas Balancing Memorandum Account (CGBMA)
- California Consumer Privacy Act Memorandum Account (CCPAMA)
- Line 235 Memorandum Account (L235MA)
- Morongo Rights of Way Memorandum Account (MROWMA)
- Pipeline Safety Enhancement Plan Memorandum Account (PSEPMA)
- Aliso Canyon Investigation Memorandum Account (ACIMA)
- COVID-19 Pandemic Protections Memorandum Account (CPPMA)

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT
COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA)

Sheet 1

1. Purpose

The CPPMA is an interest-bearing memorandum account that is recorded on the Utility's financial statements. Pursuant to Resolution M-4842, dated April 16, 2020, the purpose of the CPPMA is to record the incremental costs and waived charges incurred by SoCalGas associated with providing the emergency customer protection measures adopted in Decision 19-07-015 and otherwise offered in SoCalGas' discretion. The applicable customer protections offered in response to Resolution M-4842 are described in SoCalGas' Advice Letter 5604-B, submitted on May 22, 2020.

On March 4, 2020, Governor Newsom declared a State of Emergency in California related to the COVID-19 Pandemic.

Pursuant to Resolution M-4842, the required emergency customer protection measures mandated by D.19-07-015 apply to all core customers. SoCalGas will also implement associated discretionary protections for all core customers. For those protections the Utility shall:

- a. Maintain customer protections effective March 4, 2020, for up to one year after the date of Resolution M-4842, with an option to extend, per Ordering Paragraph 5.
- b. Record costs in the CPPMA effective March 4, 2020.

2. Applicability

The CPPMA shall apply to all customers except those specifically excluded by the Commission.

3. Rates

The CPPMA shall be applied to rates as described in Section 5 below.

4. Accounting Procedures

SoCalGas shall maintain the CPPMA by recording entries at the end of each month as follows, net of FF&U, where applicable:

- a. A debit entry equal to the actual operation and maintenance (O&M) costs and capital-related costs (i.e., depreciation, taxes and return) associated with the COVID-19 consumer protections;
- b. A debit entry equal to waived charges;
- c. A debit entry for incremental uncollectible expense attributed to the COVID-19 pandemic consumer protections;

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE _____
RESOLUTION NO. M-4842

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PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT
COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA)

Sheet 2

(Continued)

4. Accounting Procedures (Continued)

- d. A debit entry for other incremental costs related to implementing the COVID-19 pandemic customer protections; and
- e. An entry equal to the interest on the average balance in the account at the beginning of the month and the balance after the entries above at a rate equal to 1/12 of the interest rate on three-month nonfinancial Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H.15, or its successor publication.

5. Disposition

Pursuant to Resolution M-4842, the disposition of the amounts in this account will be addressed through either a separate application or an existing annual proceeding with an expedited schedule (e.g., less than one year for approval).

N

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

Schedule No. G-CARE

Sheet 1

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

The italicized Sections of this Schedule are temporary, adopted on an interim basis, pursuant to Resolution M-4842.

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APPLICABILITY

This schedule provides a California Alternate Rates for Energy (CARE) discount to each of the following types of customers listed below that meets the requirements for CARE eligibility as defined in Rule No. 1, Definitions, and herein, and is taken in conjunction with the customer's otherwise applicable service schedule.

1. Customers residing in a permanent single-family accommodation, separately metered by the Utility.
2. Multi-family dwelling units and mobile home parks supplied through one meter on a single premises where the individual unit is submetered.
3. Non-profit group living facilities.
4. Agricultural employee housing facilities.

TERRITORY

Applicable throughout the service territory.

DISCOUNT

The qualified customer will receive a 20% CARE discount on all customer, commodity, and transportation charges on their otherwise applicable service schedule. In addition, the customer will not pay the CARE portion of the Public Purpose Programs Surcharge as specified in Schedule No. G-PPPS.

The qualified customer shall also pay a discounted CARE Service Establishment Charge as specified in Rule No. 10, Service Charges, to establish or re-establish service each time an account is opened.

SPECIAL CONDITIONS

ALL CUSTOMERS

1. Applicable Conditions: All special conditions contained in the customer's otherwise applicable schedule are applicable to service under this schedule.
2. Application and Eligibility Declaration: An application and eligibility declaration, on a form authorized by the Commission, is required for service under the CARE program unless otherwise authorized by the Commission. Renewal of a customer's eligibility declaration, also referred to as recertification, is required at the request of the Utility.

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(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

Schedule No. G-CARE

Sheet 2

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

ALL CUSTOMERS (Continued)

3. Commencement of CARE Discount: Eligible customers shall begin receiving the CARE rate discount no later than one billing period after receipt of a completed and approved application by the Utility or as may be authorized by the Commission.

4. Eligibility: A customer can qualify for the CARE discount by meeting either of the two eligibility requirements shown below:

a. Income Eligibility: An income-qualified customer, submetered tenant, or facility resident has total annual gross household income from all sources that is no more than shown in the table below for the number of persons in the household. The combined income of all persons from all sources, both taxable and non-taxable, shall be no more than:

<u>Number of Persons In Household</u>	<u>Total Annual Household Income</u>
1-2	\$33,820
3	\$42,660
4	\$51,500
5	\$60,340
6	\$69,180
7	\$78,020
8	\$86,860

For households with more than eight persons, add \$8,840 annually for each additional person living in the household. The above income levels are subject to change annually by the Commission.

b. Categorical Eligibility: If the applicant or any person in the household receives benefits from any of the following programs: Medical/Medicaid; Medi-Cal for Families A&B; Women, Infants & Children Program (WIC); CalWORKs/Temporary Assistance for needy Families (TANF); Tribal TANF; Head Start income Eligible (Tribal Only); Bureau of Indian Affairs General Assistance; CalFresh (Food Stamps)/Nutrition Assistance Program (SNAP); National School Lunch Program (NSLP); Low-Income Home Energy Assistance Program (LIHEAP); and Supplemental Security Income (SSI).

The applicant for the CARE discount must be the Utility's customer of record or a submetered tenant of a Utility customer.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Schedule No. G-CARE

Sheet 3

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

ALL CUSTOMERS (Continued)

4. Eligibility (Continued)

No customer, submetered tenant, or facility resident claimed on another person's income tax return shall be eligible for this rate.

5. Verification: Information provided by the customer to the Utility is subject to verification as authorized by the Commission. Refusal or failure to provide documentation of eligibility acceptable to the Utility, upon request, shall result in the denial or termination of the CARE discount.

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, the Utility shall suspend all CARE program removals and discontinue all recertification and verification requests that require customers to provide their current income information.

6. Backbilling: Customers may be backbilled under the applicable rate schedule for periods of ineligibility and/or if the direct benefits to a facility's residents claimed by the customer cannot be supported.

7. Customer Responsibility: It is the customer's responsibility to notify the Utility within 30 days if there is a change in eligibility status, except as specified for multi-family customers in Special Conditions 11 and 12 below.

8. Discount Calculation: The CARE discount of 20% shall be reflected through the use of separate line item on the bill stated as an overall discount to the otherwise calculated customer, commodity and transportation charges.

In addition to the Special Conditions above pertaining to all applicable customers, Special Conditions specific to each type of applicable customer are set forth below.

SINGLE FAMILY CUSTOMERS

9. Location Eligibility: Customers are only eligible to receive this rate at one residential location at any one time.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Schedule No. G-CARE

Sheet 4

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

MULTI-FAMILY, SUBMETERED CUSTOMERS

10. Tenant Qualification: Submetered tenants, rather than the Utility's customer of record, qualify for CARE by completing an application and forwarding it to the Utility, and it is the tenant's responsibility to notify the Utility of a change in eligibility status.
11. Customer Responsibility: The Utility customer shall notify the Utility within 30 days following a reduction in the number of submetered units qualifying for the CARE rate as a result of unit(s) being vacated.
12. Location Eligibility: Eligible tenants can only receive this rate at one residential location at any one time.

NON-PROFIT GROUP LIVING FACILITY CUSTOMERS

13. Eligibility Criteria: In order for the customer to be eligible for the CARE discount, and to be considered a qualified non-profit group living facility, each of the following provisions must be met:
 - a. The facility must certify that it is one of the following: a homeless shelter, women's shelter, transitional housing, a short- or long-term care facility, or a group home for physically or mentally disabled persons.
 - b. The facility must provide a copy of its IRS Nonprofit Tax ID Form No. 501(c)(3) and state business license, conditional use permit or other proof satisfactory to the Utility. Separately metered satellite facilities in the name of the licensed facility, where 70% of the energy supplied is for residential purposes, are also eligible.
 - c. With the exception of homeless shelters, all facilities must certify that 100% of the residents of the facility individually meet the CARE eligibility standard for a single-person household. A caregiver who lives in the facility is not a resident for purposes of determining eligibility. A single-person household is eligible for the CARE discount if total annual gross income does not exceed \$33,820.
 - d. With the exception of homeless shelters, all facilities must certify that they provide a "special needs" social service, such as meals, job development training, or rehabilitation programs, in addition to lodging for residents who qualify for the CARE discount.
 - e. Homeless shelters must certify that they provide at least six beds per day or night for a minimum of 180 days each year for persons who have no alternative residence.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

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Schedule No. G-CARE
CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

Sheet 5

(Continued)

SPECIAL CONDITIONS (Continued)

NON-PROFIT GROUP LIVING FACILITY CUSTOMERS (Continued)

13. Eligibility Criteria (Continued)

- f. The facility must certify that at least 70% of the energy supplied to the facility's premises is used for residential purposes.
 - g. Government-owned facilities are not considered qualified non-profit group living facilities, unless they are a qualified non-profit homeless shelter as defined above.
14. Certification of Benefits: At the time of annual renewal of eligibility, each facility is required to certify that monies saved through the CARE discount have benefited the residents of the facility who qualify for the CARE discount. Certification shall be made under penalty of perjury and include a quantification of funds saved annually due to the CARE discount, and identify how those funds have been spent for the benefit of the qualifying residents.

AGRICULTURAL EMPLOYEE HOUSING FACILITY CUSTOMERS

In conjunction with the Special Conditions applicable to all facilities covered under this schedule, certain Special Conditions, unique to migrant farmworker housing centers, privately owned employee housing or non-migrant housing for agricultural employees (operated by non-profit entities) collectively referred to as Agricultural Employee Housing Facilities, must be met as provided below. Special Conditions applicable to a specific type of facility are also described below.

15. Eligibility Criteria: The applicant for the CARE discount must be the Utility's customer of record. In addition, in order for the applicant to be considered as a qualified facility, the following provisions must be met:

a. Migrant Farmworker Housing Center

- (1) The facility must qualify as a migrant farmworker housing center pursuant to Section 50710.1(e) of the California Health and Safety Code, or non-profit farmworker center pursuant to subdivision (b) of Section 1140.4 of the California Labor Code, and is providing housing to migrant agricultural employees and has received an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code. Upon Utility request, the applicant shall provide a copy of the current contract with the Office of Migrant Services Department of Housing and Community Development of the State of California, or an unrevoked letter or ruling from the Internal Revenue Service (Code. Section 501 (c) (3) or the Franchise Tax Board indicating that the entity is exempt from income taxes. The non-profit applicant may also be asked to provide a copy of a letter from the Assessor in the county where the facility is located indicating that the housing is exempt from local property taxes.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5604-B
 DECISION NO.

507

ISSUED BY

Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Schedule No. G-CARE

Sheet 6

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

AGRICULTURAL EMPLOYEE HOUSING FACILITY CUSTOMERS (Continued)

15. Eligibility Criteria (Continued)

a. Migrant Farmworker Housing Center (Continued)

- (2) Service accounts receiving the discount are residential end-use accounts.
- (3) The facility must use the savings from the reduction in energy rates to benefit the occupants.

b. Privately Owned Employee Housing

The facility qualifies as privately owned employee housing as defined in Section 17008 of the California Health and Safety Code, and is licensed and inspected by state or local agencies pursuant to Part 1 (commencing with Section 17000) of Division 13 of the Health and Safety Code. The applicant provides proof of current compliance with Part 1 of Division 13 of the Health and Safety Code or valid permit issued pursuant to Health and Safety Code Section 17030. Energy use in all facilities (100%) must be residential usage.

c. Non-Migrant Housing For Agricultural Employees (operated by non-profit entities)

The facility qualifies as housing for agricultural employees as defined in subdivision (b) of Section 1140.4 of the California Labor Code and has received an exemption from local property taxes pursuant to subdivision (g) of Section 214 of the Revenue and Taxation Code. The applicant provides proof of non-profit status by providing a copy of an unrevoked letter or ruling from the Internal Revenue Service (Code Section 501 (c) (3)) or the Franchise Tax Board indicating that the entity is exempt from income taxes. The applicant also provides a copy of a letter from the Assessor in the county where the facility is located indicating that the housing is exempt from local property taxes. Energy use in individually metered facilities must be 100% residential; for master metered facilities, at least 70% of the energy consumed on the CARE rate must be used for residential purposes.

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Schedule No. G-CARE

Sheet 7

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

AGRICULTURAL EMPLOYEE HOUSING FACILITY CUSTOMERS (Continued)

16. Determination of Income Eligibility: The applicant for the CARE discount shall determine that 100 percent of the Agricultural Employee Housing Facility's residents as defined in Special Condition 15.b and c above, qualify for the discount. The applicant certifies that the total annual gross income (both taxable and non-taxable) from all sources for each individual and/or household meets the income eligibility guidelines as set forth in Special Condition 4. Upon request by the Utility, the applicant shall provide proof of income eligibility (income tax returns, paycheck stubs or similar records) acceptable to the Utility. The applicant must retain all records for three years from the date of initial application and/or recertification for the CARE discount. Employees of the entity operating or managing the employee housing and who reside on the premises are not counted as residents for purposes of qualifying the facility for the CARE discount.
17. Certification of Benefits. For all Agricultural Employee Housing Facilities, as defined in Special Condition 15.b and c above, at the time of initial application for the CARE discount, the applicant must provide a description of how the discount will be used to directly benefit the occupants of the facility. During the annual recertification, the applicant shall be required to certify under penalty of perjury how the past year's discount directly benefited the occupants of the facility, and how the next year's discount is expected to be used to directly benefit the occupants. It is the responsibility of the applicant to maintain appropriate accounting entries, retain necessary supporting documents of how the CARE discount was used to benefit the occupants, and provide them to the Utility upon request. The applicant must retain all records for three years from the date of initial application and/or recertification for the CARE discount.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5604-B
 DECISION NO.

7C4

ISSUED BY

Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

The italicized Sections of this Rule are temporary, adopted on an interim basis, pursuant to Resolution M-4842.

A. ESTABLISHMENT OF CREDIT – RESIDENTIAL SERVICE

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, a cash deposit will not be required of residential customers if the customer is unable to establish credit using the other provisions of this Section A.

Before receiving residential service, each applicant shall be required to establish credit as follows:

1. By providing credit information to the satisfaction of the Utility; or
2. By making a cash deposit as prescribed in Rule No. 7; or
3. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No. 7; or
4. By having been a residential customer within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9, for the most recent 12 consecutive months of such service, provided, however, the credit of the applicant is unimpaired in the opinion of the Utility.
5. By any of the above methods, tenants of single metered multi-family dwellings have the right to become Utility customers in place of the landlord who fails to pay the gas bill. The Utility may require that one (or more) applicant(s) assume responsibility to the Utility for such payments; such applicant(s) must be willing and able to assume responsibility for the entire account to the satisfaction of the Utility. In addition, where prior service is being considered as a condition for establishing such credit, residency in the multi-family dwellings for the immediately preceding 12 months and proof of prompt payment of rent for this same period of time shall be a satisfactory equivalent; or
6. By otherwise establishing credit to the satisfaction of the Utility.

B. ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, nonresidential customers taking service on a core rate schedule and using less than 250,000 therms in the previous 12 months will not be required to submit a cash deposit if the customer is unable to establish credit using the other provisions of this Section B.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Rule No. 06

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

B. ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE (Continued)

Before receiving such service, each applicant shall be required to establish credit as follows:

1. By making a cash deposit as prescribed in Rule No. 7; or
2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No.7; or
3. By having been a non-residential customer for a similar type of service within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9 for the most recent 12 consecutive months of such service, provided, however, that the credit of the applicant is unimpaired in the opinion of the Utility. The billing for gas consumed at the applicant’s former service location shall have been equal to at least 50 percent of billing estimated for the new service location; or
4. By otherwise establishing credit to the satisfaction of the Utility.

C. RE-ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, residential and nonresidential customers taking service on a core rate schedule and using less than 250,000 therms in the previous 12 months shall not be subject to provisions of this Section C. Customers will not be subject to re-establishment of credit deposit for late payments or after service disconnections.

1. An applicant who is a former gas customer of the Utility and whose service was discontinued for nonpayment of bills at any time during the last 12 months of that service, may be required to re-establish credit by making a cash deposit in accordance with the provisions of Rule No. 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule No. 9, may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule No. 7. This rule will apply regardless of whether or not service has been discontinued for such nonpayment. Pursuant to D.10-10-032, small nonresidential service customers shall receive one warning letter per 12-month period prior to any deposit request after at least one late payment, which informs that a deposit to re-establish credit may be required if future payments are not made in a timely manner.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

Rule No. 06

Sheet 3

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

C. RE-ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE (Continued)

3. A customer using non-residential service may be required to re-establish credit at one or more of its locations in accordance with this Rule if the conditions of service or basis on which credit was originally established, in the opinion of the Utility, have materially changed or, the Utility believes, a condition of high risk exists.
4. Where the Utility has received information that a residential customer left another utility's service territory with an unpaid closing bill, the customer may be required, as a condition of continued service, to re-establish credit in accordance with this Rule.
5. Pursuant to D.10-10-032, small nonresidential service customers, shall not be subject to a reestablishment of service deposit when failure to pay results from charges that were backbilled.
6. Pursuant to D.14-06-036, CARE customers shall not be subject to re-establishment of credit deposits for late payments.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5604-B
DECISION NO.

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ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

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; or 2) pursuant to Resolution M-4842.

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.

2. Past Due Notice

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, the Utility shall suspend disconnection for non-payment for residential and non-residential customers taking service on a core rate schedule and using less than 250,000 therms in the previous 12 months. However, the Utility will suspend mailing past due notices to residential and non-residential customers taking service on a core rate schedule.

* 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. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 2

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice (Continued)

- 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. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

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.

* 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.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 4

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

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.

6. Termination Dispute for Core Customers

a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the customer may be eligible for payment arrangements not to exceed a period of 12 months. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

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

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, the Utility must offer a payment plan of a period of up to 12 months. Customers must contact the Utility to request payment arrangements. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

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.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
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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)

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

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.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 7

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is elderly (65 or over) or handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs; and the customer is willing to set-up a payment plan of at least four month's duration, satisfactory to the Utility, as specified in paragraphs C.6. and C.8. above.

12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer to make arrangements to collect payment at the customer's home. The customer's claim of infirmity shall be subject to verification by the Utility.

Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.

13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

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

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.

2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

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

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
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 RESOLUTION NO. M-4842

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DISCONTINUANCE OF SERVICE

(Continued)

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer’s premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility’s effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer’s premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
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 RESOLUTION NO. M-4842

Rule No. 09

Sheet 9

DISCONTINUANCE OF SERVICE

(Continued)

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.
2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.
2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.
3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 9.D.1. Thereafter, the Utility may restore service; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 10

(Continued)

K. TERMINATION OF SERVICE FOR FUMIGATIONS (Continued)

4. If the fumigator violates any of the provisions of Rule 9.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.
5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SoCalGas and the Pest Control Operators of California (PCOC), SoCalGas commits to the following:
 - a) When gas restoration is already offered on Saturdays, schedule the orders for the restoration service after 10:00 a.m.
 - b) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - c) Schedule gas shut-off service from 7:00 a.m. to 11:30 a.m.
 - d) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - e) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - f) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

RENDERING AND PAYMENT OF BILLS

The italicized Sections of this Rule are temporary, adopted on an interim basis, pursuant to Resolution M-4842.

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly, or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer, except as provided in Section C below and as noted in Rule No. 14, Meter Reading, Section C.
 - a. Braille Bills. At the request of the customer, the Utility will provide bills in Braille. Customers may request such format through the Customer Contact Center. After the initial call is made, future bills will be sent automatically in Braille. Braille bills only translate specific, relevant payment-related information, not all other messages or non-payment related information.
2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive the paper bills. All legal and mandated notices and all charges that would have appeared on the paper bill will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. All notices for termination of service for non-payment will be delivered by a Utility visit or by U.S. Mail. Either party may discontinue electronic billing upon 30 days' notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent, unless such release is in accordance with Rule No. 42. The customer's consent shall be provided to the Utility either in writing or electronically.
 - a. The Utility will provide large print bills through its website for customers enrolled in "My Account." The Utility website will provide instructions for accessing and viewing the electronically produced bill in large font. Customers unable to access the internet or otherwise unable to view electronically presented bills may contact the Customer Contact Center for assistance.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 22, 2020
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 RESOLUTION NO. M-4842

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Rule No. 12
RENDERING AND PAYMENT OF BILLS

Sheet 2

(Continued)

A. Rendering of Bills (Continued)

3. Summary Billing. Summary Billing presents bills for customers with multiple accounts in a summarized bill. A customer will receive one bill each month for such a group of accounts. This option is available to both Residential and Non-residential customers.

Customers requesting Summary Billing must have a minimum of ten accounts. In addition, customers must have demonstrated an acceptable payment record (no more than two late payments in the past 12 months on any account), their accounts must be current at the time they begin Summary Billing, and they must not have been involuntarily terminated from Summary Billing within the past 12 months.

Once a customer has been placed on Summary Billing, the customer must maintain the minimum number of accounts required and an acceptable payment record as described above in order to remain eligible for Summary Billing.

B. Payment of Bills

1. Bills Due On Presentation. Bills are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable and when not timely paid, will become past due as provided for in Rule No. 9, Discontinuance of Service. Payment must be received at the office of the Utility or, at the Utility's option, by duly authorized collectors of the Utility.
2. Closing Bills Payable on Presentation. Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the service shall be paid on presentation.
3. Bills for Connection or Reconnection of Service and Deposits. Bills for connection or reconnection of service and payments of deposits or for reinstatement of deposits as required under the rules of the Utility must be paid before service will be connected or reconnected.
4. Payment Options. Payments for gas service may be made using the following options: cash, check, money order, auto debit, debit card, credit card, pay-by-phone, or electronically, as defined in Rule No. 1.

The Utility is not responsible for any transfer or transaction fee by a third party vendor for their services over and above the Utility bill charged to the customer. Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5604-B
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ISSUED BY
Dan Skopec
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Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 22, 2020
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Rule No. 12

Sheet 3

RENDERING AND PAYMENT OF BILLS

(Continued)

B. Payment of Bills (Continued)

5. Dishonored Payment. If all or any portion of the amount to be paid is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 9.

A bill paid with a check that is subsequently dishonored will be subject to a \$7.50 Returned Check Service Charge. This charge will be added to the customer's bill for each occurrence. However, if a customer's check covers payment for other utility services in addition to payment for gas service, only one Returned Check Service Charge will be added to the customer's bill for each occurrence.

The Returned Check Service Charge shall also apply to all other forms of payment that are subsequently dishonored. This charge will be added to the customer's bill for each occurrence.

6. Refunds. If all or any portion of an amount paid must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, or as credit on the customer's monthly Utility bill. The Utility will not refund electronic check, debit card, or credit card, payments made through a third party.

C. Level Pay Plan

Individually metered residential customers, residential master-metered customers, and core commercial and industrial customers using less than 3,000 therms per year who wish to minimize seasonal variations in monthly bills may elect to participate in the Level Pay Plan (LPP) under the following conditions:

1. Participation is subject to approval by the Utility.
2. The LPP year begins when the first LPP billing is rendered and extends for 11 subsequent months. Eligible customers may join the LPP in any month.
3. Participants must have maintained a satisfactory payment record or shall have otherwise qualified for credit to the satisfaction of the Utility.
4. Participants must have no outstanding arrears on their account at the time their LPP starts, or agree to amortize their arrears amount.
5. Participants may voluntarily withdraw from the LPP at any time upon notice to the Utility. However, any amounts due for usage over and above the LPP amounts already paid are then due and payable in accordance with the Utility's approved tariffs. Any credit for the LPP amounts paid in excess of actual charges will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5604-B
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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RENDERING AND PAYMENT OF BILLS

(Continued)

C. Level Pay Plan (Continued)

- 6. Participants are expected to pay the LPP amount shown due each month. Participants may be removed from the LPP if a bill containing a prior unpaid amount becomes past due as defined in Rule No. 9, Discontinuance of Service. Re-entry into the LPP will be contingent upon all past due amounts being paid.
- 7. The LPP amount will be one-twelfth of the annual bill, as estimated by the Utility, based on the customer's most recent 12 months billing history, or, if such billing information is not available, the available billing information for the premises will be used.
- 8. Participants' accounts are periodically reviewed and adjusted in order to reduce the likelihood of a large imbalance between actual charges and LPP charges.

D. Late Payment Charges

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, non-residential customers taking service on a core rate schedule and using less than 250,000 therms in the previous 12 months shall not be subject to provisions of Section D. Customers will not be subject to Late Payment Charges.

A monthly late payment charge, equal to SoCalGas' authorized return on rate base divided by 12 and rounded to the nearest one-tenth of one percent, may be assessed on non-residential accounts with billing in arrears if not received by the Utility, or by a duly authorized agent of the Utility, by the "late charge date" as shown on the bill. The "late charge date" will be at least 19 days from the date mailed as indicated on the bill.

Effective January 1, 2006, the Late Payment Charge is 0.7% (seven-tenths of one percent).

If an account is served by or serves a State Agency and payment is not received within the time limits specified pursuant to the California Prompt Payment Act, Government Code Section 927 et seq., then a penalty for late payment shall be imposed upon the State in accordance with the provisions of the California Prompt Payment Act. For purposes of determining the applicability of this section, the phrase "is served by or serves a State Agency", shall include governmental entities where a portion of utility service is provided or arranged for by a State Agency and collection and payment of the particular utility bills is handled by that State Agency. It is the intent of this section not to exceed the requirements and limitations specified by the California Prompt Payment Act.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5604-B
DECISION NO.

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ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

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