

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



May 6, 2021

**Advice Letter SCG 5666 / -A / -B**

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

**SUBJECT: Staff Disposition of Southern California Gas Company's AL 5666 / -A / -B  
Regarding Modifications to Rules Regarding Credit, Collection, and  
Disconnection Practices Pursuant to Decision (D.) 20-06-003 Ordering  
Paragraph 6**

Dear Mr. van der Leeden,

The California Public Utilities Commission (CPUC) Energy Division (ED) approves Southern California Gas Company's (SoCalGas) Advice Letter 5666 and partial Supplemental filings A and B, regarding Modifications to Rules Regarding Credit, Collection, and Disconnection Practices Pursuant to Decision (D.) 20-06-003 Ordering Paragraph (OP) 6, with an effective date of May 6, 2021. Based on its analysis, ED staff has determined AL 5666 and partial Supplemental filings A and B comply with the requirements of D. 20-06-003.

Attachment 1 contains a detailed discussion of the AL, the protest, replies and ED staff's determination that the AL and Supplementals A and B are compliant with D.20-06-003 OP 6. Please contact Ben Menzies of Energy Division at [benjamin.menzies@cpuc.ca.gov](mailto:benjamin.menzies@cpuc.ca.gov) if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "ER" followed by "FOR".

Edward Randolph  
Deputy Executive Director for Energy and Climate Policy/  
Director, Energy Division

cc: David Cheng, TURN, [dcheng@turn.org](mailto:dcheng@turn.org)

### **Attachment 1**

On June 16, 2020, the CPUC issued D. 20-06-003 regarding new customer disconnection protections, which directed SoCalGas, along with other large investor-owned energy utilities, to file a Tier 1 Advice Letter within 30 days modifying several elements of its tariff related to customer disconnections for nonpayment. On July 16, 2020, SoCalGas filed Advice Letter (AL) 5666, proposing to modify its tariff to conform with multiple provisions of D.20-06-003. On July 31, 2020, SoCalGas filed Supplemental AL 5666-A, containing multiple revisions to conform with the requirements of D. 20-06-003 that had been omitted from AL 5666.

On August 20, 2020, The Utility Reform Network (TURN) timely protested AL 5666-A, arguing that the proposed tariff language improperly allowed SoCalGas to offer payment plans “up to” 12 months in length to customers prior to disconnection, rather than binding SoCalGas to offering 12-month payment plans to all such customers as required in D.20-06-003. On August 20, 2020, SoCalGas submitted Supplement AL 5666-B, incorporating TURN’s requested changes that would require SoCalGas to offer 12-month payment plans to all customers prior to disconnection (although customers who specifically request payment plans of a shorter duration than 12 months may still request them). On August 24, 2020, SoCalGas replied to TURN’s protest noting that AL 5666-B incorporated TURN’s requested language.

ED staff finds that SoCalGas AL 5666-B resolves TURN’s stated concern and is compliant with the requirements of D.20-06-003. Therefore, AL 5666 and partial Supplemental filings A and B are approved with an effective date of May 6, 2021.



Ronald van der Leeden  
Director  
Regulatory Affairs

555 W. Fifth Street, GT14D6  
Los Angeles, CA 90013-1011  
Tel: 213.244.2009  
Fax: 213.244.4957

[RvanderLeeden@socalgas.com](mailto:RvanderLeeden@socalgas.com)

July 31, 2020

Advice No. 5666-A  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Partial Supplement - Modifications to Rules Regarding Credit, Collection, and Disconnection Practices Pursuant to Decision (D.) 20-06-003 Ordering Paragraph (OP) 6**

### **Purpose**

This submittal partially supplements Advice No. (AL) 5666 in compliance with D.20-06-003, *Phase I Decision Adopting Rules and Policy Changes to Reduce Residential Customer Disconnections for the Larger California-Jurisdictional Energy Utilities*, OP 6. Southern California Gas Company (SoCalGas) respectfully requests Commission approval to revise its Rule Nos. 01, 03, 06, 09, and 12, applicable throughout its service territory, as shown on Attachment A.

### **Background**

On June 11, 2020, the Commission approved D.20-06-003, with modifications to the interim rules in D.18-03-013 and establishing additional measures to address residential disconnections and reconnections. OP 6 in D.20-06-003 requires SoCalGas to incorporate, in its tariffs, the following:

If any of the rules adopted herein require changes to a utility's tariff, that utility shall promptly [submit] an advice letter to implement such changes within 30 days of the issuance date of this decision. Provided that the changes are of a ministerial nature, a Tier 1 advice letter [submittal] is acceptable for this purpose.

If there are any conflicts with the protections set forth in D.20-06-003 and those set forth in Resolution M-4842, then the Emergency Customer Protections are controlling.

On July 16, 2020, SoCalGas submitted AL 5666 in compliance with D.20-06-003, OP 6 requesting Commission approval to revise its Rule No. 03, Application for Service; Rule

No. 06, Establishment and Re-Establishment of Credit; Rule No. 07, Deposits; Rule No. 09, Discontinuance of Service; and Rule No. 10, Service Charges.

As a result of a recent review of AL 5666, SoCalGas identified the need to make additional revisions, including revisions pursuant to OP 15 in D.20-06-003 which requires:

Southern California Edison Company, Pacific Gas and Electric Company, San Diego Gas & Electric Company, and Southern California Gas Company shall provide disconnection notices via email to customers who have opted to receive electronic communications from the utilities.

In compliance with OP 6 and OP 15 in D.20-06-003, SoCalGas proposes revisions to its Rule Nos. 01, 03, 06, 09, and 12, provided herein as shown on Attachment A.

### **Proposed Tariff Revisions**

Pursuant to D.20-06-003, OP 6, SoCalGas has identified the need to revise the following Rules summarized below, with language being removed in strike through red font and language added in bolded font:

- Rule No. 01, Definitions (Sheet 9). Tariff language is added as a footnote to the definition of Mailed, as follows:
  - \* **Pursuant to Decision 20-06-003, Ordering Paragraph 15, SoCalGas will provide disconnection notices via email to customers who have opted to receive electronic communications.**
- Rule No. 03, Application for Service, Section D (Sheets 2 and 3). Tariff language is added within Section D, as follows:

**The Utility may trigger an investigation that would require the customer to verify that they were not previously benefiting from utility service if the Utility identifies any of the following: a common address returned from Experian Identity Validation tool or a matching telephone number as a previous service holder; or landlord or homeowner confirms that the occupant is not new or has been residing at the address; the account is transferred to the name of a spouse or roommate; the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer.**

**If it is safe to do so and the Utility has the necessary access to do so, the Utility shall provide immediate service while it conducts its investigation.**

**The Utility must conduct an initial investigation set forth above prior to sending a field representative to the service location to verify if the new customer may be a beneficiary of prior service.**

A residential customer can dispute the outcome of benefit of service by submitting additional evidence to the Utility within 30 days of the initial determination. The Utility has 30 days to respond to the dispute with the outcome. **The Utility will provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination. The notice will also include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination. The Utility shall document all reasonable efforts to contact the customer either by telephone or in writing.** If the customer still believes there to be an error with the determination, the customer can submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

**No new customer who was under the age of 18 during the period in question shall be required to absorb a benefit of service charge.**

- Rule No. 06, Establishment and Re-Establishment of Credit, Section A (Sheet 1). Tariff language was removed and replaced in Section A, as follows:

**Pursuant to D.20-06-003, the Utility is prohibited from requiring residential customers to pay establishment of credit deposits for new service.**

~~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 . . .~~

~~5. By otherwise establishing credit to the satisfaction of the Utility.~~

- Rule No. 09, Discontinuance of Service, Section C.4.c. (Sheet 2). Tariff language is added, as follows:

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. **Disconnection notices will notify the customer that there may be financial programs available to assist them.**

Section C.6.a. (Sheet 4). Tariff language is added, as follows:

Customer Contacts Utility. If the customer is temporarily unable to pay its bill, the Utility must offer customers payment arrangements for up to a 12-month period **or to switch any payment arrangements of less than 12 months to a payment plan of 12 months.** The customer must contact the Utility prior to the expiration . . . customers who demonstrate an inability to pay their bill.

**Gas service to a residential customer cannot be terminated for nonpayment until the utility offers to enroll eligible customers in all applicable benefit programs administered by the utility. The utility is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs. If the Utility is in contact with a customer prior to disconnection, however, the Utility shall inquire if the customer is interested in hearing about applicable benefit programs. Residential customers must enroll in the applicable benefit programs within two billing cycles of being made aware of the applicable program.**

**Low-Income Home Energy Assistance Program (LIHEAP): Gas service to a residential customer shall not be terminated if a customer has a LIHEAP pledge pending.**

Section C.8. (Sheet 6). Tariff language is added, as follows:

Payment Agreement. If a customer fails to comply . . . entitle the customer to further review by the Utility.

**When onsite to perform a disconnection of the gas service due to non-payment, the gas field representative shall allow the customer to make a minimum payment of 20% of the past due balance to leave service active.**

**The customer can request to be reconnected once the customer has made the minimum 20% payment and also agrees to go on a payment plan. Reconnections following payment and payment arrangement agreement, and consistent with safety protocols, will be completed within 24 hours. The customer will not be required to call another person to have their gas service reconnected once they make a payment.**

**The Utility shall not disconnect any residential customer who is on a payment plan and is current on both monthly bills and the payment plan.**

- Rule No. 12, Rendering and Payment of Bills, Section A.2. (Sheet 1). Tariff language is deleted, as follows:

Electronic Bills. At the mutual option of the customer . . . 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

The proposed tariff revisions are shown on Attachment A.

A redlined version of the tariff revisions is available upon request. Parties interested in a PDF version of the redlined revisions should contact Tariffs at [Tariffs@Socalgas.com](mailto:Tariffs@Socalgas.com).

### **Protest**

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

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

Copies of the protest should also be sent via e-mail to the attention of the Energy Division Tariff Unit ([EDTariffUnit@cpuc.ca.gov](mailto: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 advice letter via U.S. mail or fax. Please submit protests or comments to this advice letter via e-mail to the e-mail address 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](mailto:ROrtiz@socalgas.com)

**Effective Date**

SoCalGas believes this advice letter is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to General Order (GO) 96-B and OP 6 in D.20-06-003. SoCalGas respectfully requests this advice letter become effective on July 31, 2020, which is the date submitted.

**Notice**

A copy of this Advice Letter is being sent to SoCalGas' GO 96-B service list and the Commission's service list in R.18-07-005. Address change requests to the GO 96-B service list should be directed via e-mail to [tariffs@socalgas.com](mailto: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](mailto: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 proposed<sup>1</sup>:

Pending advice letters that revise the same tariff sheets:

<sup>1</sup>Discuss 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](mailto: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. 5666-A

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57879-G	Rule No. 01, DEFINITIONS, Sheet 9	Revised 53341-G
Revised 57880-G	Rule No. 03, APPLICATION FOR SERVICE, Sheet 2	Revised 57808-G
Revised 57881-G	Rule No. 03, APPLICATION FOR SERVICE, Sheet 3	Revised 57809-G
Original 57882-G	Rule No. 03, APPLICATION FOR SERVICE, Sheet 4	
Revised 57883-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 57810-G
Revised 57884-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 57811-G Revised 57812-G
Revised 57885-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 57815-G Revised 57618-G
Revised 57886-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 57817-G Revised 57620-G
Revised 57887-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 5	Revised 57621-G
Revised 57888-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 57818-G Revised 57622-G
Revised 57889-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 57819-G Revised 57623-G
Revised 57890-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 57624-G
Revised 57891-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 9	Revised 57625-G
Revised 57892-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 10	Original 57626-G
Revised 57893-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 57627-G
Revised 57894-G	TABLE OF CONTENTS	Revised 57821-G Revised 57679-G
Revised 57895-G	TABLE OF CONTENTS	Revised 57843-G

Rule No. 01  
DEFINITIONS

Sheet 9

(Continued)

Life-Support Device: Medical device using Utility-supplied natural gas for its operation that is regularly required to sustain, restore, or supplant a vital function of a person residing in a residential unit. Term does not include apparatus or appliances used in a hospital or medical clinic, nor does it include therapeutic devices such as pool or tank heaters, saunas, or hot tubs.

Loaning Transaction: Utility advances or loans natural gas which is returned by service user delivering back to Utility an equivalent or greater natural gas quantity at the time(s) and location(s) specified in the Hub Transaction.

Local Service Zone: A geographic area within the integrated SoCalGas and SDG&E system from which local service is provided whose boundaries are described in the map section of the Utility tariff.

Log On ID: Identification code issued to an EBB User and used to authenticate identity, privileges and to establish communication and initiate interaction with the Utility's EBB.

Low-Income Ratepayer Assistance (LIRA) Program: See California Alternate Rates for Energy (CARE) Program above.

Mailed: Notice or other communication to the customer will be considered "mailed" when received into the customer's electronic mail box via electronic data interchange or when it is enclosed in a sealed envelope, properly addressed, and deposited in any authorized United States Postal Service receptacle, postage prepaid. Postcards may be utilized to convey information that is not confidential and will be considered "mailed" when it is properly addressed and deposited in any authorized United States Postal Service receptacle, postage prepaid.\*

Main Extension: Length of main and its related facilities required to transport natural gas from the existing facilities to the point of connection with the service piping.

Marketer: Third party which accesses one or more interstate or intrastate pipeline systems for the purpose of transporting natural gas to Utility System on Marketer's own behalf or on the behalf of designated end-use customers.

Master-Metered Service: Service whereby the Utility installs a meter to register the consumption of two or more occupancies.

Maximum Daily Quantity (MDQ): Maximum daily quantity of natural gas that can be nominated for delivery to a customer's premises not served by an automated meter when the Utility institutes an excess nominations period. For noncore customers and core customers not served under core aggregation this is based on the equipment at the customer's facility. For CTAs the maximum daily quantity is equal to their DCQ.

\* Pursuant to Decision 20-06-003, Ordering Paragraph 15, SoCalGas will provide disconnection notices via email to customers who have opted to receive electronic communications.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5666-A  
DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Jul 31, 2020  
EFFECTIVE Jul 31, 2020  
RESOLUTION NO. \_\_\_\_\_



Rule No. 03  
APPLICATION FOR SERVICE

Sheet 3

(Continued)

D. Joint and Several Liability for Service/Beneficial Use (Continued)

A residential customer can dispute the outcome of benefit of service by submitting additional evidence to the Utility within 30 days of the initial determination. The Utility has 30 days to respond to the dispute with the outcome. The Utility will provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination. The notice will also include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination. The Utility shall document all reasonable efforts to contact the customer either by telephone or in writing. If the customer still believes there to be an error with the determination, the customer can submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

No new customer who was under the age of 18 during the period in question shall be required to absorb a benefit of service charge.

E. Refusal to Provide Service or Discontinuance of Service

The Utility may refuse to provide service or may discontinue or disconnect service and/or may rebill the account when:

1. The information provided to the Utility in applying for service is false, incomplete, misleading or inaccurate; or
2. The applicant has applied for service under a fictitious name or under the name of another to avoid payment of any Utility bill for service provided at the current premises or any previous premises or that the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for service provided at the current account location or any previous account location; or
3. The applicant and/or other adults residing with the applicant have received the benefit of service without paying for it and are attempting to change the name on the account to avoid payment of any Utility bill for service provided at the current account location or any previous account location; or
4. The Utility is unable to arrange with the applicant or customer for a safe working environment for Utility employees on the premises being served.

In the event of a rebill, the Utility shall provide the customer with the reason for such rebill.

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5666-A  
 DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Jul 31, 2020  
 EFFECTIVE Jul 31, 2020  
 RESOLUTION NO. \_\_\_\_\_

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Rule No. 03  
APPLICATION FOR SERVICE

Sheet 4

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(Continued)

F. Request for Medical Baseline Allowance by Residential Customer

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The Utility may require a residential customer, or prospective residential customer, to complete a Medical Baseline Allowance or Use of Natural Gas Medical Equipment for Life Support application, Form 4859-E, if appropriate, before additional medical baseline quantities can be determined. The additional medical baseline allowance will become effective for service rendered after the next regular meter reading following receipt of the Form by the Utility.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5666-A  
DECISION NO. 20-06-003

4C6

ISSUED BY

**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jul 31, 2020  
EFFECTIVE Jul 31, 2020  
RESOLUTION NO. \_\_\_\_\_

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

Pursuant to Decision 20-06-003, the Utility is prohibited from requiring residential customers to pay establishment of credit deposits for new service.

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.*

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.

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5666-A  
 DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Jul 31, 2020  
 EFFECTIVE Jul 31, 2020  
 RESOLUTION NO. \_\_\_\_\_

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Rule No. 06

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

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. A nonresidential 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 nonresidential 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.
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. 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.

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5666-A  
 DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Jul 31, 2020  
 EFFECTIVE Jul 31, 2020  
 RESOLUTION NO. \_\_\_\_\_

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.
- 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 and/or email address 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. Disconnection notices will notify the customer that there may be financial programs available to assist them.

\* 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. 5666-A  
 DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Jul 31, 2020  
 EFFECTIVE Jul 31, 2020  
 RESOLUTION NO. \_\_\_\_\_



Rule No. 09  
DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

- b. Customer Contacts the Consumer Affairs Branch (CAB). If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570.

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

**California Relay Service Phone Numbers:**

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

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.

(Continued)

(TO BE INSERTED BY UTILITY)  
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Rule No. 09  
DISCONTINUANCE OF SERVICE

Sheet 6

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

f. Service Not Discontinued. No customer's service may be discontinued while the Utility is investigating a complaint, or while the customer is complying with a payment arrangement, provided the customer also keeps the account current as charges accrue in each subsequent billing period.

7. Master Meter. When the Utility is aware that discontinuance of service to a master meter may deprive residential tenants of gas service, the Utility shall comply with the provisions of paragraph C.1. and C.2. In addition, the Utility shall give the tenants, not less than 15 calendar days prior to the date of discontinuance, notice of their right to become customers without obligation for the bills which have accrued on the master meter. The Utility may satisfy the notice required under this paragraph by posting two such notices at each access point and common areas on the premises when it is not practicable to post a notice on each tenant's door. The notice shall include the amount of the average monthly bill and the name, address and telephone number of a local legal service agency.

8. Payment Agreement. If a customer fails to comply with any payment agreement entered into under paragraph C.6.a. above, the Utility may discontinue service upon 24 hours notice or as otherwise provided in the payment agreement. Such notice shall not entitle the customer to further review by the Utility.

When onsite to perform a disconnection of the gas service due to non-payment, the gas field representative shall allow the customer to make a minimum payment of 20% of the past due balance to leave service active.

The customer can request to be reconnected once the customer has made the minimum 20% payment and also agrees to go on a payment plan. Reconections following payment and payment arrangement agreement, and consistent with safety protocols, will be completed within 24 hours. The customer will not be required to call another person to have their gas service reconnected once they make a payment.

The Utility shall not disconnect any residential customer who is on a payment plan and is current on both monthly bills and the payment plan.

*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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months.*

(Continued)

(TO BE INSERTED BY UTILITY)  
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DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

- 9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location. The customer may dispute this benefit of prior service determination as outlined in Rule No. 03 paragraph D.
- 10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.
- 11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health\* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is 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.
- 12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer to make arrangements to collect payment at the customer's home. The customer's claim of infirmity shall be subject to verification by the Utility.  
  
 Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.
- 13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.
- 14. Temperature-Related Limitations. The Utility shall not, by any reason of delinquency in payment for gas service, cause cessation of service when temperatures are below 32 degrees Fahrenheit when forecasted by the Utility based on a 72-hour look ahead period.

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

(Continued)

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DISCONTINUANCE OF SERVICE

(Continued)

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.

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.

(Continued)

(TO BE INSERTED BY UTILITY)  
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DECISION NO. 20-06-003

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Rule No. 09

Sheet 9

DISCONTINUANCE OF SERVICE

(Continued)

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.

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.

(Continued)

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DECISION NO. 20-06-003

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Rule No. 09

Sheet 10

DISCONTINUANCE OF SERVICE

(Continued)

K. TERMINATION OF SERVICE FOR FUMIGATIONS (Continued)

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.
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)

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Rule No. 12

Sheet 1

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. 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.

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(Continued)

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