

REVISED

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



December 21, 2020

**Advice Letter 5689-G, G-A**

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

**SUBJECT: Southern California Gas Company's Arrearage Management Payment Plan  
(AMP), Pursuant to Decision (D.) 20-06-003.**

Dear Mr. van der Leeden:

Advice Letter 5689-G, G-A is effective as of December 17, 2020. As per resolution E-5114  
Ordering Paragraphs.

Sincerely,

A handwritten signature in cursive script that reads "Edward Randolph".

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



**Ronald van der Leeden**  
Director  
Regulatory Affairs

555 W. Fifth Street, GT14D6  
Los Angeles, CA 90013-1011  
Tel: 213.244.2009  
Fax: 213.244.4957  
[RvanderLeeden@socalgas.com](mailto:RvanderLeeden@socalgas.com)

September 10, 2020

Advice No. 5689-A  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Supplement - Southern California Gas Company's Arrearage Management Plan (AMP), Pursuant to Decision (D.) 20-06-003**

**Purpose**

Pursuant to California Public Utilities Commission (Commission or CPUC) Ordering Paragraph (OP) 83 of D.20-06-003, *Phase I Decision Adopting Rules and Policy Changes to Reduce Residential Customer Disconnections for the Larger California-Jurisdictional Energy Utilities*, SoCalGas hereby submits this supplemental Advice Letter (AL) to establish an AMP program for California Alternate Rates for Energy (CARE) customers. This supplemental AL replaces AL 5689, submitted on September 9, 2020, in its entirety to include additional clarification on the AMP.

Attachment A includes modified gas tariffs to support the scope of the establishment of an AMP.

**Background**

On September 28, 2017, Governor Brown signed Senate Bill (SB) 598 into law. SB 598 states that disconnections of gas and electric utility customers have been rising and notes the public health impacts in terms of hardship and stress resulting from disconnections, especially among vulnerable populations. Among other things, SB 598 requires the Commission to develop rules, policies or regulations with a goal of reducing the statewide disconnection rate of gas and electric utility customers by January 1, 2024.

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.<sup>1</sup> 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. 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. The Emergency Customer Protections include a disconnection moratorium for all residential and small business customers.

On June 11, 2020, the Commission approved D.20-06-003, adopting with modifications the interim rules in D.18-12-013 and establishing other process and program changes to address residential disconnections and reconnections. To the extent any measures adopted in D.20-06-003 conflict with the measures adopted in Res. M-4842, the measures shall become effective after the current moratorium on disconnections is lifted by the Commission. The decision also ordered the Investor-Owned Utilities (IOUs) to submit a Tier 2 AL within 90 days of the effective date of the decision to establish an AMP<sup>2</sup> to better assist CARE<sup>3</sup> customers with unpaid arrearages. D.20-06-003 further directed the creation of an AMP Working Group (AMP WG) comprised of the IOUs, Energy Division, the Utility Reform Network (TURN), California Community Choice Aggregators (CCAs), and interested parties to discuss details and to reach consensus on the rollout of their proposed AMP. In July and August of 2020, an AMP WG comprised of stakeholder representatives met four times<sup>4</sup> to work through the various AMP implementation and timing matters.

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<sup>1</sup> 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/>.

<sup>2</sup> D.20-06-003, OP 83 and 87.

<sup>3</sup> Pursuant to D.20-06-003, the AMP is also available to customers who qualify for the Federal Electric Rate Assistance (FERA) program. However, as a gas only utility, SoCalGas does not have any FERA customers and thus limits the discussion in this AL to CARE customers.

<sup>4</sup> AMP WG meetings were held on July 13, July 30, August 13, and August 28 of 2020.

The AMP will sunset after four years unless the Commission issues a decision extending, reauthorizing, modifying, or rescinding the AMP.<sup>5</sup> D.20-06-003 also provides that the CPUC will open a proceeding three years after the adoption of the decision to reauthorize the program.<sup>6</sup> After three years, the IOUs may also jointly file a Tier 3 AL with recommendations for improving the AMP.<sup>7</sup>

### **AMP Criteria**

Per D.20-06-003, the AMP is a debt forgiveness payment plan option available to assist CARE residential customers who meet specific eligibility criteria as described below. Upon customer enrollment in the AMP, a specific amount will be forgiven after the customer makes each on-time monthly payment.

#### 1) AMP Eligibility and Enrollment Criteria

The AMP is available to an individually metered residential customer, enrolled in CARE. If a customer is not already enrolled, the customer must first enroll in CARE prior to participation in the AMP. An Eligible Customer may elect to participate in the AMP under the following conditions:

- a. An eligible customer has past due arrearages greater than \$250;
- b. An eligible customer has an arrearage (past due balance) at least 90 days of age or older; and
- c. An eligible customer must be a customer for at least six (6) months, with at least one (1) on-time bill payment within the last 24 months.<sup>8</sup>

#### 2) AMP Forgiveness

- a. Once an Eligible Customer is enrolled in the AMP as an AMP Participant, the Utility will suspend collection of the total outstanding balance owed by the AMP Participant at the time of enrollment;
- b. After twelve on-time payments of current month's charges for each bill issued subsequent to enrollment in the AMP, the AMP Participant's debt will be forgiven up to a maximum of \$8,000 (AMP Amount) per plan year. This is considered successful completion of the AMP;

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<sup>5</sup> D.20-06-003, OP 86.

<sup>6</sup> D.20-06-003, OP 85.

<sup>7</sup> D.20-06-003, OP 84.

<sup>8</sup> Parties at the AMP WG agreed that a customer must have paid their current charges in full and on-time within the last 24 months to qualify.

- i. 1/12 of the AMP Participant's total outstanding balance owed up to \$8,000 at the time of enrollment will be forgiven for each full on-time payment of the current month's charges; and
  - ii. After successful completion of the AMP, any remaining arrearage over the \$8,000 forgiven by the AMP is owed to the utility and may be eligible for a payment plan.
- c. Any payment received, including Low Income Home Energy Assistance Program (LIHEAP) pledge payments, shall be applied towards the AMP Participant's current bill only and should not be applied to any AMP amount. If a payment is received in excess of current month's charges, the excess will be applied to future charges;
- d. An AMP Participant will receive an acknowledgment of on-time payments received at three (3), six (6), and nine (9) months of participation in the AMP;
- e. A customer can miss up to two non-sequential payments if the customer makes up the payment on the next billing due date with an on-time full payment of both current month's charges and the previous month's past-due bill.
  - i. A customer that misses two consecutive payments will be removed from the AMP;
  - ii. The remaining balance that has not been forgiven will be reinstated back to the customer's bill; and
  - iii. Any previous utility debt forgiven as part the customer's enrollment in the AMP will remain forgiven for a customer who is removed from the AMP.
- f. An AMP participant who successfully completes the program or is removed from the program for failure to make the required on-time payments can re-enroll after completing a 12-month waiting period which begins the following month after leaving the program;
  - i. Re-enrolling in the AMP requires an Eligible Customer to meet AMP Eligibility and Enrollment Criteria;
  - ii. If an AMP Participant is removed from the AMP or voluntarily drops out of it, the remaining arrearage will be reinstated back to the customer's bill; and

- iii. Reinstated arrearages may be eligible for a payment plan.
- g. Only monthly gas usage charges will be eligible for the AMP forgiveness. Other charges such as third party charges, on-bill financing, and other non-energy usage charges are not eligible for AMP; and
- h. For customers electing Core Aggregation Transportation (CAT) service, only the utility service related costs on the customer's bill are eligible for the AMP.

Proposed modifications to Gas Rule No. 01 (Definitions) and Gas Rule No. 12 (Rendering and Payment of Bills) are included in Attachment A.

### **AMP Implementation**

#### **Timing**

On August 13, 2020, Energy Division issued a letter to the IOUs stating its interpretation that, despite the ongoing COVID-19 Emergency Customer Protections in place through April 16, 2021, D.20-06-003 requires implementation of the AMP prior to the end of the customer protections period. Energy Division strongly encouraged the IOUs to develop and propose a 2020 AMP implementation date. Pursuant to Energy Division's letter and in order to have a 2020 AMP implementation date, SoCalGas plans to implement the AMP in two phases: (1) interim; and (2) automated. SoCalGas is proposing to implement AMP on the later of 1) 90 days post-Energy Division's letter dated August 13, 2020; or 2) 45 days after approval of this AL.<sup>9</sup> Regulatory approval of the AL and the AMP parameters should precede implementation. This implementation timing permits SoCalGas to implement the AMP consistent with Energy Division's direction, and to make any necessary operational changes as directed by Energy Division after AL 5689-A approval, including finalizing internal procedures, creating outreach materials, and completing training of staff.

#### **Interim Solution (Phase 1)**

Implementation of AMP on an accelerated timeline will be a manual process and require the customers to call SoCalGas to enroll. SoCalGas will require additional resources (AMP Specialists) to process the customer inquiries and requests to enroll. The additional program resources for the manual implementation will perform eligibility checks, customer communication and education, calculation and processing of debt forgiveness, processing of monthly acknowledgement correspondence, tracking, and overall program management. AMP Specialists will also be responsible for providing on-going support to customers during the AMP. The interim solution will cover the following requirements:

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<sup>9</sup> Stakeholders in attendance at the fourth AMP WG meeting on August 28, 2020 were in agreement on this proposal for a start date for the AMP.

- AMP outreach will include information on SoCalGas.com and MyAccount. Additionally, SoCalGas.com will contain a Frequently Asked Questions (FAQ) section about the AMP.
- Inquiries and eligibility checks will be handled by a dedicated AMP team.
- Enrollment and tracking will be handled by a dedicated AMP team.
- AMP welcome letters and status letters will be handled manually.

### **Automated Solution (Phase 2)**

This phase will fully integrate system enhancements to allow for enrollment, processing, and reporting of customers on the AMP. The automated approach will also allow AMP enrollment to take place through additional channels (e.g., MyAccount and IVR). Implementation of this phase is expected to occur in the second quarter of 2021.

### **Proposed Marketing and Customer Outreach**

The Commission in D.20-06-003 orders the IOUs to provide marketing and outreach to eligible customers regarding the AMP in all customer communications. Specifically, it orders that in every communication with an eligible CARE customer, SoCalGas must inform the customer of the AMP rules, regulations, and how the AMP could help them.<sup>10</sup> It also requires SoCalGas to provide eligible CARE residential customers with all information concerning the AMP,<sup>11</sup> maintain a frequently asked questions (FAQ) page section detailing how CARE customers can participate,<sup>12</sup> and to inform eligible customers of the opportunity to enroll in the AMP when the customers call SoCalGas for any reason.<sup>13</sup> SoCalGas provides below its plan for marketing and outreach to eligible customers regarding the AMP.

- SoCalGas will continue to adhere to the COVID-19 Customer Protection Plan through April 2021 described in D.19-07-015, including the disconnection moratorium for residential and small business customers. Prior to the conclusion of the disconnection moratorium, SoCalGas will take the following initial steps to provide outreach efforts to enroll eligible customers.
  - Prior to the COVID-19 protections ending, SoCalGas plans to send out an outreach letter informing customers that the protections are ending in April and that there are assistance programs, including the AMP, to help them keep their service on.
  - There will be updates to the collection notices that will include general information about the AMP.

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<sup>10</sup> D.20-06-003, OP 60

<sup>11</sup> D.20-06-003, OP 54.

<sup>12</sup> D.20-06-003, OP 55.

<sup>13</sup> D.20-06-003, p.108 and OP 58.

- Information and FAQ's about the AMP and other financial assistance programs will be posted on SoCalGas's website, including information on eligibility and how to enroll.
- Late Payment Notices (LPN), 48-hr notices, and Disconnection notices will be modified to notify customers that there may be financial programs available to assist them.
- Disconnection notices will be sent via e-mail to customers who have opted to receive electronic communications from SoCalGas.
- Customer Service Representative (CSR) scripts will be updated to inform CARE customers about the AMP program when they call in.
- SoCalGas will work with partner Community- and Faith-based organizations that provide information on SoCalGas's Customer Assistance Programs to provide information on the AMP to the communities they serve.
- AMP enrollment materials will be available in multiple languages.

### **AMP Reporting**

OPs 70-81 in D.20-06-003 requires the IOUs to report annually to the Commission on impacts the AMP has on CARE customer arrearage amounts and current and future customer behavior. SoCalGas proposes that the AMP reporting requirements begin in 2022, combined with the reporting requirements, in accordance with OP 5, to file a status report on the disconnection cap for the previous year. SoCalGas proposes the report be filed by April 30th each year to allow for enough data collection to report on the percentage of enrolled customers who complete the AMP program successfully, and whether participation in the program has changed their payment behavior.

### **Cost Tracking and Recovery**

#### **Residential Uncollectible Balancing Account (RUBA)**

On July 31, 2020, SoCalGas submitted AL 5672 establishing the RUBA, which is pending staff approval. SoCalGas will track in the RUBA the uncollectible costs in rates associated with residential customers, including uncollectible costs associated with debt forgiveness under the AMP. Subsequent to its submission of AL 5672, SoCalGas submitted substitute sheets revising the disposition of the AMP uncollectible costs recorded in the RUBA to be recovered through the Public Purpose Program (PPP) charge using the CARE allocator. Other uncollectible costs would be recovered as originally proposed (i.e., included in customers' gas transportation rates in connection with SoCalGas's annual regulatory account update AL submittal).

#### **Residential Disconnection Protections Memorandum Account (RDPMA)**

On July 31, 2020, SoCalGas submitted AL 5672, establishing the RDPMA, which is pending staff approval. SoCalGas will record in the RDPMA incremental costs



associated with implementing the customer protections required by D.20-06-003, including any incremental and on-going costs associated with implementation of the AMP interim and automated solutions.

The amounts recorded in the RDPMA will be subject to reasonableness review in a future General Rate Case.

### **Protest**

Anyone may protest this AL 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 AL, which is September 30, 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 AL via U.S. mail or fax. Please submit protests or comments to this AL via e-mail to the 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 submits this Tier 2 AL (effective after staff approval) pursuant to General Order (GO) 96-B. It is submitted in accordance with OP 83 of D.20-06-003. SoCalGas respectfully requests that this submittal be approved on the latter of 1) 90 days post-Energy Division's letter dated August 13, 2020, or 2) 45 days after approval of this AL.

### **Notice**

A copy of this AL 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. 5689-A

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 58011-G	Rule No. 01, DEFINITIONS, Sheet 1	Revised 58001-G Revised 51164-G
Revised 58012-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 4	Revised 58002-G Revised 57630-G
Original 58013-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 5	Original 58003-G
Original 58014-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 6	Original 58004-G
Revised 58015-G	TABLE OF CONTENTS	Revised 57921-G
Revised 58016-G	TABLE OF CONTENTS	Revised 57980-G

Rule No. 01  
DEFINITIONS

Sheet 1

The following are definitions of the principal terms used in these tariff schedules.

Agent Marketer (Agent): Agents are individuals, companies or consortiums that are appointed by noncore customers to act on their behalf in activities such as the purchasing, nominating and balancing of gas supplies. As an example, however, Agents bear no financial responsibility for the transportation imbalances incurred by the customers they represent.

Aggregator: See Core Transport Agent (CTA).

Alternate Fuel: Any fuel, gaseous, liquid, or solid, that may be used in lieu of natural gas. Electricity shall not be considered as an alternate fuel for purposes of conversion.

Alternate Fuel Capability: Alternate fuel facilities installed, permitted and capable of use on a sustained basis, excluding those uses exempted by Section 2773.5 of the California Public Utilities Code.

Alternate Gas Transportation Service Provider: Entity other than the Utility that transports natural gas to the customer's facility.

Annual Firm Withdrawal: Storage withdrawal service that is available every day of the storage year except for core emergencies, force majeure, or scheduled maintenance outages.

Appliance: Approved (e.g. AGA listed) and essential gas fired equipment.

Applicant: Person, agency, or entity requesting the Utility to supply natural gas service.

Application: Request to the Utility for natural gas service; not an inquiry as to the availability or charges for such services.

Arrearage Management Plan (AMP): AMP is a debt forgiveness payment program. See also Rule No. 12.

Balancing Account: Account in which expenses are compared with actual revenues derived from rates designed to recover those expenses. Any resulting over- or undercollection, plus interest, is due to or owed from ratepayers, respectively. Account balances are amortized in future rates, as approved by the Commission.

Balancing Service: Best-efforts service to accommodate imbalances between actual Customer usage and Customer-owned gas delivered to the Utility.

Baseline: A rate structure mandated by the California Legislature that ensures all residential customers are provided a minimum necessary quantity of gas at the lowest possible cost.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5689-A  
DECISION NO. 20-06-003

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

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Sep 10, 2020  
EFFECTIVE Dec 17, 2020  
RESOLUTION NO. \_\_\_\_\_

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. Arrearage Management Plan (AMP)

Per D.20-06-003, the AMP is a debt forgiveness payment plan option available to assist CARE residential customers who meet specific eligibility criteria as described below. Upon customer enrollment in the AMP, a specific amount will be forgiven after the customer makes each on-time monthly payments.

1. AMP Eligibility and Enrollment Criteria

The AMP is available to an individually metered residential customer, enrolled in CARE. If a customer is not already enrolled, the customer must first enroll in CARE prior to participation in the AMP. An Eligible Customer may elect to participate in the AMP under the following conditions:

- a. An eligible customer has past due arrearages greater than \$250;
- b. An eligible customer has an arrearage (past due balance) at least 90 days of age or older; and
- c. An eligible customer must be a customer for at least six (6) months, with at least one (1) on-time bill payment within the last 24 months.

2. AMP Forgiveness

- a. Once an Eligible Customer is enrolled in the AMP as an AMP Participant, the Utility will suspend collection of the total outstanding balance owed by the AMP Participant at the time of enrollment;

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5689-A  
 DECISION NO. 20-06-003

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

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Sep 10, 2020  
 EFFECTIVE Dec 17, 2020  
 RESOLUTION NO. \_\_\_\_\_

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 N  
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Rule No. 12

Sheet 5

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

- b. After 12 on-time payments of current month's charges for each bill issued subsequent to enrollment in the AMP, the AMP Participant's debt will be forgiven up to a maximum of \$8,000 (AMP Amount) per plan year. This is considered successful completion of the AMP;
  - i. 1/12 of the AMP Participant's total outstanding balance owed up to \$8,000 at the time of enrollment will be forgiven for each full on-time payment of the current month's charges; and
  - ii. After successful completion of the AMP, any remaining arrearage over the \$8,000 forgiven by the AMP is owed to the utility and may be eligible for a payment plan.
- c. Any payment received, including Low Income Home Energy Assistance Program (LIHEAP) pledge payments, shall be applied towards the AMP Participant's current bill only and should not be applied to any AMP amount. If a payment is received in excess of current month's charges, the excess will be applied to future charges;
- d. An AMP Participant will receive an acknowledgment of on-time payment received at three (3), six (6), and nine (9) months of participation in the AMP;
- e. A customer can miss up to two non-sequential payments if the customer makes up the payment on the next billing due date with an on-time full payment of both current month's charges and the previous month's past-due bill;
  - i. A customer that misses two consecutive payments will be removed from the AMP;
  - ii. The remaining balance that has not been forgiven will be reinstated back to the customer's bill; and
  - iii. Any previous utility debt forgiven as part the customer's enrollment in the AMP will remain forgiven for a customer who is removed from the AMP.
- f. An AMP participant who successfully completes the program or is removed from the program for failure to make the required on-time payments can re-enroll after completing a 12-month waiting period which begins the following month after leaving the program;
  - i. Re-enrolling in the AMP requires an Eligible Customer to meet the AMP Eligibility and Enrollment Criteria;

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5689-A  
DECISION NO. 20-06-003

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

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Sep 10, 2020  
EFFECTIVE Dec 17, 2020  
RESOLUTION NO. \_\_\_\_\_

N  
N



Rule No. 12

Sheet 6

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

f. (Continued);

ii. If an AMP Participant is removed from the AMP or drops out of it, the remaining arrearage will be reinstated back to the customer's bill; and

iii. Reinstated arrearages may be eligible for a payment plan.

g. Only monthly gas usage charges will be eligible for the AMP forgiveness. Other charges such as third party charges, on-bill financing, and other non-energy usage charges are not eligible for the AMP; and

h. For customers electing Core Aggregation Transportation (CAT) service, only the utility service -related costs on the CAT customer's bill are eligible for the AMP.

E. 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.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5689-A  
DECISION NO. 20-06-003

ISSUED BY

**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Sep 10, 2020  
EFFECTIVE Dec 17, 2020

RESOLUTION NO. \_\_\_\_\_

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