

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



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 22, 2021

Advice No. 5768
(U 904 G)

Public Utilities Commission of the State of California

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

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 provides its tariff revisions accordingly, included as Attachment A.

Background

In Decision (D.) 19-07-015, the Commission implemented a Disaster Relief Program (DRP) and established a set of minimum emergency disaster customer protection measures that the utilities are directed to implement in the event of a declared emergency.

On March 4, 2020, Governor Gavin Newsom (Governor) 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 Tier 1 AL 5604 implementing its emergency DRP 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, and retroactively applied customer protections to March 4, 2020, the start date of the Governor's emergency proclamation.¹

On April 17, 2020, the Commission issued Res. M-4842, ratifying the directions provided in the Commission's Executive Director's March 17, 2020 letter. On May 22, 2020, consistent with Res. M-4842 and at the request of the Commission's Energy Division, SoCalGas submitted supplemental AL 5604-B to describe the protections it was offering its customers, explain which customer protections were inapplicable during the COVID-19 pandemic, and to confirm the costs to be tracked associated with COVID-19 customer protections. In particular, SoCalGas described the customer protections it was offering to all residential and non-residential core customers. Further, SoCalGas submitted AL 5604-B to limit the size of businesses included based upon customer usage.²

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 through June 30, 2021, and the Commission reserves an option to extend further.³ SoCalGas implemented the applicable emergency customer protections specified in Res. M-4842 for eligible core customers.⁴ 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, 2021.⁵

¹ AL 5604 and AL 5604-A were superseded and replaced in their entirety by AL 5604-B.

² Available at <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/5604-B.pdf>

³ Res. M-4849 at 1.

⁴ As noted above in D.19-07-015, small businesses are "defined in accordance to the utilities definition of 'small business' in their rules and tariffs." D.19-07-015 at 55, fn. 146. For the purposes of implementing these customer protections, small business customers include all customers taking service on a non-residential core rate schedule with an annual consumption of 10,000 therms of gas or less. See, e.g., SoCalGas' Rule No. 01 ("Small Nonresidential Service"), Rule No. 23, and Rate Schedule Nos. G-10, G-AC, G-EN, G-NGV, GT-NC, and GT-TLS. Additionally, in D.10-10-032, a small business customer is defined as a non-residential customer with an annual consumption of 10,000 therms of gas or less. See D.10-10-032 at 1, fn. 1.

⁵ Res. M-4849, OP 1 at 33.

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.

SoCalGas's Emergency Customer Protection Plan

Emergency Customer Protection Measure	COVID-19 Applicable?	Rule No. or Schedule
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
Implement payment plan options for residential and eligible non-residential core customers	Yes	09
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
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 (d) indicate how the Energy Savings Assistance (ESA) program can be deployed to assist customers	(a) Yes (b) Yes (c) Yes (d) Yes	G-CARE N/A N/A N/A N/A
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
Discontinue generating all recertification and verification requests that require customers to provide their current income information	Yes	G-CARE, Medical Baseline
Include these customer protections as part of their larger community outreach and public awareness plans under Section 8386(c)(16)(b)	Yes	N/A

Tariff Revisions

SoCalGas proposes to revise the updated applicable resolution reference to Res. M-4849 and extension of emergency customer protections to June 30, 2021 in its COVID-19 Pandemic Protections Memorandum Account (CPPMA), Schedule No. G-CARE, California Alternate Rates for Energy (CARE) Program, Rule No. 06, Establishment and Re-establishment of Credit, Rule No. 09, Discontinuance of Service, and Rule No. 12, Payment of Bills, provided as Attachment A.

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 submitted.

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@socialgas.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:

ATTACHMENT A
Advice No. 5768

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 58570-G	PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT, COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA), Sheet 1	Original 57689-G
Revised 58571-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 1	Revised 57607-G
Revised 58572-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 3	Revised 57609-G
Revised 58573-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 57827-G
Revised 58574-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 57828-G
Revised 58575-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 57831-G
Revised 58576-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 57885-G
Revised 58577-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 57816-G
Revised 58578-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 57920-G
Revised 58579-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 57888-G
Revised 58580-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 57893-G
Revised 58581-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 6	Original 58014-G
Revised 58582-G	TABLE OF CONTENTS	Revised 58552-G
Revised 58583-G	TABLE OF CONTENTS	Revised 58290-G
Revised 58584-G	TABLE OF CONTENTS	Revised 58569-G
Revised 58585-G	TABLE OF CONTENTS	Revised 58033-G

PRELIMINARY STATEMENT - PART VI - MEMORANDUM ACCOUNT
COVID-19 PANDEMIC PROTECTIONS MEMORANDUM ACCOUNT (CPPMA)

Sheet 1

1. Purpose

The CPPMA is an interest-bearing memorandum account that is recorded on the Utility's financial statements. Pursuant to Resolution M-4842, dated April 16, 2020, the purpose of the CPPMA is to record the incremental costs and waived charges incurred by SoCalGas associated with providing the emergency customer protection measures adopted in Decision 19-07-015 and otherwise offered in SoCalGas' discretion. The applicable customer protections offered in response to Resolution M-4842 are described in SoCalGas' Advice Letter 5604-B, submitted on May 22, 2020. Pursuant to Resolution M-4849, dated February 12, 2021, the applicable customer protections are extended to June 30, 2021.

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On March 4, 2020, Governor Newsom declared a State of Emergency in California related to the COVID-19 Pandemic.

Pursuant to Resolution M-4842, the required emergency customer protection measures mandated by D.19-07-015 apply to all residential customers and non-residential core customers with an annual consumption of 10,000 therms of gas or less (eligible core customers). SoCalGas will also implement associated discretionary protections for all eligible core customers. Pursuant to Resolution M-4849, the required emergency customer protection measures are extended to June 30, 2021, unless further extended by the Commission. For those protections the Utility shall:

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- a. Maintain customer protections effective March 4, 2020, through June 30, 2021, unless further extended by the Commission.
- b. Record costs in the CPPMA effective March 4, 2020.

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2. Applicability

The CPPMA shall apply to all customers except those specifically excluded by the Commission.

3. Rates

The CPPMA shall be applied to rates as described in Section 5 below.

4. Accounting Procedures

SoCalGas shall maintain the CPPMA by recording entries at the end of each month as follows, net of FF&U, where applicable:

- a. A debit entry equal to the actual operation and maintenance (O&M) costs and capital-related costs (i.e., depreciation, taxes and return) associated with the COVID-19 consumer protections;
- b. A debit entry equal to waived charges;
- c. A debit entry for incremental uncollectible expense attributed to the COVID-19 pandemic consumer protections;

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5768
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

Schedule No. G-CARE

Sheet 1

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

The italicized Sections of this Schedule are temporary, adopted on an interim basis, pursuant to Resolution M-4842 and Resolution M-4849.

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APPLICABILITY

This schedule provides a California Alternate Rates for Energy (CARE) discount to each of the following types of customers listed below that meets the requirements for CARE eligibility as defined in Rule No. 1, Definitions, and herein, and is taken in conjunction with the customer's otherwise applicable service schedule.

1. Customers residing in a permanent single-family accommodation, separately metered by the Utility.
2. Multi-family dwelling units and mobile home parks supplied through one meter on a single premises where the individual unit is submetered.
3. Non-profit group living facilities.
4. Agricultural employee housing facilities.

TERRITORY

Applicable throughout the service territory.

DISCOUNT

The qualified customer will receive a 20% CARE discount on all customer, commodity, and transportation charges on their otherwise applicable service schedule. In addition, the customer will not pay the CARE portion of the Public Purpose Programs Surcharge as specified in Schedule No. G-PPPS.

The qualified customer shall also pay a discounted CARE Service Establishment Charge as specified in Rule No. 10, Service Charges, to establish or re-establish service each time an account is opened.

SPECIAL CONDITIONS

ALL CUSTOMERS

1. Applicable Conditions: All special conditions contained in the customer's otherwise applicable schedule are applicable to service under this schedule.
2. Application and Eligibility Declaration: An application and eligibility declaration, on a form authorized by the Commission, is required for service under the CARE program unless otherwise authorized by the Commission. Renewal of a customer's eligibility declaration, also referred to as recertification, is required at the request of the Utility.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5768
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

Schedule No. G-CARE

Sheet 3

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

ALL CUSTOMERS (Continued)

4. Eligibility (Continued)

No customer, submetered tenant, or facility resident claimed on another person's income tax return shall be eligible for this rate.

5. Verification: Information provided by the customer to the Utility is subject to verification as authorized by the Commission. Refusal or failure to provide documentation of eligibility acceptable to the Utility, upon request, shall result in the denial or termination of the CARE discount.

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. Accordingly, the Utility shall suspend all CARE program removals and discontinue all recertification and verification requests that require customers to provide their current income information.

6. Backbilling: Customers may be backbilled under the applicable rate schedule for periods of ineligibility and/or if the direct benefits to a facility's residents claimed by the customer cannot be supported.

7. Customer Responsibility: It is the customer's responsibility to notify the Utility within 30 days if there is a change in eligibility status, except as specified for multi-family customers in Special Conditions 11 and 12 below.

8. Discount Calculation: The CARE discount of 20% shall be reflected through the use of separate line item on the bill stated as an overall discount to the otherwise calculated customer, commodity and transportation charges.

In addition to the Special Conditions above pertaining to all applicable customers, Special Conditions specific to each type of applicable customer are set forth below.

SINGLE FAMILY CUSTOMERS

9. Location Eligibility: Customers are only eligible to receive this rate at one residential location at any one time.

(Continued)

(TO BE INSERTED BY UTILITY)
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Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

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ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

The italicized Sections of this Rule are temporary, adopted on an interim basis, pursuant to Resolution M-4842 and Resolution M-4849.

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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 were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. 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.

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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. 5768
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 22, 2021
 EFFECTIVE Feb 22, 2021
 RESOLUTION NO. M-4849

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 were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. 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.

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5768
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

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 and Resolution M-4849.

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.

* Under paragraph C.1.a. and C.2.a., residential customers who are normally billed monthly will have a minimum of 34 calendar days between the date of mailing of the bill and the date of service termination for non-payment.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5768
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

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DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. 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.

a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph C.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment.

b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.

3. Third Party Notification. The Utility shall allow elderly (age 65 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice described in paragraph C.2. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.

4. Reasonable Attempt to Contact Customers. Before residential service may be discontinued for non-payment of bills, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service. This reasonable attempt to contact an adult on the customer's premises shall consist of:

a. The Utility will solicit or verify customer telephone numbers and/or email address when customers request that service be turned on, when customers contact the Utility for any type of service order or extension, and when the Utility contacts customers at the time of termination of service.

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

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5768
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 DATE FILED Feb 22, 2021
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 RESOLUTION NO. M-4849

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 3

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers. (Continued)

- b. At least two attempts will be made to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- c. Whenever telephone contact cannot be accomplished, the Utility shall give by mail a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the mailed notice. Disconnection notices will notify the customer that there may be financial programs available to assist them.
- d. In lieu of telephone contact, for customers who have provided their email addresses, the Utility may give by email a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the emailed notice.
- e. At the time of termination of service, the Utility shall attempt to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- f. Where the Utility is aware that there is a handicapped* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
 - 1. Pursuant to D.14-06-036 effective until December 31, 2016, for vulnerable customers**, the Utility shall provide in-person visits within 48 hours prior to disconnection; however, if personal contact cannot be made, notice shall be posted in a conspicuous location at the service address. The utility shall not require any vulnerable customer who receives a field visit pursuant to Rule 9.C.4.e.1 to pay a fee associated with that field visit.
- g. Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications between the aforementioned customers and the Utility.

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

** Vulnerable customers include elderly (age 65 and over), handicapped, and special needs profiled residential customers, including Medical Baseline, Life Support, and customers who self-certify that they have a serious illness.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5768
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 22, 2021
EFFECTIVE Feb 22, 2021
RESOLUTION NO. M-4849

Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

h. Pursuant to D.14-06-036, the Utility shall include with its Disconnection Notice multiple language,*** large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with direction and contact information on how to seek help.

At the request of the customer, the Utility shall provide its Disconnection Notices in Braille. Customers may request such format through the Customer Contact Center. The Braille Disconnection Notice shall also be mailed to customers who have requested bills in Braille. The Braille-translated Disconnection Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day. The collection cycle will be adjusted in the customer’s favor to accommodate the timing difference of the Braille notice and non-Braille notice.

5. Termination in Error. In the event the Utility terminates service in error, such service shall be restored, without charge, as provided for in Rule No. 10.

6. Termination Dispute for Core Customers

a. Customer Contacts Utility. If the customer is temporarily unable to pay their bill, the Utility may, at its discretion, extend a payment arrangement to a customer who alleges an inability to pay. However, for residential customers, the Utility shall offer customers a 12-month payment plan or to switch any existing payment arrangements of less than 12 months to a payment plan of 12 months. The customer must contact the Utility prior to the expiration date of any delinquency notice before termination of service to be eligible for payment arrangements. If arrangements are granted, the customer must comply with the agreement and pay all future bills on time in order to continue service. The Utility shall furnish information on the availability of various financial assistance programs to those customers who demonstrate an inability to pay their bill.

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

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

*** The languages provided will be consistent with Senate Bill 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)

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ADVICE LETTER NO. 5768
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Regulatory Affairs

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Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

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

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

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

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

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

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

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. 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.

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Rule No. 12

Sheet 1

RENDERING AND PAYMENT OF BILLS

The italicized Sections of this Rule are temporary, adopted on an interim basis, pursuant to Resolution M-4842 and Resolution M-4849.

N

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly, or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer, except as provided in Section C below and as noted in Rule No. 14, Meter Reading, Section C.
 - a. Braille Bills. At the request of the customer, the Utility will provide bills in Braille. Customers may request such format through the Customer Contact Center. After the initial call is made, future bills will be sent automatically in Braille. Braille bills only translate specific, relevant payment-related information, not all other messages or non-payment related information.
2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive the paper bills. All legal and mandated notices and all charges that would have appeared on the paper bill will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. Either party may discontinue electronic billing upon 30 days' notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent, unless such release is in accordance with Rule No. 42. The customer's consent shall be provided to the Utility either in writing or electronically.
 - a. The Utility will provide large print bills through its website for customers enrolled in "My Account." The Utility website will provide instructions for accessing and viewing the electronically produced bill in large font. Customers unable to access the internet or otherwise unable to view electronically presented bills may contact the Customer Contact Center for assistance.

(Continued)

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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 were offered effective March 4, 2020 through April 16, 2021. Pursuant to Resolution M-4849, the Commission extended the Emergency Customer Protections for residential and small business customers through June 30, 2021. 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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