

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 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

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

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July 16, 2020

Advice No. 5666
(U 904 G)

Public Utilities Commission of the State of California

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

Purpose

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*, Ordering Paragraph (OP) 6, Southern California Gas Company (SoCalGas) respectfully requests Commission approval to make revisions to Rule No. 03, Rule No. 06, Rule No. 07, Rule No. 09, and Rule No. 10, applicable throughout its service territory, as shown in Attachment A.

Background

On December 13, 2018, the Commission adopted the interim rules in D.18-12-013 which set forth various emergency interim measures to reduce the number of residential customer disconnections and to improve the reconnection processes for disconnected customers. The adopted interim rules were to take effect immediately on an emergency basis to provide rapid relief while the Commission considered longer term solutions.

On March 4, 2020, Governor Gavin Newsom (Governor) declared a State of Emergency in response to the outbreak of novel coronavirus, COVID-19.¹ On March 17, 2020, the Commission's Executive Director sent a letter to the California energy, water and communications corporations addressing emergency customer protections to support customers affected by the COVID-19 State of Emergency. On April 16, 2020, the Commission issued Resolution (Res.) M-4842 ratifying directions provided by the Commission's Executive Director on March 17, 2020, and ordered energy, water, and communication corporations to retroactively apply customer protection measures described in D.19-07-015 from March 4, 2020 onward during the COVID-19 pandemic.

¹ 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/>.

Through Res. M-4842, the Commission extended to California customers the emergency customer protections in D.19-07-015 and D.19-08-025, through April 16, 2021, with an option to extend.

If there are any conflicts with the protections set forth in D.20-06-003 and those set forth in Res. M-4842, then the Emergency Customer Protections are controlling. Specifically, D.20-06-03 adopts and makes permanent, the following protections:

- Gas utilities are prohibited from disconnecting residential customers when temperatures below 32 degrees are expected based on a 72-hour look-ahead period.
- Utilities are prohibited from requiring a deposit for establishing or re-establishing service.
- Utilities are precluded from charging customers reconnection fees.
- Utilities shall offer 12-month payment plan. Residential customers shall not be disconnected for nonpayment if they qualify for medical baseline and the customer agrees to a 12-month payment plan.
- Disconnection for nonpayment is prohibited until the utility has offered to sign up eligible customers in all applicable benefit programs administered by the utility.

On June 11, 2020, the Commission approved D.20-06-003, adopting and making permanent modifications to the interim rules in D.18-03-013. These measures shall become effective after the current moratorium on disconnections is lifted by the Commission. In addition, 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.

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. 03, Application for Service, Section D (Sheet 2). Tariff language is added at the end of Section D, as follows:

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. 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/. 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.

- Rule No. 06, Establishment and Re-Establishment of Credit, Section A (Sheet 1). Tariff language is deleted, as follows:

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~~

Section C (Sheet 2). Tariff language is added to Subsections 1 and 2, as follows:

1. A **nonresidential** applicant who is . . .

2. A current **nonresidential** customer who fails . . .

Section C (Sheet 3). Tariff language is deleted, as follows:

~~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.~~

~~54.~~ 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.

- Rule No. 07, Deposits, Section A (Sheet 1). Tariff language is deleted, as follows:

The amount of deposit required to establish or re-establish credit for ~~both residential and~~ non-residential accounts shall be twice the average monthly bill as determined by the Utility.

~~At the discretion of the Utility a CARE customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.~~

Section B (Sheet 1). Tariff language is deleted and added, as follows:

B. RETURN OF DEPOSIT

1. Good Standing, Active Customer. When the customer has received continuous service and has paid gas bills on all of its accounts before becoming past due as set forth in Rule No. 09, for ~~a~~ **the most recent** period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 06.
2. ***Residential Deposits Collected Prior to Decision (D.) 20-06-003.*** ***Deposits collected prior to D.20-06-003 from residential customers will be returned after being held for a period of 12 months regardless of timeliness of bill payment. The Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 06.***

- Rule No. 09, Discontinuance of Service, (Sheet 1). Tariff language at the beginning of the tariff is deleted, as follows:

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.

Section C, Subsection a (Sheet 2). Tariff language at the end of Subsection a is deleted, as follows:

~~A customer's deposit to establish credit shall not be used as payment to avoid discontinuance of service.~~

Section C, Subsection 4 (Sheet 2). Tariff language is added, as follows:

- a. The Utility will solicit or verify customer telephone numbers **and/or email address** when customers request that service be turned on . . .

Section C, Subsection 4 (Sheet 3). Tariff language is added, as follows:

- d. **In lieu of telephone contact, for customers who have provided their email addresses, the Utility may give by email a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the emailed notice.**

Section C, Subsection 4 (Sheet 3). Tariff language is deleted, as follows:

- f. Where the Utility is aware that there is ~~aan 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

Section C (Sheet 4). Tariff language is deleted and added, as follows:

6. Termination Dispute for Core Customers

- a. Customer Contacts Utility. If the customer is temporarily unable to pay its bill, **the Utility must offer** customers ~~customer may be eligible for~~ payment arrangements ~~not to exceed a period of~~ **for up to a 12 months period.** The customer must . . .

~~The Utility may, at its option, extend a payment arrangement to a customer . . . payment plan offered by the utility.~~

~~Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842 . . . demonstrate an inability to pay their bill.~~

Section C (Sheet 6). Tariff language at the end of Subsection 9 is added, as follows:

The customer may dispute this benefit of prior service determination as outlined in Rule No. 03 paragraph D.

Section C, Subsection 11 (Sheet 7). Tariff language is deleted, as follows:

Serious Illness. Gas service to a residential customer . . . 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.~~

Section C, Subsection 14 (Sheet 7). The italicized font is removed due to the tariff language no longer being temporary, as follows:

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.

- Rule No. 10, Service Charges, Section B (Sheet 1). Tariff language is deleted and added, as follows:

B. RECONNECTION SERVICE CHARGE

1. General. The Utility may demand and collect a reconnection charge ~~or charges, as shown below~~, and require re-establishment of credit as prescribed in Rule No. 06 C. before restoring gas . . . Utility when gas service is provided through a single meter ~~forte-a~~:

- a. The first nonresidential ~~Single family dwelling unit or to a single non-residential~~ unit \$16.00
- b. Each additional nonresidential ~~Housing project, apartment house, or other multi-family dwelling units, or to more than one non-resident unit~~:
 - ~~(1) In the first family dwelling unit or non-residential unit \$16.00~~
 - ~~(2) For each additional unit \$7.00~~

The proposed tariff revisions are shown on Attachment A.

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 5, 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). 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 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 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 16, 2020.

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 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. 5666

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57808-G	Rule No. 03, APPLICATION FOR SERVICE, Sheet 2	Original 35525-G
Revised 57809-G	Rule No. 03, APPLICATION FOR SERVICE, Sheet 3	Original 35526-G
Revised 57810-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 57614-G
Revised 57811-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 57615-G
Revised 57812-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 3	Original 57616-G
Revised 57813-G	Rule No. 07, DEPOSITS, Sheet 1	Revised 50535-G
Revised 57814-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 57617-G
Revised 57815-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 57618-G
Revised 57816-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 57619-G
Revised 57817-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 57620-G
Revised 57818-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 57622-G
Revised 57819-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 57623-G
Revised 57820-G	Rule No. 10, SERVICE CHARGES, Sheet 1	Revised 54738-G
Revised 57821-G	TABLE OF CONTENTS	Revised 57679-G
Revised 57822-G	TABLE OF CONTENTS	Revised 57807-G

Rule No. 03
APPLICATION FOR SERVICE

Sheet 2

(Continued)

B. Information Required on Application (Continued)

The applicant may also be required to provide information necessary to the design, installation, maintenance and operation of the Utility's facilities, including the connected load, the number of residential dwelling units/spaces, the size or character of the appliances or apparatus to be installed, and other information required by the Utility's applicable tariffs. Further, prior to and while taking service, for every service, applicant must meet the Utility's creditworthiness requirements. In addition, a service establishment charge may be required when service is established or re-established.

C. Changes in Load or Operation

It is the customer's responsibility to notify the Utility in writing within 15 days if the customer makes any change in the connected load, in the number of residential dwelling units/spaces, or in the size or character of the appliances or apparatus. Such change(s) may require a new application for service and/or a change in the Utility's service facilities, and may result in the customer being transferred to a different tariff schedule.

D. Joint and Several Liability for Service/Beneficial Use

Where two or more applicants join in one application or contract for Utility service, they shall be jointly and severally liable under the terms of the application/contract and shall be billed by means of a single periodic bill mailed to the customer designated to receive the bill.

Whether or not the Utility obtained a joint application or contract for residential service, where there is evidence that an adult(s) other than the applicant resided at the premises and benefited from Utility service, the other adult(s) and the applicant shall be jointly and severally liable for service rendered while such other adults resided at the premises.

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. 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/. 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.

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(Continued)

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

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 16, 2020
 EFFECTIVE Jul 16, 2020
 RESOLUTION NO. _____

Rule No. 03
APPLICATION FOR SERVICE

Sheet 3

(Continued)

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.

F. Request for Medical Baseline Allowance by Residential Customer

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.

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(TO BE INSERTED BY UTILITY)

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

ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 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

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 furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No. 7; or
3. 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.
4. 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
5. 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.

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

(Continued)

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

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 16, 2020
 EFFECTIVE Jul 16, 2020
 RESOLUTION NO. _____

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Rule No. 06

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

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

- 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. 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.

(Continued)

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

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 2020
RESOLUTION NO. _____

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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. 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.

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(TO BE INSERTED BY UTILITY)

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

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ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 2020
RESOLUTION NO. _____

Rule No. 07
DEPOSITS

Sheet 1

A. AMOUNT TO ESTABLISH OR RE-ESTABLISH CREDIT

The amount of deposit required to establish or re-establish credit nonresidential accounts shall be twice the average monthly bill as determined by the Utility.

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B. RETURN OF DEPOSIT

1. Good Standing, Active Customer. When the customer has received continuous service and has paid gas bills on all of its accounts before becoming past due as set forth in Rule No. 09, for the most recent period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 06.
2. Residential Deposits Collected Prior to Decision (D.) 20-06-003. Deposits collected prior to D.20-06-003 from residential customers will be returned after being held for a period of 12 months regardless of timeliness of bill payment. The Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 06.
3. Customer-Initiated Termination of Service. When the customer has requested that the service be terminated, the deposit, plus any applicable interest, will be returned. In cases in which there are charges due the Utility for gas service to the customer, the deposit, plus any applicable interest, will be applied to such charges and any remaining amount will be returned to the customer.
4. Termination for Non-Payment of Bills. When the service is permanently terminated for non-payment of charges for gas service, the deposit will be applied to such charges and any remaining amount will be returned to the customer. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

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C. INTEREST ON DEPOSIT

1. Except as provided in C.2 below, the Utility will pay interest, compounded monthly, at a rate of 1/12 of the interest rate on Commercial Paper (prime, 3 months), published the prior month in the Federal Reserve Statistical Release, H.15. Should publication of the interest rate on Commercial Paper (prime, 3 months) be discontinued, interest will so accrue at the rate of 1/12 of the interest rate on Commercial Paper, which most closely approximates the discontinued rate, and which is published the prior month in the Federal Reserve Statistical Release, H.15, or its successor publication.
2. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills within the past 12 months.

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

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 2020
RESOLUTION NO. _____

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 pursuant to Resolution M-4842.

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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. 5666
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 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.
- 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.

* 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
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 16, 2020
EFFECTIVE Jul 16, 2020
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Rule No. 09

Sheet 3

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

- d. In lieu of telephone contact, for customers who have provided their email addresses, the Utility may give by email a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the emailed notice.
- e. 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.
- f. Where the Utility is aware that there is a 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.
- g. 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.
- h. 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.

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* 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. 5666
 DECISION NO. 20-06-003

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Dan Skopec
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 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

h. (Continued)

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.

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 Utility must offer customers payment arrangements for up to a 12 month period. 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.

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)
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DECISION NO. 20-06-003

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DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

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.

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.

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.

(Continued)

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DISCONTINUANCE OF SERVICE

(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 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.

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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.

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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)

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Rule No. 10
SERVICE CHARGES

Sheet 1

A. SERVICE ESTABLISHMENT CHARGE

1. General. The Utility may collect from all classes of customers, except Utility Electric Generation and wholesale customers, a charge to establish or re-establish service each time an account is opened. This charge shall be in addition to any charge calculated in accordance with any other rate or rule.

Service Establishment Charge \$25.00

2. CARE Charges. A customer certified as eligible for service under the California Alternate Rates for Energy (CARE) program shall pay the CARE Service Establishment Charge to establish or re-establish service each time an account is opened.

CARE Service Establishment Charge \$10.00

Customers not on the CARE program who claim eligibility shall have 90 days from the date service begins to complete the application. In the event a customer is found to be ineligible for the CARE program, the customer shall be re-billed at the Service Establishment Charge.

B. RECONNECTION SERVICE CHARGE

1. General. The Utility may demand and collect a reconnection charge and require re-establishment of credit as prescribed in Rule No. 06 C. before restoring gas service which has been disconnected for non-payment of bills, or for failure to comply with the tariff schedules of the Utility. In these circumstances, reconnection charges may be demanded and collected by the Utility when gas service is provided through a single meter for:

- a. The first non-residential unit \$16.00
 b. Each additional nonresidential unit \$7.00

2. Other. In addition to the above charges, the Utility may demand and collect unusual costs incident to the discontinuance or restoration of service which have resulted from the customer's action or negligence.

Service terminated in error shall be restored without charge and a notification thereof shall be mailed to the customer at the billing address.

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