



Joseph Mock
Director
Regulatory Affairs

555 W. Fifth Street, GT14D6
Los Angeles, CA 90013-1011
Tel: 213.244.3718
Fax: 213.244.4957
JMock@socalgas.com

February 24, 2021

Advice No. 5768-A
(U 904 G)

Public Utilities Commission of the State of California

Subject: Partial Supplement - Compliance of Southern California Gas Company with Extension of Emergency Customer Protections to June 30, 2021 to Support Customers During the COVID-19 Pandemic Pursuant to Resolution M-4849

Purpose

Pursuant to California Public Utilities Commission (Commission or CPUC) Ordering Paragraph (OP) 2 of Resolution (Res.) M-4849, Southern California Gas Company (SoCalGas) hereby submits this Advice Letter (AL) to demonstrate compliance with the extension of emergency customer protections to June 30, 2021 and partially supplement AL 5768.

Background

On February 12, 2021, the Commission issued Res. M-4849 on its own motion in response to Governor Newsom's declaration of a state of emergency and issuance of executive orders due to the COVID-19 pandemic. Res. M-4849 extends the emergency customer protections for residential and small business customers through June 30, 2021, and the Commission reserves an option to extend further.¹ Pursuant to Res. M-4849's direction in OP 1, SoCalGas shall continue to apply the customer protection measures for residential and small business customers adopted in D.19-07-015 and D.19-08-025, as ordered by Res. M-4842, through June 30, 2021.²

On February 22, 2021, SoCalGas submitted AL 5768 to demonstrate compliance with the extension of emergency customer protections to June 30, 2021 and included

¹ Res. M-4849 at 1.

² Res. M-4849, OP 1 at 33.

revisions to its tariffs. AL 5768 inadvertently excluded the following sections: Eligibility and Time Limits for Emergency Customer Protections, complete Description of Adopted Customer Protections, COVID-19 Pandemic Protections Memorandum Account (CPPMA), and Tracking Uncollectible Expense Associated with COVID-19 Customer Protections. This AL only partially supplements AL 5768 by adding the above sections.

Eligibility and Time Limits for Emergency Customer Protections

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

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

These customer protections are a floor, not a ceiling. As we stated in D.19-07-015 and D.19-08-025, we support and encourage the utilities and communications service providers to do more to help Californians in this time of need. The utilities and communications service providers have the discretion to add additional customer relief efforts that are unique to their customers' experience, or the specific type of damage a customer may suffer from as a result of COVID-19.³

The Commission issued Res. M-4849, extending the emergency customer protections through June 30, 2021, and the Commission reserves an option to extend further.

³ Res. M-4842 at 4; see also D.19-08-025 at 34; and D.19-07-015 at 2.

Description of Adopted Customer Protections

In response to the COVID-19 pandemic, SoCalGas implemented the following applicable customer protections identified in Res. M-4842 and AL 5604-B and will be extended, pursuant to Res. M-4849 until June 30, 2021, unless further extended by the Commission. Other measures of the Emergency Consumer Protection Plan may not be applicable due to the special circumstances of COVID-19 and are not available under this event. Unless otherwise noted, each of these customer protections are applicable to eligible core customers and will stay in place until June 30, 2021, unless further extended by the Commission.

SoCalGas's Emergency Customer Protection Plan

| # | Emergency Customer Protection Measure | COVID-19 Applicable? | Rule or Schedule |
|----------|---|-----------------------------|-------------------------|
| (1) | Waive deposit requirements for residential and eligible non-residential core customers seeking to re-establish service and expedite move-in and move-out service requests | Yes | 06 |
| (2) | Stop estimated usage for billing attributed to the time period when a home/unit was unoccupied as a result of the emergency | No | N/A |
| (3) | Identify the premises of affected customers whose utility service has been disrupted or degraded, and discontinue billing these premises without assessing a disconnection charge | No | N/A |
| (4) | Prorate any monthly access charge or minimum charges | No | N/A |
| (5) | Implement payment plan options for residential and eligible non-residential core customers | Yes | 09 |
| (6) | Suspend disconnection for nonpayment and associated fees, waive deposit requirements for residential core and eligible non-residential core customers and late fee requirements for eligible non-residential core customers | Yes | 06 09 12 |

| # | Emergency Customer Protection Measure | COVID-19 Applicable? | Rule or Schedule |
|------|---|--|------------------------------------|
| (7) | Support low-income residential customers by: (a) freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility; (b) contacting all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes; (c) partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and (e) ⁴ indicate how the Energy Savings Assistance (ESA) program can be deployed to assist customers | (a) Yes (b) Yes (c) Yes (e) Yes | G-CARE N/A N/A N/A N/A |
| (8) | Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections | Yes | G-CARE, Medical Baseline |
| (9) | Discontinue generating all recertification and verification requests that require customers to provide their current income information | Yes | G-CARE, Medical Baseline |
| (10) | Offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18) | No | N/A |
| (11) | Include these customer protections as part of their larger community outreach and public awareness plans under Section 8386(c)(16)(b) | Yes | N/A |
| (12) | Meet and confer with the Community Choice Aggregators as early as possible to discuss their roles and responsibilities for each emergency customer protection | N/A | N/A |

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

Consistent with D.19-07-015, the expedited move-in and move-out service request protection was designed for customers responding to physical disasters who needed to relocate from damaged structures or faced disruption or degradation of service as a result of the disaster condition. This customer protection is not applicable to the COVID-19 pandemic.

Pursuant to D.20-06-003, SoCalGas does not require residential customers to pay an

⁴The list of immediate actions to take at page 5, number 7 of the Res. M-4842 does not contain a subsection (d).

establishment of credit deposit for new service.⁵ SoCalGas will continue to waive deposits for small non-residential customers to establish new service through June 30, 2021, unless further extended by the Commission.

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

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

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

This customer protection is associated with a damaged structure caused by a physical disaster and is not applicable to the COVID-19 pandemic.

SoCalGas does not have a disconnection charge.

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

This customer protection is associated with a damaged structure caused by a physical disaster and is not applicable to the COVID-19 pandemic.

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

Pursuant to D.20-06-003, SoCalGas offers residential customers with 12-month payment plan options. SoCalGas will continue to offer small non-residential customers 12-month payment plan options through June 30, 2021, unless further extended by the Commission.

SoCalGas's call center staff are trained and ready to inform and support customers who may experience financial difficulty because of COVID-19. The staff will also help these customers determine if there are other programs available to provide financial assistance or determine if extended payment arrangements can be made.

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

On March 13, 2020, SoCalGas instituted a suspension of customer disconnections for

⁵ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/06.pdf>

non-payment for all eligible core customers until further notice. Additionally, for eligible core customers whose natural gas service was disconnected at any point in 2020 due to non-payment, SoCalGas restored service without requiring any additional payment.⁶ The disconnection suspension will end on June 30, 2021, unless extended by the Commission, and applies to all eligible core customers, as required by D.19-07-015 and Res. M-4842.

SoCalGas will continue to waive late payment fees for eligible non-residential core customers. SoCalGas does not assess late payment charges for residential customers. SoCalGas does not report customer late payment history to consumer credit reporting agencies. SoCalGas has suspended all collections activity, including field service collections for eligible core customers. The collection activity suspension will stay in place until June 30, 2021, unless further extended by the Commission.

Pursuant to D.20-06-003, SoCalGas does not require residential customers to pay a deposit to re-establish of credit due to slow or non-payment or following disconnections.⁷ SoCalGas will also not require eligible core non-residential customers to pay additional deposits to re-establish credit with SoCalGas for slow payment, non-payment of bills or following a disconnection and will waive deposits for eligible core customers seeking to establish service. The protections for eligible core non-residential customers will be offered through June 30, 2021, unless further extended by the Commission.

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

a) Freezing all standard and high-usage reviews for the CARE program eligibility.

Effective March 4, 2020, SoCalGas CARE customers were not selected for eligibility verification. SoCalGas had 274,660 new customers who enrolled in CARE and were not subject to the post-enrollment verification process. SoCalGas does not require CARE customers with existing verification requests to complete the process in order to remain on the program. SoCalGas will continue to freeze the CARE eligibility

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

⁷ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/06.pdf>

verification process through June 30, 2021, unless further extended by the Commission.

High-usage reviews are not applicable to the SoCalGas CARE program.

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

SoCalGas's Customer Assistance Programs outreach team contacted 20 community partners and provided them with information on SoCalGas's response to COVID-19 by sending them the created fact sheet in English and Spanish as well as determining if any additional materials were needed to inform customers about CARE and the eligibility changes.⁸ These community partners are conducting outreach to SoCalGas customers to provide information about the customer protections. SoCalGas will continue to conduct outreach to SoCalGas customers through June 30, 2021, unless further extended by the Commission.

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

SoCalGas's Gas Assistance Fund (GAF) administered by United Way of Greater Los Angeles has increased the assistance limit amount to \$200 for eligible affected customers. This protection will be effective March 4, 2020 through June 30, 2021, or as further extended by the Commission.

From March 2020 to January 2021, GAF communicated to customers through multiple media channels. In July 2020, a bill message was sent in English and Spanish informing all customers of the increased GAF grant amount for those seeking financial relief from the pandemic. This was followed by a two-panel bill insert that was sent in November.

In October, SoCalGas launched a Facebook advertising campaign sharing information about GAF in English and Spanish throughout our service territory. This campaign ran until mid-December. Lastly, between December and January 2021, GAF information was advertised in English and Spanish throughout multiple community publications. Flyers were also shared in Korean, Chinese, and Tagalog to non-profit organizations that served these communities in January 2021.

SoCalGas had 4,090 customers take advantage of the GAF funds with \$514,503 disbursed to customers between March 1, 2020 and February 16, 2021. SoCalGas will continue reimbursements through June 30, 2021, unless further extended by the

⁸ Additionally, SoCalGas launched a broad media campaign to encourage customers to enroll in CARE if they are newly unemployed or financially distressed.

Commission.

d) (placeholder – there is no part 7d in the resolution)

e) Indicate how the ESA program can be deployed to assist customers.

On March 18, 2020, SoCalGas suspended ESA program activities requiring face-to-face program activity, resulting in suspension of all outreach and weatherization activity, as well as appliance work other than cases of critical health and safety needs. SoCalGas implemented a contingency process to virtually enroll customers into the ESA program. SoCalGas proposed virtual enrollment in its 2021-2026 Low Income Application and looks forward to testing this delivery method during the current pandemic in order to provide customers with another option to enroll in the ESA program. SoCalGas resumed face-to-face program activities on June 1, 2020. ESA program contractors are required to follow CDC COVID-19 guidelines and protocols when delivering program services. Notwithstanding the suspension of program services for two and a half months, SoCalGas treated over 100,000 homes in 2020. SoCalGas treated a monthly record high number of homes in November. SoCalGas will continue to deploy the ESA program through June 30, 2021, unless further extended by the Commission.

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

Retroactive to March 4, 2020, all customers receiving the CARE discount will continue to do so through June 30, 2021, unless further extended by the Commission. Effective March 4, 2020, SoCalGas suspended all future and pending CARE and Medical Baseline program removals. SoCalGas will continue the suspension of CARE program removals through June 30, 2021, unless further extended by the Commission.

The FERA program is not applicable to SoCalGas.

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

SoCalGas suspended generating recertification and verification requests that require customers to provide their current income information. Effective March 4, 2020, SoCalGas CARE customers are not required to return recertification and verification requests.

For Medical Baseline customers, SoCalGas suspended generating recertification requests. SoCalGas Medical Baseline customers are not required to return recertification requests through June 30, 2021. Effective March 4, 2020, SoCalGas froze all CARE eligibility reviews, including recertification and post enrollment verification requests which require customers to provide their current income

information. There are 5,974 customers who were not removed from the Medical Baseline program as a result of this customer protection. SoCalGas will continue suspending recertification and verification requests for CARE and Medical Baseline customers through June 30, 2021, unless further extended by the Commission.

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

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

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

D.19-07-015 establishes a baseline of required outreach and education activities so that each utility's plan is robust to reach affected customers. For customers to have equal access to the protections provided in the decision, it is important that all utility customers are aware of the emergency customer protections. To that end, SoCalGas communicated the availability of emergency customer protections to customers in our service territory using communication channels, including:

- Recurring social media messaging from March –May 2020
- Bill envelope messaging May 2020
- Six media releases mentioning the COVID pandemic and directly linking to details of SoCalGas's protections (Dates of releases: March 17, 2020, March 20, 2020, March 27, 2020, April 6, 2020, September 1, 2020)
- Six media interviews (ranging from March through May in 2020) across radio and television, including KNX 1070, Estrella TV, Telemundo, KOST, and Radio Campesina
- A COVID-specific interactive voice response (IVR) from March-September 2020
- Timely updates to the CARE webpage mentioning the protections

SoCalGas will continue to direct customers to SoCalGas's Customer Contact Center, 800-427-2200 and to the SoCalGas website for further assistance. A complete explanation of the protections available are located on SoCalGas's website at socalgas.com/coronavirus and socalgas.com/billing-support. SoCalGas' outreach and public awareness plan will continue through June 30, 2021, unless further extended by the Commission.

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

SoCalGas does not have Community Choice Aggregators.

COVID-19 Pandemic Protections Memorandum Account (CPPMA)

With respect to cost recovery, pursuant to Res. M-4842's creation of CPPMA, SoCalGas is authorized to track all costs associated with its emergency customer protections:

In order to allow for recovery of expenses reasonably incurred while complying with this Resolution, electric and gas utilities subject to this Resolution shall each establish a COVID-19 Pandemic Protections Memorandum Account (CPPMA), to book only those costs associated with protections ordered by this Resolution. The recorded costs must meet the following conditions: (1) those ordered by this Resolution; and (2) incurred starting with the date of the Governor's emergency declaration - March 4, 2020.⁹

SoCalGas interprets this language as authorizing it to track and recover all the costs associated with the listed mandatory protections. Accordingly, SoCalGas intends to track and eventually recover **all** costs associated with the emergency customer protections it is offering or will offer during the COVID-19 pandemic, including future protections that may become necessary.¹⁰ Moreover, as explained in further detail below, SoCalGas intends to track any incremental uncollectible expense that should arise from the customer protections it is offering.¹¹ Finally, pursuant to Res. M-4842's direction regarding recovery, SoCalGas intends to seek recovery through either a separate application or an existing annual proceeding with an expedited schedule.¹²

⁹ Res. M-4842 at 6.

¹⁰ Res. M-4842 at OP 4 ("In the Tier 2 Advice Letter required in Ordering Paragraph #2, rate regulated electric, gas, communications, and water and sewer corporations subject to this Resolution **may request authorization to track and recover incremental costs associated with complying with this resolution.**") (emphasis added). Given the evolving COVID-19 pandemic, SoCalGas does have discretion to track and recover costs associated with additional protections granted in the Resolution to "do more to help Californians in this time of need." *Id.* at 4.

¹¹ For clarification, while there is one subaccount, to the extent practicable, SoCalGas will track the costs associated with emergency customer level protections by customer class with as much detail as possible.

¹² Res. M-4842 at 6 ("The review of these costs for possible collection in rates will be conducted in a General Rate Case, a Biennial or Triennial (as applicable) Cost Allocation Proceeding, the Energy Resource Recovery Account, or another proceeding.")

Tracking Uncollectible Expense Associated with COVID-19 Customer Protections

SoCalGas will record uncollectible expenses incremental to the amounts adopted in the General Rate Case to the CPPMA, which are related to the COVID-19 pandemic. Currently, uncollectible expenses authorized to be recovered from customers through the GRC are based on a rolling 10-year average rate of uncollectible expense to customers' billed revenues. SoCalGas did not propose changes to the currently adopted derivation of uncollectible expense in its 2019 GRC. Any actual uncollectible expenses incurred above the derived amount in the GRC would be considered incremental and recorded to the CPPMA for recovery from customers. Additionally, any incremental uncollectible expenses recovered through the CPPMA would be excluded from the recorded net write-offs used to derive the 10-year rolling average uncollectible rate and thereby would not subsequently be recovered through the GRC-authorized uncollectible expense. For eligible core customers, SoCalGas proposes to include only incremental uncollectible expenses associated with bills generated through June 30, 2021, unless that one-year timeframe for the duration of the customer protections herein is modified by the Commission. Revisions to the CPPMA, pursuant to Res. M-4849, were included in AL 5768.

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

No cost information is required for this AL. This AL will not increase any rate or charge, withdraw service, or conflict with any other schedule, or rule.

Protest

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 March 14, 2021. 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 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

Effective Date

SoCalGas believes this AL is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to General Order (GO) 96-B. It is submitted in compliance with OP 2 of Res. M-4849. Accordingly, SoCalGas respectfully requests that this AL be made effective on February 22, 2021, which is the date requested in AL 5768.

Notice

A copy of this AL is being sent to SoCalGas' GO 96-B service list and the Commission's service lists in A.14-11-007, A.15-02-001, A.19-09-014, A.19-11-003, A.20-03-014, R.12-06-013, R.15-03-010, R.18-03-011, R.18-07-005, and R.18-07-006. 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/ Joseph Mock
Joseph Mock
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:

REVISED

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 17, 2021

Advice Letter 5768-G, 5768G-A

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

**SUBJECT: Compliance of Southern California Gas Company with Extension of
Emergency Customer Protections to June 30, 2021 to Support Customers
During the COVID-19 Pandemic Pursuant to Resolution M-4849.**

Dear Mr. van der Leeden:

Advice Letter 5768-G, 5768G-A is effective as of February 22, 2021.

Sincerely,

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

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