

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 5668G
As of February 5, 2021

Subject: Revisions to the Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic

Division Assigned: Energy

Date Filed: 07-24-2020

Date to Calendar: 07-29-2020

Authorizing Documents: *M-4842

Disposition:	Accepted
Effective Date:	03-04-2020

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Ray Ortiz

213-244-3837

ROrtiz@socalgas.com

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to
edtariffunit@cpuc.ca.gov



Ronald van der Leeden
Director
Regulatory Affairs

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Los Angeles, CA 90013-1011
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July 24, 2020

Advice No. 5668
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revisions to the Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic

Purpose

Southern California Gas Company (SoCalGas) hereby submits, for California Public Utilities Commission (Commission or CPUC) approval, revisions to its tariffs, applicable throughout its service territory, as shown on Attachment A. SoCalGas seeks to revise its tariffs related to the emergency customer protections to support California customers during the COVID-19 Pandemic.

Background

Pursuant to Ordering Paragraph (OP) 1 in Decision (D.) 19-07-015, emergency disaster customer relief protections shall apply to utility customers in areas affected by a disaster declared a state of emergency by the Governor of California or the President of the United States. Further, OP 2 provides that when a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility services, utilities must submit a Tier 1 advice letter within 15 days of a governor's state of emergency declaration or a presidential state of emergency proclamation reporting compliance with the mandated emergency disaster customer relief protections.

On March 4, 2020, Governor Newsom declared a state of emergency in response to the outbreak of novel coronavirus, COVID-19. On March 13, 2020, President Trump signed an emergency declaration to facilitate a federal response to the emerging COVID-19 Pandemic. 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 March 19, 2020, SoCalGas submitted Advice No. (AL) 5604 implementing its emergency disaster relief program for customers impacted by the COVID-19 Pandemic pursuant to OP 1 of D.19-07-015 and the Commission Executive Director's March 17, 2020 letter, retroactive to March 4, 2020.

On April 16, 2020, the Commission issued Resolution (Res.) M-4842, ratifying the directions provided in the Commission's Executive Director's March 17, 2020 letter. Specifically, Res. M-4842 ordered electric, gas, communications, and water and sewer corporations in California to: 1) implement the applicable customer protections described in D.19-07-015 (or justify why the protections are not applicable to a pandemic emergency); 2) submit a Tier 2 advice letter describing all reasonable and necessary actions to implement Emergency Customer Protections to support California customers; and 3) authorizes the electric, gas, communications, and water and sewer corporations to establish memorandum accounts to track and recover incremental costs associated with complying with the resolution. In AL 5604, SoCalGas implemented many of the customer protections ordered by Res. M-4842.

On May 1, 2020, SoCalGas submitted its supplemental AL 5604-A, which replaced AL 5604 in its entirety, to: 1) describe the protections it was offering its customers; 2) explain which customer protections were inapplicable during the COVID-19 pandemic; and 3) confirm the costs to be tracked associated with COVID-19 customer protections. SoCalGas described the customer protections it was offering to all residential and non-residential core customers.

On May 22, 2020, at the request of the Commission's Energy Division, SoCalGas submitted its supplemental AL 5604-B, which replaced AL 5604-A in its entirety, to include limiting the size of small business non-residential customers taking service on a core rate schedule with an annual consumption of 10,000 therms or less for customer protections.¹

As a result of a recent review of AL 5604-B, SoCalGas identified the need to make clarification revisions, correct inadvertent errors, and include inadvertent omissions related to the emergency customer protections to support California customers during the COVID-19 Pandemic, provided herein as Attachment A.

Proposed Tariff Revisions

SoCalGas' proposed tariff revisions include Rule No. 06, Establishment and Re-Establishment of Credit, Section B (Sheet 1); and Rule No. 12, Rendering and Payment of Bills, Section D (Sheet 4). The proposed tariff clarification and corrections, with

¹ AL 5604-B was approved on June 22, 2020, effective retroactive to March 4, 2020.

language being removed in strike through red font and language added in bolded font, are as follows:

*Accordingly, **small business** nonresidential customers taking service on a core rate schedule and using ~~less than 25~~10,000 therms **or less** in the previous 12 months . . .*

SoCalGas proposes tariff revisions to Rule No. 06, Section C (Sheet 2). The proposed tariff clarification and corrections, with language being removed in strike through red font and language added in bolded font, are as follows:

*Accordingly, residential and **small business** nonresidential customers taking service on a core rate schedule and using ~~less than 25~~10,000 therms **or less** in the previous 12 months . . .*

Further, SoCalGas proposes tariff revisions to Rule No. 07, Deposits, (Sheet 1); and Rule No. 10, Service Charges. The proposed tariff language to be included at the beginning of the tariffs, with language being added in bolded font, is as follows:

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

SoCalGas proposes tariff revisions to Rule No. 07, Section A (Sheet 1). The proposed tariff language to be included, with language being added in bolded font, is as follows:

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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months shall not be subject to provisions of this Section A. Customers will not be subject to establish or re-establishment of credit deposit for late payments or after service disconnections.

SoCalGas proposes tariff revisions to Rule No. 09, Discontinuance of Service, Section C.2 (Sheet 1) and Section C.8 (Sheet 6). The proposed tariff clarification and corrections, with language being removed in strike through red font and language added in bolded font, are as follows:

*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 ~~less than 25~~10,000 therms **or less** in the previous 12 months.*

SoCalGas proposes tariff revisions to Rule No. 10, Section B (Sheet 1). The proposed tariff language to be included, with language being added in bolded font, is as follows:

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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months shall not be subject to provisions of this Section B. Customers will not be subject to reconnection fees after service disconnections.

The proposed tariff revisions are shown on Attachment A.

Ongoing Review

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

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

Protests

Anyone may protest this advice letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date of this advice letter, which is August 13, 2020. The address for mailing or delivering a protest to the Commission is:

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

A copy of the protest should also be sent via e-mail to the attention of the Energy Division Tariff Unit (EDTariffUnit@cpuc.ca.gov). 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

Effective Date

SoCalGas believes this advice letter is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to General Order (GO) 96-B. SoCalGas respectfully requests that this advice letter be approved on August 23, 2020, which is 30 days after the date submitted, and made effective as of March 4, 2020, which is the start of the Governor's state of emergency declaration.

Notice

A copy of this advice is being sent to SoCalGas's GO 96-B service list and the Commission's service list in R.18-03-011. Address change requests to the GO 96-B service list should be directed via e-mail to tariffs@socalgas.com or call 213-244-2837. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or via e-mail at Process_Office@cpuc.ca.gov.

/s/ Ronald van der Leeden

Ronald van der Leeden
Director – Regulatory Affairs

Attachments



ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.:

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person:

Phone #:
E-mail:
E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name:
Title:
Utility Name:
Address:
City:
State: Zip:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Name:
Title:
Utility Name:
Address:
City:
State: Zip:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

ATTACHMENT A
Advice No. 5668

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 57827-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 57810-G
Revised 57828-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 57811-G
Revised 57829-G Original 57830-G	Rule No. 07, DEPOSITS, Sheet 1 Rule No. 07, DEPOSITS, Sheet 2	Revised 57813-G
Revised 57831-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 57814-G
Revised 57832-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 57818-G
Revised 57833-G Revised 57834-G	Rule No. 10, SERVICE CHARGES, Sheet 1 Rule No. 10, SERVICE CHARGES, Sheet 2	Revised 57820-G Revised 38903-G
Revised 57835-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 4	Revised 57630-G
Revised 57836-G	TABLE OF CONTENTS	Revised 57821-G
Revised 57837-G	TABLE OF CONTENTS	Revised 57826-G

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, small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less 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. 5668
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 24, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less 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. 5668
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 24, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

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Rule No. 07
DEPOSITS

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.

A. AMOUNT TO ESTABLISH OR RE-ESTABLISH CREDIT

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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months shall not be subject to provisions of this Section A. Customers will not be subject to establish or re-establishment of credit deposit for late payments or after service disconnections.

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.

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.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5668
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 24, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

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Rule No. 07
DEPOSITS

Sheet 2

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(Continued)

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.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5668
DECISION NO.

2C9

ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jul 24, 2020
EFFECTIVE Mar 4, 2020
RESOLUTION NO. M-4842

Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 1

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

A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer who wants gas service discontinued shall give the Utility notice at least two business days prior to the date service is desired to be discontinued.
2. The Utility shall not be required to terminate service earlier than two business days after notice of discontinuance is received. A customer will be held responsible for payment of charges for all services furnished at the premises until the requested date of termination or until the expiration of the required period of notice, whichever date is later.

B. NOTICE OF DISCONTINUANCE

Except as otherwise provided in this Rule, no gas service to a customer may be terminated unless reasonable written prior notice is given to the customer and the customer has a reasonable opportunity to dispute the reasons for the proposed termination. A written statement of residential customers' rights and remedies regarding termination of gas service shall be provided to all new customers, and to all existing customers on an annual basis.

C. NON-PAYMENT OF BILLS

1. Past Due Date. A customer's bill for gas service will be considered past due if it is not paid within:
 - a. Nineteen calendar days after mailing when bills are normally made out monthly.*
 - b. Ten calendar days after mailing when bills are made out fortnightly.
 - c. Five calendar days after mailing when bills are made out weekly.

2. Past Due Notice

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, the Utility shall suspend disconnection for non-payment for residential and small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less 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.

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5668
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 24, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less 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)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5668
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 24, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

Rule No. 10
SERVICE CHARGES

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.

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

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 small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months shall not be subject to provisions of this Section B. Customers will not be subject to reconnection fees after service disconnections.

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

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5668
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 24, 2020
 EFFECTIVE Mar 4, 2020
 RESOLUTION NO. M-4842

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Rule No. 10
SERVICE CHARGES

Sheet 2

(Continued)

B. RECONNECTION SERVICE CHARGE (Continued)

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.

C. SET-TIME APPOINTMENT CHARGE

Where the customer requests a non-emergency service call (i.e. new service turned on or appliance service) for a specifically designated time, the Utility shall provide, for a charge, a specifically scheduled appointment.

Such set-time appointment shall be provided on a first-come, first served basis Monday through Friday from 8:00 a.m. to 7:00 p.m. Set-time appointments shall be scheduled on the hour and half-hour and shall be scheduled for the next day or later. Set-timed appointments are not provided on weekends and Company Holidays.

The Utility shall make every effort to arrive at the customer's premises at the agreed upon time, but no earlier than 30 minutes before the agreed upon time and no later than 30 minutes after the agreed upon time.

Where the Utility has met the agreed upon appointment time as specified above, the charge shall be as follows:

Set-time appointment charge, per visit \$25.00

D. MISSED APPOINTMENTS

The customer shall not be required to pay the \$25.00 charge if the agreed upon time is missed for any reason, such as customer being absent or late arrival of the Utility representative.

Where the Utility is responsible for the missed appointment, no charge shall be made for a subsequent appointment, if it is for the same type of service.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5668
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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 EFFECTIVE Mar 4, 2020
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Rule No. 12

Sheet 4

RENDERING AND PAYMENT OF BILLS

(Continued)

C. Level Pay Plan (Continued)

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

D. Late Payment Charges

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections will be offered effective March 4, 2020 through April 16, 2021, or as modified by the Commission. Accordingly, small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months shall not be subject to provisions of Section D. Customers will not be subject to Late Payment Charges.

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

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

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

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