

REVISED

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 28, 2021

Advice Letter 5794G & 5794G-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 COVID-19 Emergency Customer Protections Transition Plan Pursuant to Resolution M-4849, Ordering Paragraph 5 & Partial Supplement - Southern California Gas Company's COVID-19 Emergency Customer Protections Transition Plan Pursuant to Resolution M-4849, Ordering Paragraph 5.

Dear Mr. van der Leeden:

Advice Letter 5794G & 5794G-A is effective as of May 1, 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

April 1, 2021

Advice No. 5794
(U 904 G)

Public Utilities Commission of the State of California

Subject: Southern California Gas Company's COVID-19 Emergency Customer Protections Transition Plan Pursuant to Resolution M-4849, Ordering Paragraph 5

Purpose

The purpose of this submittal is to file a transition plan in accordance with the California Public Utilities Commission (Commission or CPUC) Resolution (Res.) M-4849, Authorization and Order directing investor-owned utilities (IOUs) to extend emergency customer protections to support California customers through June 30, 2021, and to file transition plans for the expiration of the emergency customer protections.

Background

In Decision (D.) 19-07-015, the Commission established a permanent set of minimum emergency disaster customer protection measures that the utilities are mandated to implement in the event of a declared emergency.¹ Pursuant to Ordering Paragraph (OP) 1, emergency disaster customer relief protections shall apply to utility customers in areas affected by a disaster declared a state of emergency by the California Governor's Office or the President of the United States. Consistent with D.19-07-015 OP 2, when a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility services, the utilities must submit a Tier 1 Advice Letter (AL) with the Commission's Energy Division within 15 days of the Governor's state of emergency declaration or a Presidential state of emergency proclamation reporting compliance with the Decision's mandated emergency disaster customer relief protections.² On March 4, 2020, Governor Gavin Newsom (Governor) declared a State of Emergency in response to the outbreak of novel

¹ D.19-07-015 at 4.

² D.19-07-015 OP 14.

coronavirus, COVID-19.³ On March 13, 2020, President Trump signed an Emergency Declaration to facilitate a federal response to the emerging COVID-19 pandemic.⁴

The situation surrounding the COVID-19 pandemic is unprecedented and will continue to have a dramatic impact on all utility customers. SoCalGas recognizes the substantial financial hardships that many of its customers have been enduring due to COVID-19. In recognition of these hardships, SoCalGas remains committed to assisting its customers throughout the evolving pandemic and the transition from customer protections.

I. Transition Plan Introduction

On March 4, 2020, Governor Gavin Newsom issued a State of Emergency that identified the COVID-19 pandemic as a disaster emergency affecting the State of California.⁵ On March 16, 2020, Governor Newsom issued Executive Order N-28-20, requesting that the Commission monitor the measures by public and private utility providers to implement customer protections in response to COVID-19.⁶ On March 17, 2020, Commission Executive Director Alice Stebbins directed utilities to submit ALs implementing the applicable customer protections set forth in D.19-07-015 and to apply such protections retroactively to March 4, 2020, when the State of Emergency was declared.⁷ On April 16, 2020, the Commission adopted Res. M-4842, Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic, directing utilities to offer the protections adopted in D.19-07-015 to all residential and small business customers through April 16, 2021, with an option to extend.⁸

When the pandemic began to adversely affect California, SoCalGas voluntarily chose to implement a disconnection moratorium for its gas customers. SoCalGas also put in place additional customer protections, such as extending payment arrangements, and enacted other measures designed to ensure that customers continue to receive gas service regardless of their payment status. In response to the March 17, 2020 Letter from Executive Director Stebbins and Res. M-4842, SoCalGas submitted AL 5604-B on May 22, 2020, affirming its compliance with specific emergency customer protections

³ <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>.

⁴ <https://www.federalregister.gov/documents/2020/03/18/2020-05794/declaring-a-national-emergency-concerning-the-novel-coronavirus-disease-covid-19-outbreak>.

⁵ <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.4.20-Coronavirus-SOE-Proclamation.pdf>.

⁶ <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>.

⁷ https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2020/Exec%20Director%20Letter%20to%20Energy%20Companies%20re%20COVID-19%20March%2017,%202020.pdf.

⁸ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M333/K482/333482381.PDF>

and outreach activities in light of the COVID-19 pandemic.⁹ In AL-5604-B, SoCalGas provided a detailed response to address the customer protections listed in Res. M-4842, as well as SoCalGas' outreach regarding those emergency customer protections. Those customer protections included: (1) Implement payment plan options for residential customers; (2) Suspend disconnection for non-payment and associated fees; (3) Waive deposit and late fee requirements; (4) Suspend all California Alternate Rate for Energy (CARE) program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections; and (5) Discontinue generating all recertification and verification requests that require customers to provide their current income information.

Currently, California's COVID-19 daily diagnosis statistics remain high,¹⁰ and many businesses are not operating at full capacity which means that the economy is still exhibiting a downturn. However, since March 2020, the situation has improved where the Governor has lifted most of the regional stay at home order directives and permitted the reopening of businesses.¹¹ Of significance, California's unemployment numbers have improved from 16.0% in April 2020 to 9.3% in December 2020.¹² As the pandemic and economic situation has evolved, so does the need to evolve from the emergency customer protections. Other states have moved or are transitioning from disconnection moratoriums and COVID-19 relief protections and have designed transition plans to assist payment troubled customers keep utility service.¹³ Similarly, the CPUC has recognized the need to evolve from the COVID-19 Emergency Customer Protections.

On February 11, 2021, the Commission adopted Res. M-4849, Authorization and Order Directing Utilities to Extend Emergency Customer Protections to Support California Customers Through June 30, 2021, and to File Transition Plans for the Expiration of the Emergency Customer Protections.¹⁴ Res. M-4849 requires the Investor-Owned Utilities (IOUs) to file a transition plan "to facilitate a smooth transition for customers when the Emergency Customer Protections are lifted."¹⁵ The IOUs are directed to "design the transition plan to effectively ease customers through a transition off of the Emergency Customer Protections."¹⁶ The transition plan must include: "1) a timeline of new activities and resumed activities, 2) a marketing, education, and outreach (ME&O)

⁹ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/5604-B.pdf>.

¹⁰ See Johns Hopkins University & Medicine tracking of daily confirmed new cases at <https://coronavirus.jhu.edu/region/us/california>.

¹¹ https://www.cdph.ca.gov/Programs/OPA/Pages/NR21-030.aspx?mc_cid=825c65a153&mc_eid=33985fcbf3.

¹² https://ycharts.com/indicators/california_unemployment_rate.

¹³ See, e.g., Finding and Order, In the Matter of the Application of Ohio Power Company, Case Nos. 20-602-EL-UNC, et al. (May 6, 2020) ("AEP Order") at ¶ 25 (instructing utilities to submit comprehensive plans describing their expectations for safely resuming activities to a pre-COVID-19 basis).

¹⁴ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M366/K625/366625011.PDF>

¹⁵ Res. M-4849 at 10.

¹⁶ *Id.*

strategy, 3) an explanation of how the activities timeline and ME&O strategy account for compliance and safety, and 4) a progress tracking and reporting plan.”¹⁷ The goal of the transition plan is to proactively enroll customers in programs to manage their utility bills and inform relevant customers of the changes to programs they are already on.”¹⁸

Recognizing the Commission’s goal to effectively transition customers off customer protections, SoCalGas proposes the following transition plan (“Transition Plan” or “Plan”) that contemplates the resumption of normal business activities, including resuming disconnections for non-payment as of June 30, 2021.

Most of the collection processes are supported by SoCalGas’ Customer Information System (CIS). CIS is a legacy system that has been in place for decades and has been optimized over time to run efficiently. SoCalGas’ CIS has been integrated in a way that meets the requirements of the company’s Commission-approved tariffs and harmonizes with SoCalGas’ customer service and operational needs. Making modifications in CIS to a single collections process may have negative impacts to other interfacing systems in other areas. Given the unprecedented nature of restarting collections after a 15-month pause, there may be unforeseeable issues associated with executing the collections cycles. Accordingly, SoCalGas believes making minimal modifications when restarting the non-emergency collections process is the most reliable and robust way to serve and support our customers. In this manner, SoCalGas can ensure that we have the best consequences, with the best visibility and control to carry out the collections process as intended with minimal errors and challenges. Therefore, the Transition Plan presented below makes only minimal modifications to SoCalGas’ collections process.

SoCalGas recognizes the impact the pandemic has had on our customers, including the newly unemployed, our most vulnerable customers, and small businesses, and SoCalGas has worked to promote relief options to assist customers facing financial hardship. From the beginning of this pandemic, SoCalGas has remained committed to helping customers navigate uncertainty and economic hardship. With this Transition Plan, SoCalGas’ goal is to implement a plan that can assist customers to effectively transition for the short term. However, none of us know how long we are going to have to live with this pandemic or its economic consequences. For these reasons and because of the dynamic nature of the pandemic, SoCalGas’ implementation of the Transition Plan requires flexibility. SoCalGas reserves the right to implement specific provisions of the Transition Plan, including longer term options, based upon the trajectory of the pandemic, the status of the economy, any new information, or Commission directive so that SoCalGas’ and its customers interests continue to be considered.

SoCalGas will monitor state and local COVID-19 health orders and governmental directives, and reserves the right, in consultation with Energy Division, to postpone

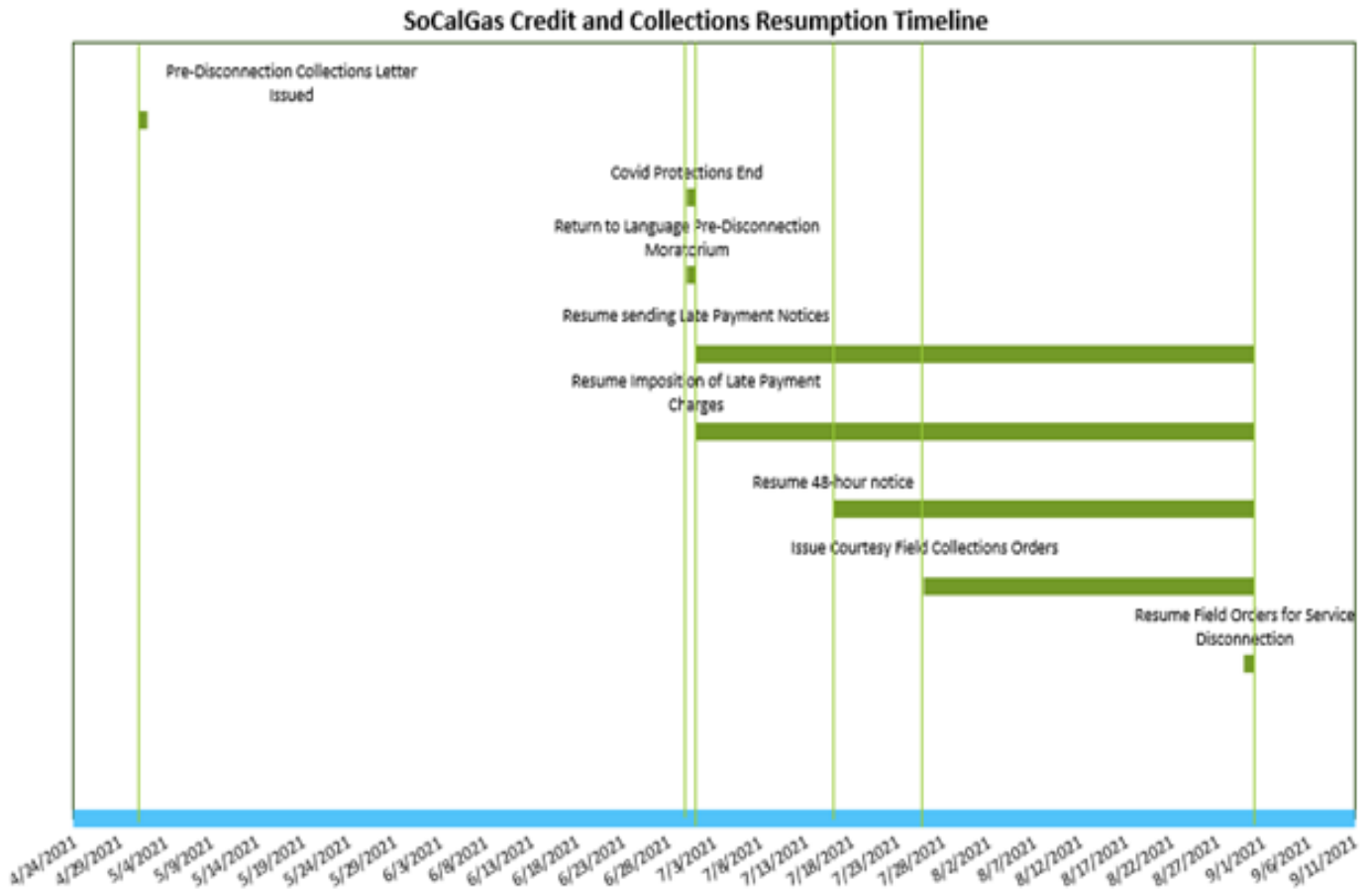
¹⁷ *Id.* at 11.

¹⁸ *Id.* at 34.

implementation of provisions of this Plan as necessary to ensure the safety of SoCalGas' employees, customers and the general public.

II. SoCalGas Transition Plan

1. Credit and Collections Tactical Plan and Activities Timeline



A. Resumption of disconnections for non-payment

SoCalGas recognizes the ongoing impact of COVID-19 on customers' finances, health and general wellbeing, and it is not the Company's desire to potentially aggravate any customer's situation by disconnecting their natural gas service. Thus, SoCalGas remains committed to working with all of its customers through the transition period. SoCalGas details below how it expects it would cautiously and strategically resume the regulated disconnection process once the disconnection moratorium is lifted and the consumer protections expire. SoCalGas' plan for resuming disconnections has been designed to protect its vulnerable customers during the ongoing pandemic, particularly those who are low-income and the newly low-income.

Preliminarily, SoCalGas' Rule No. 09 contains robust pre-disconnection customer protections.¹⁹ SoCalGas would like to underscore that, once normal disconnection procedures are restored, SoCalGas will follow all existing consumer protections including sending payment reminders (via letter, e-mail, and proactive outbound calls), new 15-day notices, and new 48-hour notices prior to engaging in any disconnections. During those interactions, SoCalGas also will provide information to customers with respect to low-income assistance programs, payment arrangement options, and Arrearage Management Plan (AMP). As stated above, SoCalGas will only make minimal adjustments to our non-emergency collections processes to ensure a reliable and smooth transition for our customers to normal operations.

Disconnections for SoCalGas will resume on August 30, 2021. SoCalGas will not disconnect any customer who: (1) has a Low-Income Home Energy Assistance Program (LIHEAP) pledge pending; (2) makes a payment of at least 20% of the amount due and agrees to an installment payment plan for the remainder of the balance; (3) who is on Medical Baseline; (4) is enrolled in AMP; or (5) who agrees to enroll in AMP or a 12-month payment plan. In addition, SoCalGas will not disconnect any customer in excess of the 2% system cap on disconnections or the 30% zip code cap on disconnections.

1. Collections Communication

Under SoCalGas' Transition Plan, SoCalGas will issue a "pre-disconnection" letter informing all affected customers of the impending lifting of the disconnection moratorium. All residential and small business customers who have arrears at the time of the communication that could subject them to disconnection, including CARE customers, will be mailed or e-mailed this letter, depending on the customer's indicated preference, reminding them of the need to stay current on their bills and providing information on how to contact SoCalGas to enroll in available programs, if needed. The communication will: (1) inform the customer that they are at risk of disconnection after the moratorium is lifted; (2) indicate a general time range when the customer will likely be disconnected unless the customer takes appropriate steps; and (3) be sent to the customers on or about May 15, 2021, at least forty-five days prior to the issuance of the standard 15-day disconnection notice contained in Rule No. 09 of SoCalGas' tariff.

Once the disconnection moratorium is lifted, SoCalGas intends to restart its collections process. Effective July 1, 2021, SoCalGas will resume sending late payment notices (LPNs) to customers who are in the billing cycle running on that day and will continue each regular business day thereafter. After the first LPNs are issued, on July 20, 2021, customers who received a late payment notice on July 1, 2021 and who have not yet paid their amount due will receive a 48-hour notice via automated outbound dialing. On July 21, 2021, customers who have still not paid will be issued 48-hour notices via U.S. mail. On July 22, 2021, vulnerable customers, as defined in Rule No. 09, will receive a

¹⁹ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/09.pdf>.

field visit with a 48-hour notice. On July 28, 2021, customers who have still not paid will receive “collect-or-close” orders.

After March 4, 2020, SoCalGas softened the language on LPNs for residential customers and small business customers (“Did you overlook...” vs “To avoid disconnection of service...”). Effective July 1, 2021, SoCalGas will resume using the language in use before the disconnection moratorium and include information regarding available programs to assist customers experiencing financial hardships.

2. In Person Collections

During July and August 2021, SoCalGas’ field collectors will begin to make field visits, keeping in compliance with COVID-19 safety protocols, to provide more information for customers regarding their current arrearages, available payment arrangements, and assistance programs, but not to disconnect. These steps are intended to help customers to take proactive action to limit their arrearages. SoCalGas will continue to reach out to customers to engage them and help them understand the need to continue to manage their gas accounts.

B. Payment Plan Options

There will be substantial opportunity for customers to interact with SoCalGas for making payment arrangements to maintain their utility service, and thus avoid disconnection. This opportunity for interaction is important because throughout the disconnection moratorium SoCalGas has offered payment arrangements. SoCalGas intends to continue to offer payment arrangements once the disconnection moratorium is lifted and customer protections expire, including the new AMP program²⁰ and new 12-month payment plan in addition to existing programs.

1. Residential Customers

Unless otherwise directed by the Commission, SoCalGas will offer a payment arrangement for a period of up to 12 months²¹ to residential customers with past due amounts or defer the entire past due balance for a period of up to three months. A residential customer who remains current on a payment arrangement and current bill will not be disconnected.

2. Small Business Customers

Unless otherwise directed by the Commission, SoCalGas will offer a payment arrangement for a period of up to 12 months to small business customers, as defined by

²⁰ SoCalGas’ AMP AL 5689 was approved in Res. E-5114.

<https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M355/K728/355728317.PDF>

²¹ <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/09.pdf>

SoCalGas' tariff,²² with past due amounts. A small business customer who remains current on the payment arrangement and current bill will not be disconnected. SoCalGas will not require additional statement of hardship or need for the purpose of qualifying business customers for payment arrangements.

C. Resumption of late payment charges

SoCalGas does not apply late payment charges for residential customers. SoCalGas will begin to apply late payment charges for small business customers beginning July 1, 2021. Late payment charges are not charged for any amount the customer has requested to be billed as part of an installment payment plan.

D. Reconnections

In compliance with D.20-06-003, SoCalGas no longer charges a fee for residential customers for reestablishment of service after a disconnection. In addition, SoCalGas is committed to reconnecting a customer within 24 hours of the customer making a payment.²³ SoCalGas aims to restore natural gas service for impacted customers as soon as practicable with a primary emphasis on the safety of its customers and employees. SoCalGas also conducts safety checks before restoring natural gas service when entering each home.

E. SoCalGas Branch Offices

SoCalGas' Branch Offices are currently closed in compliance with the State's safety protocols for the COVID-19 pandemic. While all other payment options (mail, online, authorized payment locations, credit card through third party, etc.) remain available, to ensure the safety of customers and employees and compliance with state and local COVID-19 health orders, SoCalGas branch offices will remain closed until they are permitted to be reopened. Payments through authorized payment locations have been an important payment channel for restoring service after a customers' service has been disconnected. After disconnections resume, SoCalGas' authorized payment locations may remain closed based on state and local health orders.

Proposed modifications to Gas Rule No. 09 (Discontinuance of Service) are included in Attachment A.

F. Compliance and Safety

SoCalGas will continue to monitor state and local COVID-19 health orders and governmental directives, and reserves the right, in consultation with Energy Division, to

²² *Id.*

²³ Reconnection times differ across the IOUs. See D.18-12-013 at 3.

postpone implementation of provisions of this Transition Plan as necessary to ensure the safety of SoCalGas employees, customers and the general public.

G. Progress Metrics²⁴

On March 22, 2021, the Energy Division requested the IOUs provide proposed reporting metrics. SoCalGas proposes the following progress metrics as a baseline to measure success. SoCalGas will report the progress metrics in the first monthly report in the Disconnections Proceeding R.18-07-005 as determined by the Energy Division’s disposition of the Transition Plan Advice Letter.²⁵ Additionally, SoCalGas proposes the following metrics be reported for a one-year period.

Progress Metrics
Retention of customers enrolled between 3/16/2020 – 6/30/2021
<ul style="list-style-type: none"> • Number of customers that remain on AMP • Number of customers that remain on payment plans equal to 12 months
Enrollments of impacted customers in new payment programs starting July 1, 2021
<ul style="list-style-type: none"> • Percentage of customers that complete post-enrollment verification for <ul style="list-style-type: none"> ○ CARE ○ FERA • Number of new monthly residential customers’ participation in: <ul style="list-style-type: none"> ○ AMP ○ LIHEAP ○ Other bill relief programs (i.e. REACH for PG&E, EAF for SCE, GAF for SoCalGas, N2N for SDG&E) • Number of new enrollments in residential payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of new small business enrollments in payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of broken payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months) • Number of kept payment plans by buckets (i.e. 1-3 months, 4-6 months, 7-9 months, 10-12 months, greater than 12 months)

2. CARE Program Tactical Plan and Activities Timeline

SoCalGas observed an increase in CARE enrollments since suspending recertification and post-enrollment verification processes as directed in the COVID-19 customer

²⁴ On March 26, 2021, Pacific Gas & Electric Company (PG&E) provided metrics that all the IOUs could utilize in their transition plans.

²⁵ See Res. M-4849 at 16-17. “The IOUs shall report these progress metrics and the any additions to transition plans monthly. Energy IOUs shall report in the monthly report required by the Disconnections Proceeding, R.18-07-005. The Industry Division’s disposition of the Transition Plan Advice Letter will indicate the first monthly report delivery date.”

protections. CARE enrollment increased by 10.9% between February 2020 and February 2021. Considering the increase in new CARE enrollments, SoCalGas is committed to ensuring that as the customer protections are lifted, impacted customers are aware of any actions they might be required to remain enrolled in the CARE program. SoCalGas describes its plans to increase customer awareness and support for re-instating the recertification and post-enrollment verification processes in further detail below.

A. Recertification

SoCalGas requires CARE participants to recertify their eligibility to remain enrolled in the program either:

- Every two years for individually metered customers and sub-metered tenants of master-metered customers; or
- Every four years for customers that have a fixed income.

Customers do not need to provide proof of their household income at the time of recertification; and they are only required to declare that they still meet the program's eligibility requirements. Customers can recertify by any of the following methods:

- Web (socalgas.com/care) or MyAccount portal;
- Mobile via web or MyAccount portal;
- Mail;
- IVR;
- Phone; or
- Fax

SoCalGas provides multiple notifications to customers that inform them of the need to recertify their eligibility to remain enrolled in the program. Once the disconnection moratorium ends, the earliest a CARE customer could receive a recertification notice would be July 1, 2021. Customers who are due to recertify will receive notifications by e-mail, direct mail, text message, bill message, phone, and My Account, as applicable, and requested to respond within 90 days. SoCalGas permits 100 days to allow for weekends and non-business days, so the earliest for program removal due to non-response is October 8, 2021.

The figure below describes the recertification notification process.

CARE Recertification Notifications Process and Timeline beginning July 1, 2021		
Communication	Channel	Timing
Notification #1 – informs customers they will be unenrolled in 90 days if no action is taken.	Direct Mail OBD recording E-mail Text message My Account Bill Message	90 days before removal
Notification #2 – informs customers they will be unenrolled in 45 days if no action is taken.	Direct Mail OBD recording My Account Bill Message	45 days before removal
Confirmation of removal from program – informs customers they no longer receive CARE 20% discount/provides instructions on how to re-enroll.	My Account Bill Message	0 days before removal

B. Customers Scheduled to Receive a Recertification Request Within the Protection Period

In support of reducing customer concern during the transition period, SoCalGas will not require customers who would have received a recertification notice during the COVID-protection period (March 2020-June 2021) to recertify immediately upon the expiration of the protections. Approximately 916,702 customers were due to recertify during the timeframe mentioned above. SoCalGas recommends extending CARE enrollment to customers who were due to recertify during this protection period for one additional year to lessen the likelihood of customers falling off the program and ensure a smooth transition.

To align with the other IOUs, SoCalGas will continue its data exchange process to ensure all new and recertified CARE participants in shared service territories receive the CARE discount on their energy bills.

C. Customers Scheduled to Receive a Recertification Notice on July 1, 2021 or Later

If a customer's recertification date was unaffected by the customer protections and they are scheduled to receive a recertification notice on July 1, 2021 or later, the customer will receive a recertification notice on their normal schedule. For example, a CARE customer that enrolled in CARE on October 15, 2019 and is not on a fixed income (i.e.,

recertifies every two years) would receive a recertification request on October 15, 2021 and be required to recertify within 90 days to remain enrolled in the program.

D. Customers Eligible for Automatic Recertification

SoCalGas will automatically recertify customers that are deemed most likely eligible for CARE based on SoCalGas' CARE probability model. Customers who are automatically recertified will not receive a recertification request and will continue to receive the CARE discount for an additional enrollment cycle (two years).

E. Post-Enrollment Verification (PEV)

To maintain program integrity, SoCalGas conducts [PEV](#) reviews to verify the eligibility of customers enrolled in the CARE program. In a PEV review, selected customers must submit required documentation to verify their program [eligibility](#). Prior to implementing customer protections, 2-4% of CARE participants annually received post-enrollment verification requests based on the CARE [Probability Model](#). Consistent with the existing practice prior to the implementation of customer protections, SoCalGas will conduct PEVs throughout the course of the year (i.e., not all PEVs will occur once the protections expire).

SoCalGas will reinstate the PEV process beginning July 1, 2021. Any CARE customers enrolled or recertified during the COVID-19 customer protections period will be subject to the PEV process and the CARE Probability Model. Customers deemed least probable to qualify for the program will be selected for PEV and sent a verification request with 90 days to respond.

Customers can respond to the verification request by any of the following methods:

- Web via MyAccount portal
- Mobile via MyAccount portal;
- Mail; or
- Fax

SoCalGas provides multiple notifications to customers that inform them of the need to verify their eligibility to remain in the program. Once the moratorium ends, the earliest a CARE customer could receive a PEV request would be July 1, 2021. Customers will receive notifications by direct mail, bill message, phone, and My Account, as applicable, and will be removed from CARE if they do not verify their eligibility within the 90 days. SoCalGas permits 100 days to allow for weekends and non-business days, so beginning October 8, 2021, customers may be removed from CARE if they do not respond with required supporting documentation.

The figure below describes the verification notification process and timeline.

CARE Verification (PEV) Process and Timeline beginning July 1, 2021		
Communication	Channel	Timing
Notification #1 – informs customers they will be unenrolled in 90 days if no action is taken.	Direct Mail OBD recording My Account Bill Message	90 days before removal
Notification #2 – informs customers they will be unenrolled in 45 days if no action is taken.	Direct Mail OBD recording My Account Bill Message	45 days before removal
Confirmation of removal from program – informs customers they no longer receive CARE 20% discount/provides instructions on how to re-enroll.	Bill Message	0 days before removal

F. Description of CARE Notifications

Phone: After the initial recertification or PEV request is initiated, SoCalGas automatically sends a pre-recorded message by phone to customers to inform them to expect an application in the mail. For recertification, the message explains that it is time to renew eligibility, and failure to do so will result in program removal. The PEV message explains that to remain on CARE, proof of income or proof of participation in one of the assistance programs listed on the application, is required. Failure to respond will result in program removal and back-billing for up to three months. Customers who answer the call, can select to hear the message in English or Spanish. If the call goes to voicemail, the respective message is left in both English and Spanish. A second automated call is placed 45 days later.

Text Messages: SoCalGas plans to continue sending text messages to targeted lists of CARE customers whose applications have recently expired. The messaging encourages customers to reapply (a direct URL is provided) in order to continue receiving their 20 percent bill discount.

IVR: CARE recertification can be completed over the phone using SoCalGas' Interactive Voice Response (IVR) system which is an option available in English and Spanish for CARE customers 24/7 (call **1-866-716-3452**).

Bill Message: All CARE customers will continue to have the ability to confirm their participation by viewing the CARE icon and itemized discount amount on their bills.

My Account: The bill account holder's current CARE status is available when viewing their account online in My Account. Requests for recertification or verification is also viewable and can be completed in My Account.

CARE Call Center: SoCalGas CARE representatives are also available to speak to customers, respond to daily inquiries regarding CARE, and offer immediate enrollment or recertification over the phone Monday through Friday from 7am to 4pm.

3. SoCalGas Medical Baseline, Gas Assistance Fund (GAF) and LIHEAP Tactical Plan:

A. Medical Baseline Tactical Plan

The Medical Baseline Allowance program provides additional gas at the lowest baseline rate for households with individuals in the home who have a serious health condition. To qualify for the program, a licensed medical practitioner must certify that a resident in the home has a medical issue that requires heating and/or cooling and/or it is medically necessary to prevent deterioration of the patient's medical condition: paraplegic, quadriplegic, hemiplegic, multiple sclerosis or scleroderma, a compromised immune system, life-threatening illness, or any other condition.

Senate Bill (SB) 598 sets forth circumstances under which a customer shall not be disconnected for nonpayment, including customers receiving a medical baseline allowance, a customer (or member of their household) receiving hospice care, customer dependence on life-support equipment, or the presence of medical conditions requiring electric and natural gas service to sustain life or prevent deterioration of the medical condition²⁶. Specifically, SB 598 prohibits gas or electrical corporations from disconnecting customers who utilize a medical baseline allowance, are financially unable to pay, agree to a payment plan, and either are under hospice care, on life-support equipment, diagnosed with a life-threatening condition. Medical Baseline customers who are protected by the customer protection plan and not removed from the program due to non-response, or not sent a recertification/verification request, will be sent a recertification request for completion.

Beginning July 1, 2021, SoCalGas will lift all voluntarily implemented protections for medical baseline customers mentioned above. Customers who require recertification will receive a 90-day reminder notification to recertify eligibility in the medical baseline program on July 1, 2021, at the earliest. Customers who no longer meet the eligibility requirements for the medical baseline program or who fail to recertify will be removed from the medical baseline program. The earliest a customer will be removed from the medical baseline program is September 1, 2021.

²⁶ SB 598 Section 779.3 (a).

Medical Baseline Recertification Notifications Timeline	
Communication	Timing
E-mail notification #1: Informs customers they will be unenrolled in 90 days if no action is taken.	90 days before removal from medical baseline program
Direct mail notification #1: Informs customers they will be unenrolled in 90 days if no action is taken.	90 days before removal from medical baseline program
E-mail notification #2: Informs customers they will be unenrolled in 45 days if no action is taken.	45 days before removal from medical baseline program
Direct mail notification #2: Informs customers they will be unenrolled in 45 days if no action is taken.	45 days before removal from medical baseline program
Confirmation of removal from program: Informs customers they will no longer receive the Medical Baseline discount, and provides instructions on how to re-enroll.	0 days before removal from medical baseline program

In addition to the timeline above, SoCalGas plans to continue the pre-COVID recertification process. An initial recertification request will be mailed on the 1st day of the month the customer is due to recertify. A second recertification is mailed to customers who do not respond within 45 days to the first respective mailing. Customers who do not respond after 90 days are removed from the Medical Baseline program. Customers may submit copies of requested documentation via U.S. Postal Service, fax, or by e-mail.

SoCalGas' Medical Baseline Allowance program representatives are also available to speak to customers and respond to daily inquiries regarding the Medical Baseline program over the telephone, Monday through Friday from 7am-4pm.

B. GAF

Since 1983, the GAF program has provided bill assistance to households experiencing financial hardships created by rising natural gas bills. GAF helps customers by providing a grant of up to \$100. The program is funded by a combination of shareholder contributions and customer donations. GAF eligibility is based on CARE income guidelines and customers can receive the grant once per program year.

Before the onset of COVID-19, the GAF program offered funds from the first Tuesday of February until May 31, 2021, or until funds are depleted, whichever comes first. However, in response to the economic challenges brought by the COVID-19 pandemic, SoCalGas continued the program until December 31, 2020 and increased the grant amount by \$100 (to up to \$200) to seniors 65 years of age and older and to households

impacted by the pandemic. The additional \$100 amount will expire on July 1, 2021; however, subject to the availability of funds, customers will still be able to apply to receive a one-time grant of up to \$100.

3,192 households received a GAF grant in 2020. GAF is administered by the United Way of Greater Los Angeles. There are over 70 volunteer GAF agencies located throughout SoCalGas' service territory.

C. LIHEAP

The LIHEAP program is a federally funded program overseen by the California Department of Community Services and Development (CSD) and administered by 31 Local Service Providers (LSPs) throughout California. LIHEAP assists low-income households with their energy costs, including bill payment assistance, energy crisis assistance, weatherization, and energy-related home repairs. The program is open year-round, and customers may receive LIHEAP assistance once per calendar year with certain exceptions granted on a case-by-case basis.

LIHEAP provides up to \$1,000 in financial assistance to pay utility bills as well as home weatherization costs. Program eligibility is based on federal income guidelines. LIHEAP prioritizes applicants based on the greatest need and income, as well as households with vulnerable populations, including the elderly, disabled, and households with young children.

D.20-06-003 prohibits disconnections if there is a LIHEAP pledge pending.²⁷ SoCalGas recognizes that LIHEAP is an important program that can assist low-income households and has implemented a LIHEAP portal for LSPs.²⁷

4. ME&O Communications Strategy

A. ME&O Objectives

- Create awareness through meaningful communications and sharing of key dates
- Educate customers of their account's current standing and provide clear information as to available customer assistance resources
- Help support customers out of arrears
- Provide consistent, tailored, and relevant information across target audiences

SoCalGas' ME&O strategy will inform customers of the end of the customer protections and disconnection moratorium after June 30, 2021. SoCalGas will focus

²⁷ D.20-06-003 directs Southern California Edison Company (SCE), PG&E, San Diego Gas & Electric Company (SDG&E), and SoCalGas to develop an online LIHEAP pledge portal within nine months of this decision. SoCalGas has implemented its LIHEAP portal on March 16, 2021.

communications on available customer assistance programs and financial assistance opportunities to motivate willing customers subject to disconnection to enroll and/or recertify as soon as possible. SoCalGas remains mindful of the significant hurdles the pandemic has brought about and will continue to prepare to pivot and adjust timing and planning as necessary.

SoCalGas' goal is to provide meaningful, clear, and direct support to customers during what remains a very challenging time. SoCalGas respectfully reserves the right to alter its marketing campaign timing based on the current pandemic and other unforeseen factors.

SoCalGas plans to continue its communication efforts that have been utilized throughout the pandemic and build on its outreach efforts to add focused support and communication for customers with past-due balances. SoCalGas will also provide multi-lingual and multi-channel communications to drive awareness of upcoming changes in customer protections and provide access to support programs and resources to help ease the lifting of customer protections.

B. Target Audience

SoCalGas will target distinct audiences within SoCalGas' service territory, focusing on targeted messaging within subsets of the following groups:

- The general customer population currently on standard payment plans and not directly impacted by the ending of these protections for awareness and transparency. It will be shared that assistance services are available if they have experienced a change in income.
- Customers with past due bills on the verge of disconnection and in need of financial assistance/program support.
- Low-income customer population directly impacted by the ending of the customer protections needing support to avoid possible disconnection.
 - Customers currently enrolled in the CARE program, and who are eligible for the Arrearage Management Plan (AMP) and/or Medical Baseline (MBL).
 - Customers currently enrolled in the CARE program, and who are ineligible for AMP and/or MBL.
 - Customers not currently enrolled in CARE, and who are enrolled in MBL.
- Small business customers using less than 10,000 therms a year.

C. Timeline

SoCalGas has been using, and will continue to use, a variety of marketing and communication tactics to reach out to customers to educate and inform them of all the assistance options available after the expiration of the customer protections. Beginning 60 days before the collection process begins, SoCalGas will launch targeted communications to inform the customers of assistance options.

The communication and marketing tactics will include the following:**Digital**

- SoCalGas' current COVID-19 webpage will be enhanced to explain the ending of the Emergency Customer Protections after June 30, 2021. This webpage will be continually updated and available on an ongoing basis, as needed, and will feature information about available customer assistance programs and services, including details and criteria for repayment options and past due bill forgiveness;
 - Taking into consideration the recommendation from the Low-Income Oversight Board (LIOB) and Energy Division, SoCalGas will expand its current scam alert section on the COVID-19 webpage and link directly to its scam alert webpage (socalgas.com/scamalert) for more detailed information on scams specific to SoCalGas customers to help mitigate fear and uncertainty.
- Tailored messaging targeted to My Account customers based on the current standing of their account;
- An e-mail campaign with assistance program information to customers in arrears;

Customer Contact Center (CCC)

- Customer Contact Center (CCC) script updates;
- Talking points for customer-facing employees, both in the field and at call centers, on the expiration of customer protections and assistance options for residential and small business customers;

Direct Mail

- Bill inserts and bill messaging outlining assistance options for residential customers;

Telecommunication

- A targeted outbound call campaign with assistance information to customers in arrears;
- A targeted outbound LIHEAP-call campaign to previous LIHEAP recipients;
- Use of Interactive Voice Response (IVR) messaging;

Press Release/Newsletters

- A press release and/or community newsletter from SoCalGas detailing the expiration of customer protections and providing information on various assistance programs and payment plans available for customers.

Internal Support

- Regional Public Affairs to disseminate handouts, educate city staff/personnel, and provide on-site communication;

Outside Organizations

- Leverage existing relationships with Community- and Faith-Based Organizations (CBOs and FBOs) to provide handouts and provide education to these organizations to help inform hard-to-reach customers about the end of protections and available customer assistance programs.

D. Accessibility, Outreach, and CBO/FBO Coordination

Information and marketing collateral will be available in non-English languages and will be provided to branch payment offices (BPOs) and authorized payment locations (APLs). Information and collateral will also be provided to CBOs and FBOs that work with mono-lingual and/or limited English proficiency customers. Customers with disabilities and those that need accommodations due to access and functional needs (AFN) will be provided with specific information about the ending of protections, as well as available programs that serve these customers, including bill assistance/arrearage management, the Medical Baseline program, and other relevant customer assistance programs.

Considering the discussion and recommendation from the LIOB and Energy Division, SoCalGas will provide our community-based partners information, including a SoCalGas branded social media image and accompanying messaging, on how they can assist customers with being aware of and avoiding utility scams. Information will direct viewers to the SoCalGas scam alert webpage (socialgas.com/scamalert) for the most up-to-date information on common scams, how to recognize SoCalGas employees and imposters, and contact information should they require assistance. This scam alert webpage also refers customers who may need help paying their monthly bill to the customer assistance programs main webpage (socialgas.com/assistance).

E. ME&O Budget

SoCalGas' ME&O strategy plans to utilize existing budget and communications plans and does not foresee requesting additional funds for its customer communications efforts.

5. Collaboration with other agencies**A. Water Data Sharing**

Pursuant to D.11-05-004, SoCalGas and other IOUs are required to exchange customer data with water utilities biannually to streamline the enrollment in SoCalGas' low-income

assistance programs.²⁸ As reported in the California Water Association Meet and Confer report regarding the low-income data exchange process, SoCalGas agreed to accommodate more frequent CARE data exchanges, with no changes to format, consistent with the additional data exchange performed in 2020, up to a maximum frequency recommended to be no more than quarterly.²⁹

6. Progress Tracking and Reporting

Despite the transition plan activities and assistance programs cited above, there is continuing uncertainty over the magnitude and duration of economic hardship caused by the pandemic. In this situation it would be appropriate for the Commission to continue to monitor the situation after lifting the disconnection moratorium and customer protections by reviewing monthly reports for progress tracking and reporting.

SoCalGas plans to track and report on the transition plan activities using existing reporting tools such as the monthly disconnection report; AMP reports; payment arrangement, extension, and collections reports; IOUs monthly low-income programs reports; and CARE enrollment tracking reports.

Res. M-4849 directs the IOUs to include a plan for reporting progress on activities in the timeline, and present metrics they will track and report to monitor success in achieving the goal of effectively easing customers through a transition off of Emergency Customer Protections.³⁰ Please also see Attachment B (SoCalGas Transition Plan Data) for SoCalGas' response on the following information³¹:

- 1) The number and percent of unique customers, by ZIP code, who are
 - a. more than 90 days in arrears, and
 - b. not enrolled in a Recent Applicable Payment Plan or conventional extended payment plan.
- 2) The number and percent of unique customers, by ZIP code, who are
 - a. more than 90 days in arrears,
 - b. not enrolled in a Recent Applicable Payment Plan or conventional extended payment plan, and
 - c. more than \$250 in total arrears.

²⁸ D.11-05-004, 2011 WL 1903754 (May 5, 2011).

²⁹ R.17-06-024, Report of California Water Association on Meet and Confers Regarding Low-Income Data Exchange Process (December 1, 2020) at 4.

³⁰ Res. M-4849 at 15.

³¹ Res. M-4849 at 14. Each IOU must explain in their transition plan Advice Letter how the transition plan maintains alignment with program enrollment targets, program eligibility requirements and customer protections in effect outside of Emergency Customer Protections established by Commission Decisions for relevant programs.

7. LIOB Recommendations Pursuant to Res. M-4849³²

Extreme Climate Protections	LIOB Recommendations	SoCalGas Response
<p>Existing policies ensure that if temperatures are forecasted to be above 100 degrees or below 32 degrees on a 72-hour-look-ahead period, IOUs shall not disconnect the household.</p>	<p>All transition plans include a 7-day or 168 hour-look-ahead period, where if temperatures are forecasted to be above 100 degrees or below 32 degrees, the household shall not be disconnected.</p>	<p>SoCalGas recognizes the impact that COVID-19 has and continues to have on its customers. SoCalGas is actively working to make sure its customers have access to essential gas service during the pandemic. The LIOB’s recommendation, however, would require SoCalGas to modify the company’s Commission-approved tariff.³³ Pursuant to OP 1 (c) of D.18-12-013, SoCalGas revised its Rule No. 09 to specifically state that residential customers will not be disconnected when temperatures are below 32 degrees on a 72-hour look ahead period.³⁴ Moreover, D.20-06-003 makes the various interim rules adopted in D.18-12-013 permanent, prohibiting SoCalGas from disconnection residential customers when temperatures below 32 degrees based on a 72-hour look ahead period.</p> <p>To modify its Rule No. 09 to include a 7-day look ahead or 168 hour look-ahead-period, SoCalGas must have CPUC approval before making any</p>

³² The LIOB letter served to the IOUs and parties on March 24, 2021 is dated March 19, 2021.

³³ See D.18-12-013, OP 1 (c). SoCalGas submitted AL 5434 on March 8, 2019 revising its Rule No. 09, Section C.14 pursuant to OP 1 (c) of D.18-12-013.

³⁴ D.18-12-013 at 25. The limitation on disconnections above 100 degrees does not apply to gas providers.

		changes to the tariff, which requires a thorough CPUC review and approval process.
Increase CARE Subsidies for the Most Vulnerable to 50% as part of AMP	Recommends that the Commission instruct utilities to include CARE discounts of up to 50% for households at the highest risk of disconnection as part of their transition plans or other appropriate process.	SoCalGas does not have authority to increase its CARE discount by 50% for purposes that are not authorized by statute. ³⁵ Separately, SoCalGas' CARE discount is addressed in its CARE/ESA Applications.
CARE Data Sharing for Water Utilities	Recommends that the Commission instruct electricity and gas utilities to share their CARE data with Class A and Class B Water Utilities at intervals of no less than a quarterly basis as part of their transition plans.	As stated above in the Water Data Sharing section, SoCalGas agreed to accommodate more frequent CARE data exchanges, with no changes to format, up to the frequency recommended and no more than quarterly.
Marketing and Outreach	Recommends the Commission to direct IOUs transition plans to require separate and distinct marketing, education, and outreach plans for targeting hard-to-reach customers, including those residing on tribal lands and within communities designated as low-income, disadvantaged, and/or underserved.	SoCalGas appreciates the recommendations from the LIOB and recognizes the important need of ensuring customers, particularly hard-to-reach and most vulnerable customers, are aware of the expiration of customer protections and the next steps and assistance programs available to them. As originally recommended in Res. M-4849, SoCalGas plans to utilize its existing budget and communications plans and does not anticipate the need to request additional funds for its customer communications efforts at this time.

³⁵ Public Utilities Code 739.1 (c) 1.

		<p>While SoCalGas does not currently anticipate requesting additional ME&O budget, SoCalGas will monitor and continue to look at additional opportunities for ways to assist our most vulnerable customers. If additional funding is needed at a later date, SoCalGas will notify the Commission through the appropriate filing.</p>
<p>Define Measure Success</p>	<p>Recommends the Commission direct utilities to provide no less than quarterly reports to the LIOB that at a minimum provide additional information on AMP enrollment, number of disconnections enrolled in CARE and AMP, number and percentage of disconnections that received assistance from LIHEAP, and percentage of households enrolled in AMP that were referred to ESA, LIWP, LIHEAP, and other programs.</p>	<p>The additional reporting requirements proposed by the LIOB will increase the complexity of the reporting already required by the CPUC. The LIOB’s recommendation may have the unintended consequence of increasing the time and resources utilities will need to meet these additional reporting requirements.</p> <p>SoCalGas also offers the following clarifications and responses to providing the additional information:</p> <ul style="list-style-type: none"> ○ Number/percentage of disconnections of households enrolled in AMP: Customers on AMP cannot be disconnected. ○ Number/percentage of disconnections of CARE customers: SoCalGas reports this information in the Disconnection OIR (R.18-07-005) monthly report. ○ Number/percentage of

		<p>disconnections of households enrolled in CARE and AMP: Customers on AMP cannot be disconnected.</p> <ul style="list-style-type: none"> ○ Number/percentage of disconnections that received assistance from LIHEAP: SoCalGas would require the time period to report on customers who received a LIHEAP pledge. Moreover, OP 1 (e) of D.20-06-003 prohibits SoCalGas from disconnecting residential customers if a LIHEAP pledge is pending.³⁶ ○ Number/percentage of households enrolled in AMP that were referred to: ESA, LIWP, LIHEAP, other programs: SoCalGas does not track this information. ○ Median and average lengths of disconnections: Pursuant to the Governor’s Declaration and Commission’s directives, on March 13, 2020, SoCalGas voluntarily suspended
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³⁶ SoCalGas’ Rule No. 9. See <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/09.pdf>

		<p>disconnections for non-payment of bills.</p> <ul style="list-style-type: none"> ○ Median and average arrearage amount and time past due from a disconnection: See response above. D.20-06-003 also prohibits SoCalGas from disconnecting residential customers. ○ LIOB further recommends the CPUC direct utilities to include their definition of success in their transition plan. SoCalGas proposes a measure of success can be remaining below the disconnection cap adopted in D.20-06-003.³⁷
<p>Aliso Canyon Best Practices</p>	<p>Recommends that the Commission direct the IOUs to enhance Energy Savings Assistance (ESA) with emergency energy cost reductions measures that ensure a minimum of 10% savings to low-income ratepayer bills as part of their transition plans or other appropriate process.</p>	<p>SoCalGas provides ESA measures to address energy savings, health, comfort and safety and such offerings cannot ensure a minimum of 10% savings to low-income ratepayer bills.</p>

³⁷ See D.20-06-003 OP 1 (a): “Residential customer disconnections shall be capped using the recorded 2017 percentage of each respective utility. Disconnections implemented for each utility subsequent year must remain at or below the percentages.” SoCalGas is capped at 2%.

<p>Coordination with LIHEAP</p>	<p>Recommends the Commission direct IOUs to establish data sharing agreements between LSPs, CSD, and IOUs to effectively target LIHEAP assistance to at-risk customers (i.e., customers at-risk of losing services due to nonpayment) as part of their transition plans.</p> <p>Recommends the Commission direct IOUs to explore opportunities for and fund joint program enrollment pilots with LSPs to facilitate enrollment of at-risk low-income IOU customers in LIHEAP and IOU CARE Medical Baseline, Percentage of Income Payment Plans (PIPP), and the Arrearage Management Program (AMP) using a single streamlined intake process.</p>	<p>1) SoCalGas will explore other data sharing opportunities with third-parties. Additionally, OP 32 of D.20-06-003 directed the large energy IOUs to develop NDAs)for information sharing with LSPs. SoCalGas is currently coordinating with the LSPs on their NDAs. See response below. Any data sharing is governed by D.11-07-056 and D.12-08-045, and the California Consumer Privacy Act (CCPA).</p> <p>2) SoCalGas has a single landing page on its website describing AMP and providing guidance on how to enroll in the program.</p>
<p>Referral to Weatherization and Other Programs as Part of AMP</p>	<p>Recommends that the Commission direct IOUs to include a referral to ESA, LIWP, and other weatherization programs in the AMP enrollment process, as part of their transition plans.</p> <p>Recommends that the Commission direct IOUs to work closely with SOMAH, LIWP, CARE and ESA service providers, CBOs and community stakeholders, to construct enrollment best practices with improved outreach, program eligibility and tailored household energy assessments to better target ratepayer investments that enhance energy savings and reduce energy burden.</p>	<p>SoCalGas seeks to exhaust all referral channels, where applicable, for its customers to promote awareness of available assistance programs and/or bill payment arrangements.</p>

8. Energy Division Recommendations to IOUs' Transition Plans

SoCalGas appreciates Energy Division's comments³⁸ to the IOUs' transition plans and recognizes the importance of effectively easing customers through a transition after the expiration of the Emergency Customer Protections. This requires proactively communicating with customers to enroll them in programs to manage their utility bills and informing them of the changes to programs in which they are already enrolled. SoCalGas has incorporated Energy Division's recommendations in its transition plan and addresses certain recommendations:

- **Other IOUs to follow PG&E's approach of data sharing with CSD LIHEAP service providers that supports leveraging LSP LIHEAP funds to customers in greatest need.**

OP 32 of D.20-06-003 directed the large energy IOUs to develop Non-Disclosure Agreements (NDAs) for information sharing with LSPs. SoCalGas is currently coordinating with the LSPs on their NDAs. SoCalGas has also entered into a Memorandum of Understanding (MOU) with the Department of Community Services and Development and their LSPs pursuant OP 33 of D.20-06-003 for data sharing and engages in quarterly meetings with CSD and the Commission's Consumer Affairs Branch.

While SoCalGas will explore PG&E's data sharing process with CSD LIHEAP providers, customer privacy is of the utmost importance to SoCalGas. The data minimization principle requires that data be limited to only that which is necessary and therefore must pertain to the activity for which the customer has granted SoCalGas authority to share. Additionally, the California Consumer Privacy Act (CCPA) enacted on January 1, 2020, added additional requirements to protect consumer privacy.³⁹ SoCalGas would require an NDA to share customer information with LSPs.

- **Put more consideration/planning into call center volume/staffing to mitigate long wait times.**

SoCalGas trains its call center staff (CSR) to provide information to customers on relevant assistance programs. SoCalGas' CSRs will readily offer customers multiple options to address issues they may face as COVID-19 emergency customer protections expire. In order to mitigate long wait times, SoCalGas' call center offers customers a Virtual Hold. The Virtual Hold provides a customer the

³⁸ March 22, 2021 e-mail from Energy Division providing recommendations on the IOU's draft transition plans.

³⁹ Civil (Civ.) Code §§ 1798.100 *et seq*; AB 375, Stats. 2017-2018, ch. 55; SB 1121, Stats. 2018, ch. 735.

opportunity to keep their place in the call queue and receive a call back. While SoCalGas does not currently foresee the need for additional staff or resources, it also has a flexible work force which can be leveraged, if/when necessary, to respond to increased call volume.

- **Please promote the rent and utility relief program through your marketing channels (e.g. website, e-mails, etc.) to raise customer awareness.⁴⁰**

On February 17, 2021, the CPUC established Order Instituting Rulemaking (OIR) R.20-02-014 to address energy utility customer bill debt accumulated during the COVID-19 pandemic for the specific purpose of establishing relief mechanisms for customers with utility arrears.⁴¹ In response to the COVID-19 pandemic, funding has been made available through the Federal Coronavirus Aid, Relief and Economic Security (CARES) Act,⁴² the Emergency Rental Assistance Program (ERA)⁴³ and SB 91 (COVID-19 Tenant Relief Act)⁴⁴ to assist utility customers who have been negatively impacted by the COVID-19 pandemic and have accumulated utility arrears. SoCalGas will communicate available funding for arrearage relief by including information and weblink(s) for rent and utility arrearage relief programs on SoCalGas' website along with other available assistance programs.

- **The IOUs should also track the payment received from the relief program by including the following metrics in the reporting section in the advice letters.**
 - Number of payments applied to utility bills.
 - Number of payments received to utility bills.
 - Total dollar amounts (\$) applied to utility bills
 - Total dollar amounts (\$) received to utility bills.

SoCalGas is currently developing a process to track and report arrearage payment relief metrics to include the number of payments and total dollar amounts received and applied to SoCalGas' customer utility bills. Because these metrics involve arrearage relief, any reporting of this data should be addressed in

⁴⁰ March 30, 2021 e-mail from Energy Division attaching e-mails that water utilities send to their customers on rent and utility relief programs and requesting the IOUs address rent and utility relief program related to ME&O activities in transition plans and requesting the IOUs track the payment received from the relief program by including certain metrics in the reporting section of advice letters.

⁴¹ R.20-02-014 at 1.

⁴² Coronavirus Aid, Relief, and Economic Security (CARES) Act, S. 3548, 116th Cong. § 2 (2020).

⁴³ Emergency Rental Assistance, 86 F.R. 1585 (2021).

⁴⁴ COVID-19 Relief: Tenancy, S.B. 91, Calif. Senate (2021).

the Bill Debt OIR proceeding which focuses on minimizing arrearages for customers after the expiration of the disconnection moratorium.⁴⁵

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 April 21, 2021. 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

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 2 (effective after staff approval) pursuant to General Order (GO) 96-B. SoCalGas respectfully requests that this submittal be effective on May 1, 2021, which is 30 calendar days after the date submitted.

⁴⁵ R.20-02-014 at 1.

Notice

A copy of this Advice Letter is being sent to SoCalGas' GO 96-B service list and the Commission's service lists in R.18-03-011, A.14-11-007, A.15-02-001, A.19-11-003, A.20-03-014, R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013, A.19-09-014, and R.21-02-014. 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:

ATTACHMENT A
Advice No. 5794

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 58729-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 57889-G
Revised 58730-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 57890-G
Revised 58731-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 9	Revised 57891-G
Revised 58732-G	TABLE OF CONTENTS	Revised 58583-G
Revised 58733-G	TABLE OF CONTENTS	Revised 58723-G

Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location. The customer may dispute this benefit of prior service determination as outlined in Rule No. 03 paragraph D.

10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.

11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs.

12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer to make arrangements to collect payment at the customer's home. The customer's claim of infirmity shall be subject to verification by the Utility.

Payments collected at a vulnerable customer's home may be made using the following options: cash, check, or money order.

13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.**

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

** A customer may still be disconnected for non-payment if SoCalGas' customer service offices are closed to the public as long as the customer has access to SoCalGas in accordance with Public Utilities Code 708.3.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5794

DECISION NO.

ISSUED BY

Dan Skopec

Vice President

Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

DATE FILED Apr 1, 2021

EFFECTIVE May 1, 2021

RESOLUTION NO. M-4849

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Rule No. 09

Sheet 8

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

14. Temperature-Related Limitations. The Utility shall not, by any reason of delinquency in payment for gas service, cause cessation of service when temperatures are below 32 degrees Fahrenheit when forecasted by the Utility based on a 72-hour look ahead period.

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.
2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5794
DECISION NO.

ISSUED BY
Dan Skopec
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Regulatory Affairs

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RESOLUTION NO. M-4849

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DISCONTINUANCE OF SERVICE

(Continued)

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility's effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.
2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.

(Continued)

(TO BE INSERTED BY UTILITY)
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(TO BE INSERTED BY UTILITY)
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ATTACHMENT B

Advice No. 5794

SoCalGas' Transition Plan Data

Number of Unique Residential Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,206,084	568,553	637,531
31-60 Days Late	418,185	181,820	236,365
61-90 Days Late	157,827	74,459	83,368
91-120 Days Late	94,355	45,057	49,298
121-150 Days Late **	60,774	31,164	29,610
151-180 Days Late ***	474,943	237,607	237,336
180+ Days Late	N/A	N/A	N/A

Number of Unique Residential Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	1,206,084	568,553	637,531
Less Than \$250	965,834	455,729	510,105
\$250-\$500	152,458	74,563	77,895
\$500-\$1000	68,852	31,922	36,930
\$1000-\$2000	15,869	5,830	10,039
\$2000+	3,071	509	2,562

Number of Unique Residential Customers in Arrears			
	Total	Bundled	Unbundled
Total	N/A	N/A	N/A

Dollar Amount of Residential Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	\$ 185,797,851	\$ 86,459,167	\$ 99,338,684
31-60 Days Late	\$ 62,803,822	\$ 25,443,097	\$ 37,360,725
61-90 Days Late	\$ 29,743,233	\$ 13,276,840	\$ 16,466,394
91-120 Days Late	\$ 16,332,430	\$ 7,552,011	\$ 8,780,419
121-150 Days Late **	\$ 8,949,251	\$ 4,391,103	\$ 4,558,147
151-180 Days Late ***	\$ 67,969,115	\$ 35,796,116	\$ 32,172,999
180+ Days Late	N/A	N/A	N/A

Dollar Amount of Residential Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	\$ 185,797,851	\$ 86,459,167	\$ 99,338,684
Less Than \$250	\$ 53,844,190	\$ 29,852,921	\$ 23,991,269
\$250-\$500	\$ 53,396,572	\$ 26,118,018	\$ 27,278,555
\$500-\$1000	\$ 46,461,408	\$ 21,390,295	\$ 25,071,113
\$1000-\$2000	\$ 20,620,839	\$ 7,381,239	\$ 13,239,600
\$2000+	\$ 11,474,841	\$ 1,716,693	\$ 9,758,148

Dollar Amount of Residential Customers in Arrears			
	Total	Bundled	Unbundled
Total	N/A	N/A	N/A

Total Number of Residential Customers			
	Total	CARE/FERA	Non-CARE/FERA
Total	5,658,064	1,787,290	3,870,774

Total Number of Residential Customers			
	Total	Bundled	Unbundled
Total	N/A	N/A	N/A

Number of Unique Medical Baseline Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	5,545	4,139	1,406
31-60 Days Late	2,170	1,500	670
61-90 Days Late	806	609	197
91-120 Days Late	387	311	76
121-150 Days Late **	244	188	56
151-180 Days Late ***	1,938	1,531	407
180+ Days Late	N/A	N/A	N/A

Number of Unique Medical Baseline Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	5,545	4,139	1,406
Less Than \$250	4,306	3,207	1,099
\$250-\$500	718	546	172
\$500-\$1000	386	289	97
\$1000-\$2000	105	75	30
\$2000+	30	22	8

Number of Unique Medical Baseline Customers in Arrears			
	Total	Bundled	Unbundled
Total	N/A	N/A	N/A

Dollar Amount of Medical Baseline Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	\$ 1,187,938	\$ 954,712	\$ 233,225
31-60 Days Late	\$ 166,857	\$ 124,151	\$ 42,706
61-90 Days Late	\$ 122,070	\$ 95,587	\$ 26,484
91-120 Days Late	\$ 167,437	\$ 157,479	\$ 9,958
121-150 Days Late **	\$ 24,797	\$ 18,719	\$ 6,078
151-180 Days Late ***	\$ 706,776	\$ 558,777	\$ 147,999
180+ Days Late	N/A	N/A	N/A

Dollar Amount of Medical Baseline Customers in Arrears *			
	Total	CARE/FERA	Non-CARE/FERA
Total	\$ 1,187,938	\$ 954,712	\$ 233,225
Less Than \$250	\$ 184,447	\$ 157,649	\$ 26,797
\$250-\$500	\$ 252,711	\$ 192,639	\$ 60,073
\$500-\$1000	\$ 264,172	\$ 197,593	\$ 66,579
\$1000-\$2000	\$ 137,345	\$ 98,679	\$ 38,666
\$2000+	\$ 349,262	\$ 308,152	\$ 41,110

Dollar Amount of Medical Baseline Customers in Arrears			
	Total	Bundled	Unbundled
Total	N/A	N/A	N/A

Total Number of Medical Baseline Customers			
	Total	CARE/FERA	Non-CARE/FERA
Total	27,757	15,052	12,705

Data provided for period ending February 28, 2021.

* Balances more than 30 days are considered in arrears.

** SoCalGas does not have 121-150 days available. Total is for 121-147 days.

*** SoCalGas does not have 151-180 days available. Total is for over 147 days.

Number of Unique Small Business Customers in Arrears *			
	Total	CARE	Non-CARE
Total	30,018	58	29,960
31-60 Days Late	10,699	34	10,665
61-90 Days Late	3,656	3	3,653
91-120 Days Late	2,284	2	2,282
121-150 Days Late **	1,410	0	1,410
151-180 Days Late ***	11,969	19	11,950
180+ Days Late	N/A	N/A	N/A

Number of Unique Small Business Customers in Arrears *			
	Total	CARE	Non-CARE
Total	30,018	58	29,960
Less Than \$500	23,667	44	23,623
\$500-\$2000	4,464	13	4,451
\$2000-\$5000	1,547	1	1,546
\$5000+	340	0	340

Dollar Amount of Small Business Customers in Arrears *			
	Total	CARE	Non-CARE
Total	\$ 11,265,459	\$ 18,207	\$ 11,247,252
31-60 Days Late	\$ 1,142,551	\$ 5,529	\$ 1,137,022
61-90 Days Late	\$ 605,180	\$ (385)	\$ 605,564
91-120 Days Late	\$ 640,708	\$ (364)	\$ 641,072
121-150 Days Late **	\$ 446,448	\$ -	\$ 446,448
151-180 Days Late ***	\$ 8,430,572	\$ 13,426	\$ 8,417,146
180+ Days Late	N/A	N/A	N/A

Dollar Amount of Small Business Customers in Arrears *			
	Total	CARE	Non-CARE
Total	\$ 11,265,459	\$ 18,207	\$ 11,247,252
Less Than \$500	\$ (151,175)	\$ 1,975	\$ (153,151)
\$500-\$2000	\$ 4,426,688	\$ 13,278	\$ 4,413,410
\$2000-\$5000	\$ 4,811,686	\$ 2,953	\$ 4,808,733
\$5000+	\$ 2,178,260	\$ -	\$ 2,178,260

Number of Active Unique Small Business Customers			
	Total	CARE	Non-CARE
Total	184,858	1,065	183,793

Data provided for period ending February 28, 2021.

* Balances more than 30 days are considered in arrears.

** SoCalGas does not have 121-150 days available. Total is for 121-147 days.

*** SoCalGas does not have 151-180 days available. Total is for over 147 days.

nsidered in arrears.

ZIP Code	Number of Unique Small Business Customers in Arrears *
90001	104
90002	48
90003	140
90004	81
90005	51
90006	109
90007/90089	94
90008	52
90010	38
90011	144
90012/90071	92
90013	64
90014/90079	46
90015	96
90016	82
90017	59
90018	67
90019	100
90020	73
90021	122
90022	142
90023	83
90024	58
90025	97
90026	90
90027	80
90028	141
90029	85
90031	61
90032	58
90033	89
90034	69
90035	78
90036	96
90037	90
90038	104
90039	70
90040	54
90041	64
90042	73
90043	100
90044	95
90045/90056	66
90046	112
90047	115
90048	86
90049/90077	43
90057	72
90058	87
90059	34
90061	77
90062	40
90063	65
90064/90067	67
90065	71

ZIP Code	Dollar Amount of Small Business Customers in Arrears
90001	\$ 48,175.17
90002	\$ 15,363.55
90003	\$ 71,171.19
90004	\$ 28,920.69
90005	\$ 36,006.04
90006	\$ 101,931.80
90007	\$ 69,434.57
90008	\$ 47,384.61
90010	\$ 27,649.50
90011	\$ 100,746.64
90012/90071	\$ 68,037.48
90013	\$ 5,267.28
90014/90079	\$ 21,745.05
90015	\$ 67,166.58
90016	\$ 47,733.09
90017	\$ 47,878.02
90018	\$ 37,148.03
90019	\$ 42,253.24
90020	\$ 75,182.77
90021	\$ 57,222.43
90022	\$ 41,407.03
90023	\$ 46,229.85
90024	\$ 57,321.17
90025	\$ 90,540.91
90026	\$ 53,157.32
90027	\$ 55,584.07
90028	\$ 102,531.30
90029	\$ 55,041.39
90031	\$ 39,287.94
90032	\$ 32,558.00
90033	\$ 70,987.16
90034	\$ 32,751.37
90035	\$ 70,909.11
90036	\$ 52,331.87
90037	\$ 45,263.03
90038	\$ 42,468.58
90039	\$ 11,914.73
90040	\$ 14,204.16
90041	\$ 40,714.39
90042	\$ 39,188.18
90043	\$ 52,836.73
90044	\$ 23,959.01
90045/90056	\$ 47,007.28
90046	\$ 60,038.02
90047	\$ 57,356.05
90048	\$ 28,357.53
90049/90077	\$ 18,049.50
90057	\$ 48,089.71
90058	\$ 82,885.20
90059	\$ 10,199.37
90061	\$ 22,514.65
90062	\$ 15,352.87
90063	\$ 40,459.59
90064/90067	\$ 24,860.92
90065	\$ 34,323.18

ZIP Code	Number of Active Unique Small Business Customers	number in arrears
90261	1	#N/A
92652	1	#N/A
93625	1	#N/A
90079	2	#N/A
93276	3	#N/A
93451	4	#N/A
93408	9	#N/A
92372	11	#N/A
92518	11	#N/A
93673	14	#N/A
93266	15	#N/A
92350	6	#N/A
92239	8	#N/A
93313	8	#N/A
93725	8	#N/A
93706	10	#N/A
92548	13	#N/A
93201	14	#N/A
93666	6	#N/A
93652	7	#N/A
92249	10	#N/A
92254	14	#N/A
91046	10	#N/A
92281	14	#N/A
92257	10	#N/A
90009	1	#N/A
90052	1	#N/A
90073	1	#N/A
90075	1	#N/A
90093	1	#N/A
90095	1	#N/A
90209	1	#N/A
90622	1	#N/A
90714	1	#N/A
90805	1	#N/A
90807	1	#N/A
90895	1	#N/A
91008	1	#N/A
91310	1	#N/A
91521	1	#N/A
91523	1	#N/A
91734	1	#N/A
91769	1	#N/A
91778	1	#N/A
91785	1	#N/A
91788	1	#N/A
91793	1	#N/A
91802	1	#N/A
92308	1	#N/A
92323	1	#N/A
92607	1	#N/A
92615	1	#N/A
92623	1	#N/A
92628	1	#N/A
92654	1	#N/A

90066/90094	102
90068	38
90069	82
90201	129
90210	56
90211	62
90212	32
90220	89
90221	122
90222	39
90230	71
90232	87
90240	42
90241	95
90242	42
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90247	93
90248	113
90249	100
90250	155
90254	39
90255	114
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90262	84
90266	49
90270	19
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90274/90275	26
90277	65
90278	32
90280	131
90291	88
90292	41
90301	83
90302	50
90303	22
90304	26
90305	30
90401	73
90403	38
90404	123
90405	65
90501	112
90502	30
90503	60
90504	40
90505	82
90601	44
90602	37
90603	27
90604	16
90605	27
90606	68
90620/90623	58
90621	41
90630	61
90631	86
90638	40
90640	106
90650	83

90066/90094	\$	37,949.67
90068	\$	26,267.65
90069	\$	25,627.09
90201	\$	69,671.60
90210	\$	16,101.06
90211	\$	36,753.83
90212	\$	7,313.35
90220	\$	18,762.66
90221	\$	37,909.94
90222	\$	16,665.16
90230	\$	32,731.72
90232	\$	13,263.78
90240	\$	19,444.94
90241	\$	51,087.85
90242	\$	12,374.59
90245/90293	\$	14,354.33
90247	\$	37,103.58
90248	\$	30,390.92
90249	\$	47,859.71
90250	\$	62,088.67
90254	\$	26,698.79
90255	\$	70,152.10
90260/90261	\$	35,775.88
90262	\$	54,844.10
90266	\$	8,792.14
90270	\$	8,741.65
90272/90402	\$	10,889.82
90274/90275	\$	15,752.52
90277	\$	24,580.31
90278	\$	572.37
90280	\$	56,053.56
90291	\$	51,809.75
90292	\$	24,139.04
90301	\$	54,421.51
90302	\$	34,076.47
90303	\$	3,395.45
90304	\$	15,136.30
90305	\$	6,343.74
90401	\$	30,280.80
90403	\$	11,491.52
90404	\$	25,797.26
90405	\$	38,369.48
90501	\$	19,061.11
90502	\$	10,339.21
90503	\$	(1,857.02)
90504	\$	8,834.12
90505	\$	30,198.78
90601	\$	18,534.91
90602	\$	23,050.02
90603	\$	35,344.27
90604	\$	10,962.44
90605	\$	7,722.17
90606	\$	27,014.92
90620/90623	\$	2,363.02
90621	\$	(1,021.13)
90630	\$	27,227.79
90631	\$	16,093.70
90638	\$	4,532.35
90640	\$	46,321.31
90650	\$	32,947.24

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92273	2	#N/A
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93252	2	#N/A
93435	2	#N/A
92318	3	#N/A
93670	3	#N/A
93660	4	#N/A
91330	5	#N/A
92322	5	#N/A
90747	6	#N/A
93224	6	#N/A
93251	9	#N/A
92587	10	#N/A
90263	13	#N/A
92241	16	#N/A
93064	16	#N/A
93616	16	#N/A
92385	17	#N/A
91708	18	#N/A
92274	18	#N/A
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SoCalGas_AttachmentA_Template V3

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90680	74
90701	65
90703	75
90706	110
90710	35
90712	30
90713/90715	27
90716	16
90717	54
90720	52
90723	108
90731	94
90732	27
90740	30
90744	70
90745	56
90746	37
90810	21
91001	46
91006	83
91007	52
91010	27
91011	29
91016/91024	101
91020/91046	39
91030	19
91040	19
91042	50
91101	58
91103	39
91104	59
91105	52
91106	45
91107	70
91108	18
91201	80
91202/91207	50
91203/91210	49
91204	79
91205	79
91206	22
91208	32
91214	61
91301/90265	66
91302	49
91303	100
91304/91307	96
91306	38
91311/91381	305
91316	42
91320	56
91321	59
91324	107
91325	50
91326	18
91331	124
91335	122
91340	76

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90670	\$	19,430.21
90680	\$	31,597.88
90701	\$	35,138.15
90703	\$	28,315.44
90706	\$	40,330.93
90710	\$	16,062.01
90712	\$	25,893.08
90713/90715	\$	11,247.73
90716	\$	9,220.57
90717	\$	7,225.22
90720	\$	3,616.95
90723	\$	46,742.74
90731	\$	58,849.08
90732	\$	7,601.35
90740	\$	13,624.68
90744	\$	31,079.27
90745	\$	18,088.02
90746	\$	18,978.72
90810	\$	1,824.91
91001	\$	14,783.99
91006	\$	12,567.92
91007	\$	13,520.41
91010	\$	7,083.71
91011	\$	2,060.31
91016/91024	\$	28,427.68
91020/91046	\$	5,125.25
91030	\$	3,290.00
91040	\$	16,678.26
91042	\$	25,693.70
91101	\$	24,166.71
91103	\$	19,210.48
91104	\$	30,603.15
91105	\$	25,065.02
91106	\$	18,695.63
91107	\$	12,592.92
91108	\$	1,779.35
91201	\$	20,099.60
91202/91207	\$	10,914.29
91203/91210	\$	28,620.10
91204	\$	37,042.09
91205	\$	29,775.38
91206	\$	7,685.42
91208	\$	5,977.06
91214	\$	46,026.50
91301/90265	\$	31,174.66
91302	\$	10,503.73
91303	\$	34,070.82
91304/91307	\$	48,950.71
91306	\$	20,403.08
91311/91381	\$	91,852.86
91316	\$	28,182.21
91320	\$	11,633.72
91321	\$	14,035.17
91324	\$	37,179.00
91325	\$	29,169.32
91326	\$	9,598.26
91331	\$	67,291.48
91335	\$	49,878.23
91340	\$	34,893.41

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92258	31	#N/A
93249	32	#N/A
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92378	34	#N/A
92603	34	#N/A
93066	34	#N/A
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92596	35	#N/A
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91354	38	#N/A
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93662	39	#N/A
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93267	41	#N/A
93591	41	#N/A
92861	42	#N/A
92276	43	#N/A
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92662	44	#N/A
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91344	60
91345	19
91350/91354	57
91351	72
91352	148
91355	127
91356	80
91360	34
91361	36
91362/91377	112
91364	96
91367	36
91384	28
91387	19
91401	65
91402	80
91403	46
91405	99
91406	193
91411	69
91423	70
91436	22
91502/91501	131
91504	91
91505	110
91506	62
91601	124
91602	45
91604/91608	94
91605	227
91606	67
91607	42
91701	22
91702	85
91706	112
91709	54
91710/92880/91708	142
91711	49
91722	35
91723	67
91724	34
91730	158
91731	72
91732	48
91733	123
91739	20
91740	58
91741	25
91744	78
91745	54
91746	42
91748	88
91750	43
91752	23
91754/91755	66
91761	87
91762	67
91763	76

91342	\$	47,669.75
91343	\$	30,177.02
91344	\$	26,442.02
91345	\$	9,169.93
91350/91354	\$	15,767.92
91351	\$	24,825.95
91352	\$	30,237.20
91355	\$	34,481.97
91356	\$	42,149.84
91360	\$	11,981.96
91361	\$	2,774.67
91362/91377	\$	28,023.37
91364	\$	44,117.44
91367	\$	11,362.90
91384	\$	19,322.05
91387	\$	5,367.15
91401	\$	25,491.23
91402	\$	54,254.49
91403	\$	18,173.17
91405	\$	64,036.98
91406	\$	53,604.58
91411	\$	16,180.70
91423	\$	25,895.90
91436	\$	21,475.61
91502/91501	\$	19,330.39
91504	\$	24,933.43
91505	\$	44,772.70
91506	\$	7,075.15
91601	\$	66,824.98
91602	\$	37,649.20
91604/91608	\$	42,874.89
91605	\$	83,748.84
91606	\$	40,723.37
91607	\$	16,087.45
91701	\$	4,393.17
91702	\$	37,076.15
91706	\$	34,525.66
91709	\$	7,661.11
91710/92880	\$	2,005.97
91711	\$	22,822.57
91722	\$	29,019.41
91723	\$	21,120.88
91724	\$	18,019.00
91730	\$	29,837.61
91731	\$	32,571.45
91732	\$	23,426.92
91733	\$	35,533.21
91739	\$	(10,544.78)
91740	\$	15,665.87
91741	\$	418.34
91744	\$	38,013.81
91745	\$	(3,724.76)
91746	\$	12,169.13
91748	\$	25,320.43
91750	\$	9,222.38
91752	\$	(809.51)
91754/91755	\$	7,250.36
91761	\$	17,562.51
91762	\$	23,708.07
91763	\$	21,893.32

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90623	88	#N/A
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92252	89	#N/A
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92883	89	#N/A
92887	93	#N/A
93250	93	23
92694	97	16
93286	97	#N/A
91381	98	#N/A
93035	98	#N/A
92782	100	16
92203	101	16
93647	101	#N/A
93225	102	#N/A
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92610	110	#N/A
91307	111	#N/A
92382	113	#N/A
90716	114	16
90305	115	30
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91767	76
91768	51
91770	65
91773	102
91776/91775	101
91780	55
91784/91737	16
91786	164
91789	47
91790	65
91791	33
91792	19
91801	64
91803	26
92201/92239	46
92203	16
92211	23
92220	56
92223/92320	72
92225	29
92281/92233/92257	26
92230	23
92231/92249	25
92234/92276	55
92236	41
92240/92241	49
92243/92250/92251	59
92253/92274/92254	25
92260/92210	85
92262/92258	100
92264	44
92270	27
92277/92252	40
92284/92256	78
92316	33
92324/92313	85
92325	25
92335	129
92336/92377	33
92337	28
92346/92359	52
92352/92385/92317	26
92354/92350	54
92371/92372/92397	28
92373/92555	91
92374	67
92376	89
92382/92341	22
92399	82
92401	32
92404/92415	58
92405	31
92321/92378/92391	54
92408	62
92410	55
92411	41
92501	61

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91766	\$	53,000.22
91767	\$	30,441.34
91768	\$	(3,843.93)
91770	\$	6,768.89
91773	\$	20,981.86
91776/91775	\$	38,449.66
91780	\$	7,053.45
91784/91737	\$	455.27
91786	\$	38,909.37
91789	\$	12,566.36
91790	\$	15,948.31
91791	\$	10,576.36
91792	\$	(10,936.24)
91801	\$	32,296.51
91803	\$	2,615.87
92201/92239	\$	8,192.30
92203	\$	(1,554.45)
92211	\$	8,714.53
92220	\$	28,498.90
92223/92320	\$	16,890.51
92225	\$	5,427.23
92227/92281	\$	2,901.92
92230	\$	3,257.93
92231	\$	6,207.83
92234/92276	\$	6,391.69
92236	\$	17,428.52
92240/92241	\$	31,602.98
92243/92250	\$	21,000.63
92253/92274	\$	18,235.65
92260/92210	\$	35,095.98
92262/92258	\$	43,319.96
92264	\$	83.18
92270	\$	1,671.47
92277/92252	\$	10,050.12
92284/92256	\$	24,670.20
92316	\$	15,547.87
92324/92313	\$	11,325.49
92325	\$	13,304.44
92335	\$	52,992.34
92336/92377	\$	8,463.03
92337	\$	14,909.40
92346/92359	\$	19,104.17
92352/92385	\$	14,842.29
92354/92350	\$	11,025.09
92371/92372	\$	7,341.80
92373/92555	\$	18,973.03
92374	\$	16,447.05
92376	\$	27,745.02
92382/92341	\$	6,537.94
92399	\$	26,437.20
92401	\$	15,214.60
92404/92415	\$	10,375.34
92405	\$	4,775.58
92407/92321	\$	21,009.55
92408	\$	7,845.69
92410	\$	17,335.61
92411	\$	11,352.19
92501	\$	7,581.14

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91784	118	#N/A
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93560	118	21
91326	119	18
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91792	121	19
92586	121	#N/A
91384	124	28
92231	125	#N/A
92617	125	#N/A
91024	127	#N/A
92352	127	#N/A
93505	127	34
92584	128	#N/A
93110	128	#N/A
92557	130	17
93501	130	19
93004	132	19
90272	133	#N/A
91040	134	19
92401	134	32
92835	134	#N/A
90010	138	38
92227	140	#N/A
92625	140	#N/A
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92325	141	25
92508	141	#N/A
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90068	151	38
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90265	153	#N/A
90062	155	40
90604	156	16
93041	157	16
93108	158	#N/A
90049	159	#N/A
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90275	159	#N/A
90732	161	27
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90303	163	22
90603	164	27
93212	164	#N/A
93203	165	34
91306	166	38
90222	167	39
91108	167	18
91206	167	22
90002	168	48
92316	168	33
91202	169	#N/A
92692	169	19

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92504	47
92505	39
92506	71
92507	111
92508/92518	22
92509	73
92530/92532	82
92543	92
92544	34
92545/92548	46
92553/92551	116
92557	17
92562	56
92563/92596	28
92570	41
92571/92567	30
92583/92582	56
92584/92595	34
92586/92585	26
92590	83
92591	46
92592	21
92602/92610	16
92604	21
92606	17
92612/92603	29
92614	29
92618/92620	47
92626	103
92627	124
92629/92624	33
92630	71
92646	30
92647	63
92648	61
92649/90742	81
92651/92652	81
92653/92637	48
92656	27
92661/92625/92657	47
92663/92662	53
92672	62
92673	25
92675	48
92677	38
92683/92655	85
92688/92679	27
92691	45
92692	19
92694	16
92701	89
92703	69
92704	125
92705	119
92706	43
92707	74
92708	68
92780	93
92782	16

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92504	\$	13,429.19
92505	\$	31,001.35
92506	\$	7,711.08
92507	\$	48,524.95
92508/92518	\$	9,045.04
92509	\$	37,376.01
92530/92532	\$	30,496.17
92543	\$	28,743.45
92544	\$	3,442.27
92545/92548	\$	25,601.98
92553/92551	\$	71,190.88
92557	\$	5,680.81
92562	\$	22,646.83
92563/92596	\$	4,951.97
92570	\$	12,067.72
92571/92567	\$	13,960.78
92583/92582	\$	17,680.67
92584/92595	\$	12,038.88
92586/92585	\$	8,279.76
92590	\$	20,224.36
92591	\$	27,052.20
92592	\$	(4,386.25)
92602/92610	\$	940.94
92604	\$	13,152.90
92606	\$	(599.23)
92612/92603	\$	4,131.39
92614	\$	7,692.87
92618/92620	\$	3,546.54
92626	\$	21,026.51
92627	\$	44,715.09
92629/92624	\$	6,540.21
92630	\$	26,910.03
92646	\$	13,462.38
92647	\$	38,960.95
92648	\$	68,403.04
92649/90742	\$	17,954.83
92651/92652	\$	39,710.77
92653/92637	\$	20,316.15
92656	\$	12,756.14
92660/92661	\$	16,588.74
92663/92662	\$	30,783.65
92672	\$	25,568.27
92673	\$	4,239.39
92675	\$	24,559.50
92677	\$	8,740.83
92683/92655	\$	25,720.67
92688/92679	\$	5,543.55
92691	\$	7,598.07
92692	\$	7,455.52
92694	\$	32.91
92701	\$	66,037.34
92703	\$	27,371.96
92704	\$	77,272.23
92705	\$	41,584.46
92706	\$	25,764.27
92707	\$	48,191.56
92708	\$	35,463.97
92780	\$	23,457.68
92782	\$	14,459.19

90059	171	34
91208	171	32
91739	171	20
93648	171	#N/A
92673	175	25
92236	176	41
92411	176	41
90274	177	#N/A
92225	177	29
92881	177	#N/A
90270	180	19
92656	182	27
93111	184	#N/A
93402	184	24
92604	186	21
91752	188	23
92571	189	#N/A
92612	189	#N/A
91607	190	42
92240	190	#N/A
92337	192	28
90008	193	52
92592	193	21
90502	195	30
92629	195	#N/A
90304	196	26
92869	197	19
90606	198	68
92563	201	#N/A
93427	202	17
92253	203	#N/A
90240	204	42
91010	207	27
92277	211	#N/A
93428	211	#N/A
91042	213	50
92878	214	22
91765	216	20
92570	217	41
92646	217	30
92844	217	31
92270	218	27
92706	218	43
90710	219	35
91602	219	45
93465	219	#N/A
90017	220	59
90712	220	30
90740	220	30
91203	222	#N/A
91791	224	33
90210	225	56
91020	227	#N/A
92405	227	31
93247	228	#N/A
92336	229	#N/A
90504	230	40
92545	231	#N/A
92606	231	17
90211	237	62

92801	108
92802	62
92804	86
92805	67
92806	124
92807/92808	76
92821/92823	86
92831/92835	72
92832	53
92833	20
92840	52
92841/92845	40
92843	59
92844	31
92860	56
92865	48
92866	22
92867/92861	72
92868	35
92869	19
92870	42
92878	22
92879	47
92881/92883	35
92882	57
92886/92887	47
93001/93022	87
93003	132
93004	19
93010	65
93012	71
93013/93067	65
93015/93040	31
93021/93066	45
93023	63
93030	118
93033/93035	80
93036	41
93041	16
93060	58
93063	58
93065	76
93101/93109	126
93103	24
93105/93108	45
93110/93111	16
93117	58
93203	34
93206/93276/93314	20
93212/93201	22
93215/93261	89
93221/93265	51
93223	20
93225/93243	23
93230/93202	173
93241/93307	39
93245/93266/93267	61
93247/93267	46
93250	23
93256/93270/93219	32

92801	\$	41,976.50
92802	\$	31,453.83
92804	\$	55,555.41
92805	\$	50,338.22
92806	\$	41,604.91
92807/92808	\$	24,809.09
92821/92823	\$	27,010.66
92831/92835	\$	18,766.32
92832	\$	33,205.97
92833	\$	5,080.41
92840	\$	33,788.67
92841/92845	\$	11,806.20
92843	\$	20,090.53
92844	\$	15,808.57
92860	\$	12,349.71
92865	\$	4,430.16
92866	\$	1,123.91
92867/92861	\$	27,231.42
92868	\$	9,624.08
92869	\$	8,843.71
92870	\$	25,750.87
92878	\$	1,248.47
92879	\$	19,474.69
92881/92883	\$	12,232.22
92882	\$	16,649.38
92886/92887	\$	14,660.71
93001/93022	\$	49,791.70
93003	\$	25,906.55
93004	\$	5,123.15
93010	\$	6,601.33
93012	\$	16,912.61
93013/93067	\$	2,721.10
93015/93040	\$	1,566.24
93021/93066	\$	17,692.91
93023	\$	10,506.84
93030	\$	42,298.44
93033/93035	\$	32,325.48
93036	\$	10,273.42
93041	\$	4,493.33
93060	\$	10,436.08
93063	\$	20,475.91
93065	\$	38,615.21
93101/93109	\$	23,438.38
93103	\$	12,415.97
93105/93108	\$	11,842.44
93110/93111	\$	7,091.85
93117	\$	22,305.41
93203	\$	6,603.10
93206/93276	\$	2,497.72
93212/93201	\$	7,250.11
93215/93261	\$	31,913.73
93221/93265	\$	17,356.92
93223	\$	4,277.28
93225/93243	\$	10,665.34
93230/93202	\$	30,929.68
93241/93307	\$	19,029.54
93245/93266	\$	11,555.96
93247/93267	\$	23,741.38
93250	\$	(11,793.29)
93256/93270	\$	1,685.78

91001	238	46
90602	240	37
91741	240	25
92688	240	#N/A
93463	241	#N/A
90292	242	41
90005	245	51
92544	245	34
90302	246	50
90605	246	27
92583	246	#N/A
91316	247	42
91803	247	26
91302	249	49
90032	250	58
92833	250	20
93631	250	#N/A
92505	251	39
92211	252	23
92346	254	#N/A
91343	255	46
91724	255	34
90278	256	32
91011	258	29
90013	260	64
92886	262	#N/A
92407	263	#N/A
90242	264	42
90260	265	#N/A
92677	267	38
91403	268	46
93433	268	#N/A
91722	269	35
92354	270	#N/A
93449	272	23
92841	273	#N/A
91301	274	#N/A
90024	277	58
91367	277	36
93221	278	#N/A
93280	278	#N/A
90254	279	39
93405	281	#N/A
90020	282	73
90057	282	72
90403	283	38
90063	284	65
90031	285	61
91104	285	59
90018	286	67
91103	286	39
90701	287	65
90746	287	37
91030	287	19
93263	290	36
91325	293	50
92866	293	22
90717	296	54
93311	296	#N/A
91007	297	52

93257	124
93263	36
93274/93272	184
93277	145
93280/93249	37
93291/93227	180
93292/93235/93286	106
93308	125
93309	106
93311/93313/93268	49
93312	56
93401/93408	147
93402	24
93405/93424	26
93420	47
93422	86
93427	17
93428/93452	22
93433/93445	52
93436	86
93442	35
93444	20
93446/93451	121
93449	23
93454/93453/93254	130
93455/93440	85
93458/93434	75
93463/93460/93441	37
93465/93430	38
93501	19
93505	34
93510/91390	30
93534	328
93535/92301	110
93536	62
93550	176
93551	92
93552/93543/93591	17
93560	21
93561	88
93609/93662/93242	19
93618/93666	61
93631/93673	34
93646/93647/93615	38
93725/93652/93706	32
93654	111

93257	\$	35,522.19
93263	\$	(6,961.04)
93274/93272	\$	26,879.54
93277	\$	39,375.67
93280/93249	\$	(1,115.66)
93291/93227	\$	33,121.81
93292/93235	\$	28,021.81
93308	\$	21,469.40
93309	\$	39,215.67
93311/93313	\$	44.56
93312	\$	10,790.37
93401/93408	\$	44,252.65
93402	\$	12,350.96
93405/93424	\$	17,703.88
93420	\$	6,368.14
93422	\$	11,781.63
93427	\$	6,926.68
93428/93452	\$	3,397.62
93433/93445	\$	6,904.30
93436	\$	27,773.31
93442	\$	3,812.30
93444	\$	4,291.85
93446/93451	\$	22,120.27
93449	\$	8,443.96
93454/93453	\$	22,042.80
93455/93440	\$	5,504.15
93458/93434	\$	11,906.97
93463/93460	\$	5,526.74
93465/93430	\$	11,081.05
93501	\$	7,695.34
93505	\$	10,836.67
93510/91390	\$	4,477.92
93534	\$	103,873.99
93535/92301	\$	33,450.37
93536	\$	28,069.50
93550	\$	56,114.13
93551	\$	25,134.40
93552/93543	\$	12,925.47
93560	\$	(3,782.42)
93561	\$	23,375.52
93609/93662	\$	(296.03)
93618	\$	19,945.24
93631	\$	13,969.56
93646/93647	\$	3,095.73
93648/93616	\$	16,414.82
93654	\$	45,926.42

91709	298	54
92243	299	#N/A
92703	301	69
92234	305	#N/A
90601	308	44
92404	309	#N/A
91361	311	36
93013	311	#N/A
90029	312	85
91746	315	42
93103	315	24
91732	317	48
93021	319	#N/A
90041	323	64
90042	324	73
90061	324	77
91606	325	67
92675	326	48
90621	327	41
93442	327	35
92840	328	52
92860	328	56
90620	329	#N/A
91214	330	61
92591	330	46
91423	331	70
92663	333	#N/A
92707	333	74
92882	333	57
93245	333	#N/A
90037	335	90
91401	336	65
91780	337	55
91764	342	53
90680	343	74
93036	345	41
91411	348	69
92802	349	62
91768	350	51
92220	351	56
90035	354	78
90047	354	115
92653	355	#N/A
91344	357	60
91360	357	34
90065	358	71
92691	359	45
91750	361	43
90015	362	96
90043	363	100
91106	364	45
91402	366	80
91504	367	91
93618	367	#N/A
92660	369	#N/A
92201	370	#N/A
93458	372	#N/A
90033	373	89
92868	373	35
91105	375	52

90069	377	82
91351	377	72
93033	378	#N/A
91790	380	65
92223	380	#N/A
91320	382	56
90405	383	65
91789	383	47
92562	383	56
90638	384	40
90720	386	52
90039	387	70
93536	387	62
91101	388	58
91350	389	#N/A
92879	389	47
93060	390	58
90001	391	104
90044	391	95
90291	391	88
90401	391	73
91356	391	80
92530	397	#N/A
91740	398	58
91763	399	76
92410	401	55
92832	401	53
91754	403	#N/A
90004	404	81
91205	405	79
92672	405	62
93023	405	63
90745	406	56
92651	406	#N/A
92865	406	48
92509	408	73
90034	409	69
92843	409	59
92501	410	61
90630	411	61
93012	411	71
90262	413	84
91745	413	54
92264	414	44
92504	414	47
90503	417	60
92614	418	29
90016	419	82
90021	419	122
90266	419	49
91201	419	80
90007	422	#N/A
91744	422	78
90045	426	#N/A
90064	426	#N/A
90048	429	86
91506	429	62
90066	431	#N/A
91204	432	79
91321	433	59

92870	433	42
90012	434	#N/A
90038	437	104
93654	437	111
93063	440	58
92324	441	#N/A
92804	445	86
93105	446	#N/A
90027	449	80
92701	449	89
90019	450	100
91731	450	72
90230	451	71
91364	452	96
91405	452	99
92807	452	#N/A
90023	453	83
90036	453	96
90221	457	122
90277	458	65
90026	459	90
90040	460	54
91304	460	#N/A
91770	462	65
92648	463	61
90058	465	87
90744	466	70
91801	466	64
90247	467	93
91773	468	102
92831	469	#N/A
93420	469	47
91767	472	76
91342	475	96
90220	477	89
91604	477	#N/A
91723	478	67
90404	480	123
90006	481	109
92284	481	#N/A
90232	486	87
91303	486	100
90301	487	83
92408	487	62
90046	490	112
92399	491	82
93312	491	56
90003	492	140
90241	492	95
91766	492	101
92374	492	67
90723	493	108
90660	496	101
91006	501	83
92506	503	71
92618	504	#N/A
92805	508	67
93535	510	#N/A
90731	512	94
91711	515	49

90249	520	100
91340	520	76
91702	520	85
93215	521	#N/A
92260	522	#N/A
92708	529	68
90011	533	144
91335	534	122
92630	535	71
92553	540	#N/A
91776	541	#N/A
92376	542	89
90025	543	97
92647	544	63
90028	545	141
90703	545	75
92590	546	83
91601	547	124
93561	547	88
92543	550	92
92867	552	#N/A
92649	555	#N/A
90245	558	#N/A
91331	565	124
92821	569	#N/A
93292	570	#N/A
91762	574	67
91748	576	88
90650	578	83
93117	585	58
90255	593	114
93309	594	106
93551	596	92
93001	598	#N/A
93010	600	65
90022	610	142
92503	610	108
90201	615	129
91502	616	#N/A
93436	618	86
91107	620	70
90505	629	82
91016	632	#N/A
90250	634	155
92704	638	125
91706	639	112
92262	641	#N/A
93065	643	76
92801	647	108
90248	649	113
92373	651	#N/A
90280	653	131
91505	659	110
91324	660	107
93455	666	#N/A
90706	674	110
90631	678	86
90640	678	106
91761	686	87
92335	690	129

90501	717	112
92780	721	93
91362	727	#N/A
91352	743	148
92683	745	#N/A
93422	753	86
91733	783	123
91710	795	#N/A
93030	807	118
93550	815	176
92627	837	124
91406	852	193
92626	861	103
93454	861	#N/A
92806	862	124
92507	863	111
92705	869	119
91730	886	158
93308	899	125
91605	903	227
90670	904	148
91355	938	127
91786	1,011	164
93446	1,043	#N/A
93230	1,054	#N/A
93257	1,064	124
93277	1,064	145
93003	1,071	132
93101	1,100	#N/A
93274	1,119	#N/A
91311	1,284	#N/A
93291	1,404	#N/A
93401	1,437	#N/A
93534	1,440	328

- 1) The number and percent of unique customers, by ZIP code, who are
- a. more than 90 days in arrears, and
 - b. not enrolled in a Recent Applicable Payment Plan or conventional extended payment plan.

ZIP_CODE	COUNT_UNIQUE_CUSTOMERS
90001	2,476
90002	2,542
90003	4,883
90004	2,422
90005	1,111
90006	2,305
90007	1,333
90008	2,969
90010	16
90011	5,606
90012	879
90013	32
90014	21
90015	540
90016	2,504
90017	930
90018	2,562
90019	3,072
90020	1,102
90021	59
90022	2,424
90023	1,719
90024	746
90025	1,385
90026	2,740
90027	1,527
90028	1,694
90029	1,738
90031	1,652
90032	1,792
90033	2,162
90034	1,983
90035	1,022
90036	1,178
90037	3,855
90038	1,773
90039	881
90040	308
90041	670

90042	2,094
90043	3,020
90044	6,291
90045	1,126
90046	2,553
90047	3,020
90048	829
90049	861
90056	273
90057	1,436
90058	77
90059	1,760
90061	1,699
90062	1,829
90063	1,822
90064	627
90065	1,703
90066	1,669
90067	11
90068	881
90069	657
90077	212
90094	459
90201	3,525
90210	481
90211	228
90212	455
90220	1,959
90221	1,789
90222	1,175
90230	374
90232	347
90240	578
90241	1,327
90242	1,289
90245	308
90247	1,693
90248	267
90249	821
90250	3,562
90254	281
90255	2,423
90260	928
90262	2,040
90265	262
90266	443
90270	814

90272	362
90274	186
90275	352
90277	430
90278	547
90280	2,936
90290	17
90291	1,011
90292	651
90293	296
90301	1,499
90302	1,501
90303	1,058
90304	708
90305	670
90401	326
90402	146
90403	551
90404	643
90405	703
90501	1,279
90502	306
90503	325
90504	446
90505	296
90601	908
90602	842
90603	273
90604	778
90605	820
90606	772
90620	765
90621	779
90623	140
90630	475
90631	1,299
90638	555
90640	1,820
90650	2,245
90660	1,363
90670	360
90680	392
90701	239
90703	488
90706	2,261
90710	825
90712	562

90713	354
90715	357
90716	290
90717	595
90720	233
90723	1,893
90731	3,058
90732	476
90740	147
90742	27
90743	10
90744	2,587
90745	1,067
90746	610
90810	173
91001	803
91006	469
91007	482
91008	14
91010	371
91011	169
91016	1,039
91020	156
91024	170
91030	448
91040	616
91042	903
91101	510
91103	809
91104	936
91105	227
91106	657
91107	600
91108	89
91201	586
91202	543
91203	497
91204	529
91205	1,156
91206	815
91207	184
91208	248
91210	4
91214	443
91301	343
91302	451
91303	1,340

91304	1,554
91306	1,555
91307	541
91311	920
91316	720
91320	530
91321	730
91324	884
91325	1,161
91326	688
91330	9
91331	2,629
91335	2,506
91340	968
91342	2,852
91343	2,330
91344	1,297
91345	567
91350	534
91351	763
91352	1,446
91354	478
91355	580
91356	817
91360	481
91361	195
91362	540
91364	929
91367	1,375
91377	191
91381	317
91384	285
91387	1,370
91390	167
91401	1,780
91402	3,115
91403	889
91405	2,445
91406	2,336
91411	1,241
91423	1,182
91436	334
91501	460
91502	412
91504	714
91505/91612	809
91506	450

91601	2,459
91602	919
91604	1,049
91605	2,280
91606	2,061
91607	1,290
91701	609
91702	1,311
91706	1,560
91708	415
91709	1,276
91710	1,605
91711	453
91722	633
91723	503
91724	541
91730	2,019
91731	697
91732	1,496
91733	1,154
91737	426
91739	772
91740	419
91741	396
91744	1,489
91745	721
91746	524
91747	6
91748	644
91750	422
91752	823
91754	631
91755	338
91761	1,500
91762	1,705
91763	973
91764	1,936
91765	483
91766	1,752
91767	1,287
91768	759
91770	907
91773	468
91775	302
91776	674
91780	560
91784	284

91786	1,697
91789	373
91790	798
91791	620
91792	534
91801	1,102
91803	556
92201	2,053
92203	601
92210	89
92211	581
92220	1,106
92223	1,303
92225	602
92227	1,030
92230	107
92231	1,182
92233	145
92234	1,348
92236	1,345
92239	7
92240	1,799
92241	177
92243	1,408
92249	258
92250	153
92251	607
92252	165
92253	679
92254	155
92256	76
92257	60
92258	19
92260	799
92262	634
92264	427
92270	313
92273	102
92274	54
92276	224
92277	515
92281	122
92284	526
92301	1
92308	19
92313	377
92316	763

92317	14
92318	12
92320	180
92321	11
92322	43
92324	1,930
92325	426
92335	3,068
92336	1,993
92337	923
92341	31
92346	1,618
92352	289
92354	488
92359	220
92371	27
92372	22
92373	787
92374	1,100
92376	2,301
92377	466
92378	11
92382	192
92385	2
92391	81
92397	104
92399	1,183
92401	111
92404	2,496
92405	1,274
92407	2,144
92408	407
92410	2,027
92411	1,074
92501	787
92503	2,605
92504	1,433
92505	1,699
92506	1,021
92507	2,042
92508	563
92509	2,064
92518	5
92530	1,965
92532	655
92543	1,640
92544	1,486

92545	1,272
92548	203
92551	1,116
92553	2,960
92555	1,230
92557	1,779
92562	979
92563	1,224
92567	221
92570	1,271
92571	1,615
92582	511
92583	1,145
92584	980
92585	466
92586	480
92587	39
92590	79
92591	844
92592	914
92595	681
92596	470
92602	508
92603	223
92604	354
92606	357
92610	140
92612	404
92614	470
92617	24
92618	1,194
92619	4
92620	838
92624	138
92625	142
92626	782
92627	1,329
92629	649
92630	815
92637	1
92646	655
92647	887
92648	925
92649	560
92651	428
92653	326
92655	144

92656	1,027
92657	155
92660	475
92661	61
92662	29
92663	333
92672	824
92673	397
92675	503
92676	2
92677	920
92679	220
92683	971
92688	637
92691	560
92692	562
92694	428
92701	1,189
92703	1,060
92704	1,253
92705	467
92706	553
92707	1,021
92708	547
92780	738
92782	496
92801	1,547
92802	1,048
92804	1,745
92805	1,912
92806	770
92807	514
92808	333
92821	376
92823	63
92831	450
92832	546
92833	903
92835	220
92840	757
92841	522
92843	616
92844	341
92845	144
92860	395
92861	37
92865	232

92866	302
92867	673
92868	526
92869	462
92870	637
92878	412
92879	1,133
92880	839
92881	550
92882	1,527
92883	763
92886	491
92887	260
93001	769
93003	813
93004	461
93010	642
93012	486
93013	240
93015	360
93021	459
93022	125
93023	349
93030	1,290
93033	1,318
93035	601
93036	1,033
93040	52
93041	401
93060	730
93063	1,029
93065	1,185
93066	31
93067	24
93101	680
93103	387
93105	262
93108	116
93109	125
93110	188
93111	196
93117	509
93201	39
93202	156
93203	550
93206	53
93212	601

93215	1,197
93219	188
93221	407
93223	304
93224	18
93225	189
93227	54
93230	2,034
93235	123
93241	472
93242	53
93243	53
93245	945
93247	498
93204/93249	71
93250	349
93251	11
93254	31
93256	157
93257	2,201
93261	65
93263	632
93265	54
93266	37
93267	129
93268	47
93270	94
93272	82
93274	2,136
93276	17
93277	1,586
93280	688
93286	214
93291	1,684
93292	1,206
93307	71
93308	1,372
93301/93309	995
93311	419
93312	1,075
93313	3
93314	379
93401	419
93402	213
93405	256
93420	329
93421	2

93422	576
93424	21
93427	94
93428	74
93430	44
93433	279
93434	231
93436	1,935
93440	34
93441	11
93442	206
93444	350
93445	226
93446	814
93449	157
93451	44
93452	10
93453	21
93454	930
93455	861
93458	1,160
93460	38
93463	84
93465	108
93501	253
93505	412
93510	76
93534	2,023
93535	3,221
93532/93536	1,747
93543	336
93550	3,019
93551	1,107
93552	994
93560	494
93561	447
93544/93591	130
93609	88
93615	129
93616	49
93618	1,053
93625	12
93631	384
93646	402
93647	260
93648	439
93652	6

93654	962
93656	132
93662	116
93666	22
93670	3
93673	23
93706	22
93725	17
Total	499,574

Assumptions: Active Bill Account and exclude master meter facilities.

TOTAL_ACTIVE_CUSTOMERS	PERCENT_UNIQUE_CUSTOMERS
12,821	19.312%
10,885	23.353%
17,641	27.680%
17,776	13.625%
8,656	12.835%
14,604	15.783%
10,321	12.915%
14,194	20.917%
426	3.756%
22,150	25.309%
7,072	12.429%
693	4.618%
328	6.402%
3,211	16.817%
16,494	15.181%
4,972	18.705%
14,879	17.219%
22,558	13.618%
8,698	12.670%
780	7.564%
16,790	14.437%
10,552	16.291%
11,189	6.667%
19,763	7.008%
22,349	12.260%
18,257	8.364%
10,351	16.366%
11,439	15.194%
10,604	15.579%
12,786	14.015%
11,310	19.116%
22,852	8.678%
12,613	8.103%
13,447	8.760%
15,949	24.171%
11,498	15.420%
11,183	7.878%
3,595	8.567%
9,318	7.190%

18,355	11.408%
16,567	18.229%
25,954	24.239%
15,286	7.366%
25,734	9.921%
16,949	17.818%
10,487	7.905%
14,776	5.827%
3,288	8.303%
7,637	18.803%
916	8.406%
8,627	20.401%
7,459	22.778%
9,247	19.779%
12,512	14.562%
10,766	5.824%
14,467	11.772%
21,954	7.602%
261	4.215%
10,618	8.297%
9,083	7.233%
3,766	5.629%
5,045	9.098%
22,626	15.579%
8,702	5.527%
3,326	6.855%
5,195	8.758%
13,264	14.769%
11,691	15.302%
7,309	16.076%
7,984	4.684%
6,727	5.158%
7,391	7.820%
13,049	10.169%
11,276	11.431%
7,458	4.130%
15,027	11.266%
3,886	6.871%
8,697	9.440%
27,569	12.920%
8,176	3.437%
17,275	14.026%
9,967	9.311%
14,700	13.878%
5,672	4.619%
14,314	3.095%
6,157	13.221%

8,824	4.102%
9,489	1.960%
14,059	2.504%
12,229	3.516%
14,834	3.687%
23,450	12.520%
433	3.926%
13,087	7.725%
7,575	8.594%
4,769	6.207%
10,986	13.645%
9,915	15.139%
7,270	14.553%
5,992	11.816%
5,688	11.779%
3,374	9.662%
4,633	3.151%
11,338	4.860%
9,388	6.849%
12,221	5.752%
14,468	8.840%
5,175	5.913%
12,406	2.620%
10,572	4.219%
10,827	2.734%
10,333	8.787%
7,400	11.378%
6,533	4.179%
11,308	6.880%
10,627	7.716%
8,252	9.355%
12,979	5.894%
8,572	9.088%
4,492	3.117%
13,024	3.647%
19,554	6.643%
14,320	3.876%
17,603	10.339%
26,094	8.604%
15,986	8.526%
5,710	6.305%
6,105	6.421%
4,386	5.449%
16,168	3.018%
20,411	11.077%
7,907	10.434%
10,982	5.117%

9,839	3.598%
5,334	6.693%
2,892	10.028%
7,379	8.063%
7,706	3.024%
12,666	14.946%
20,721	14.758%
7,814	6.092%
6,035	2.436%
585	4.615%
244	4.098%
13,988	18.494%
14,632	7.292%
8,078	7.551%
2,153	8.035%
12,806	6.270%
11,294	4.153%
10,811	4.458%
414	3.382%
7,287	5.091%
7,202	2.347%
15,075	6.892%
3,327	4.689%
4,701	3.616%
10,178	4.402%
7,342	8.390%
9,921	9.102%
7,355	6.934%
8,046	10.055%
12,592	7.433%
5,788	3.922%
9,706	6.769%
13,109	4.577%
4,642	1.917%
8,700	6.736%
7,951	6.829%
5,781	8.597%
5,731	9.231%
13,491	8.569%
11,935	6.829%
3,905	4.712%
6,111	4.058%
136	2.941%
10,925	4.055%
8,789	3.903%
9,383	4.807%
8,837	15.164%

13,554	11.465%
12,860	12.092%
8,629	6.270%
12,006	7.663%
8,940	8.054%
14,688	3.608%
10,386	7.029%
8,771	10.079%
10,793	10.757%
12,400	5.548%
359	2.507%
19,788	13.286%
20,340	12.321%
8,312	11.646%
23,632	12.068%
16,089	14.482%
16,385	7.916%
5,144	11.023%
14,091	3.790%
9,717	7.852%
12,143	11.908%
11,323	4.221%
13,473	4.305%
9,866	8.281%
13,335	3.607%
7,517	2.594%
13,628	3.962%
10,564	8.794%
15,303	8.985%
5,312	3.596%
7,027	4.511%
6,635	4.295%
14,141	9.688%
4,470	3.736%
13,776	12.921%
15,635	19.923%
10,760	8.262%
14,323	17.070%
16,642	14.037%
8,240	15.061%
13,760	8.590%
5,794	5.765%
7,713	5.964%
4,680	8.803%
9,722	7.344%
13,857	5.838%
7,707	5.839%

17,277	14.233%
9,471	9.703%
13,932	7.529%
15,161	15.039%
14,305	14.408%
12,322	10.469%
12,499	4.872%
16,496	7.947%
17,988	8.672%
4,809	8.630%
25,521	5.000%
23,144	6.935%
11,857	3.821%
9,420	6.720%
6,572	7.654%
8,535	6.339%
23,536	8.578%
6,965	10.007%
14,236	10.509%
10,388	11.109%
7,993	5.330%
12,636	6.110%
8,186	5.118%
9,446	4.192%
17,743	8.392%
15,411	4.678%
6,641	7.890%
34	17.647%
12,612	5.106%
10,853	3.888%
10,415	7.902%
11,486	5.494%
8,269	4.088%
18,090	8.292%
18,830	9.055%
10,174	9.564%
16,040	12.070%
15,439	3.128%
16,903	10.365%
13,539	9.506%
7,827	9.697%
16,527	5.488%
10,418	4.492%
7,795	3.874%
11,988	5.622%
11,680	4.795%
9,807	2.896%

18,568	9.139%
13,344	2.795%
11,959	6.673%
9,986	6.209%
7,847	6.805%
18,623	5.917%
9,870	5.633%
19,843	10.346%
12,207	4.923%
5,061	1.759%
19,154	3.033%
11,283	9.802%
20,057	6.496%
4,843	12.430%
6,964	14.790%
836	12.799%
8,991	13.146%
904	16.040%
18,178	7.416%
9,158	14.687%
192	3.646%
12,009	14.980%
1,792	9.877%
10,447	13.478%
1,658	15.561%
1,243	12.309%
6,141	9.884%
1,830	9.016%
19,603	3.464%
1,494	10.375%
745	10.201%
274	21.898%
163	11.656%
18,999	4.205%
15,235	4.161%
12,394	3.445%
13,636	2.295%
467	21.842%
388	13.918%
3,217	6.963%
5,461	9.431%
633	19.273%
6,781	7.757%
66	1.515%
314	6.051%
4,274	8.821%
6,906	11.048%

370	3.784%
72	16.667%
3,695	4.871%
197	5.584%
551	7.804%
15,485	12.464%
6,073	7.015%
21,971	13.964%
27,315	7.296%
9,323	9.900%
1,008	3.075%
17,023	9.505%
8,957	3.227%
7,303	6.682%
2,676	8.221%
463	5.832%
333	6.607%
13,966	5.635%
14,217	7.737%
20,047	11.478%
5,490	8.488%
290	3.793%
3,486	5.508%
165	1.212%
1,832	4.421%
2,742	3.793%
17,178	6.887%
642	17.290%
16,560	15.072%
8,875	14.355%
18,403	11.650%
3,722	10.935%
12,277	16.511%
6,635	16.187%
6,965	11.299%
24,364	10.692%
15,503	9.243%
13,610	12.483%
15,901	6.421%
18,122	11.268%
10,242	5.497%
18,921	10.909%
352	1.420%
17,157	11.453%
7,671	8.539%
12,188	13.456%
14,126	10.520%

14,319	8.883%
1,930	10.518%
8,392	13.298%
20,169	14.676%
11,543	10.656%
15,090	11.789%
19,288	5.076%
22,299	5.489%
2,068	10.687%
10,752	11.821%
13,333	12.113%
5,373	9.511%
8,998	12.725%
16,726	5.859%
7,529	6.189%
8,412	5.706%
477	8.176%
1,449	5.452%
13,447	6.276%
22,866	3.997%
10,071	6.762%
8,776	5.356%
10,952	4.638%
7,770	2.870%
9,177	3.857%
8,119	4.397%
4,479	3.126%
9,960	4.056%
10,416	4.512%
1,795	1.337%
23,095	5.170%
64	6.250%
21,458	3.905%
2,922	4.723%
6,295	2.256%
15,549	5.029%
20,233	6.568%
12,118	5.356%
20,244	4.026%
253	0.395%
19,655	3.332%
17,309	5.125%
19,391	4.770%
13,723	4.081%
11,463	3.734%
8,785	3.711%
2,158	6.673%

19,837	5.177%
4,834	3.206%
13,776	3.448%
2,153	2.833%
1,826	1.588%
8,483	3.925%
15,241	5.406%
10,410	3.814%
10,882	4.622%
82	2.439%
24,145	3.810%
10,453	2.105%
22,379	4.339%
16,221	3.927%
16,047	3.490%
17,955	3.130%
12,173	3.516%
9,254	12.848%
11,254	9.419%
16,648	7.526%
11,954	3.907%
7,470	7.403%
10,323	9.891%
16,139	3.389%
12,794	5.768%
11,367	4.364%
12,960	11.937%
9,935	10.549%
18,587	9.388%
17,624	10.849%
9,810	7.849%
12,643	4.065%
7,626	4.367%
11,752	3.199%
1,972	3.195%
8,287	5.430%
7,590	7.194%
15,063	5.995%
7,686	2.862%
12,864	5.885%
8,243	6.333%
9,872	6.240%
6,046	5.640%
5,406	2.664%
7,199	5.487%
2,044	1.810%
6,159	3.767%

5,073	5.953%
13,032	5.164%
6,967	7.550%
11,672	3.958%
15,077	4.225%
4,954	8.317%
13,258	8.546%
15,128	5.546%
9,166	6.000%
19,303	7.911%
11,570	6.595%
16,889	2.907%
7,266	3.578%
12,390	6.207%
17,641	4.609%
10,064	4.581%
15,497	4.143%
12,237	3.972%
5,393	4.450%
4,660	7.725%
11,768	3.900%
2,075	6.024%
7,204	4.845%
14,047	9.183%
14,915	8.837%
10,790	5.570%
12,144	8.506%
585	8.889%
6,069	6.607%
8,710	8.381%
18,865	5.455%
24,177	4.901%
797	3.890%
540	4.444%
11,392	5.969%
7,000	5.529%
8,741	2.997%
4,646	2.497%
3,888	3.215%
5,231	3.594%
6,049	3.240%
12,153	4.188%
225	17.333%
1,312	11.890%
4,925	11.168%
470	11.277%
4,244	14.161%

11,446	10.458%
1,883	9.984%
4,348	9.361%
2,849	10.670%
132	13.636%
2,071	9.126%
351	15.385%
22,095	9.206%
1,216	10.115%
3,481	13.559%
535	9.907%
507	10.454%
9,862	9.582%
4,237	11.754%
586	12.116%
3,253	10.729%
56	19.643%
240	12.917%
1,264	12.421%
21,941	10.031%
587	11.073%
6,276	10.070%
510	10.588%
315	11.746%
1,040	12.404%
591	7.953%
975	9.641%
814	10.074%
23,273	9.178%
71	23.944%
19,154	8.280%
6,462	10.647%
2,176	9.835%
19,705	8.546%
13,812	8.732%
486	14.609%
13,735	9.989%
9,261	10.744%
7,292	5.746%
19,650	5.471%
43	6.977%
8,725	4.344%
11,980	3.497%
5,816	3.662%
6,676	3.835%
9,655	3.408%
38	5.263%

11,718	4.916%
891	2.357%
1,941	4.843%
3,944	1.876%
2,107	2.088%
5,492	5.080%
2,330	9.914%
18,269	10.592%
675	5.037%
417	2.638%
5,884	3.501%
7,638	4.582%
2,531	8.929%
13,464	6.046%
4,908	3.199%
508	8.661%
271	3.690%
480	4.375%
11,623	8.001%
16,158	5.329%
12,243	9.475%
1,428	2.661%
3,033	2.770%
2,887	3.741%
1,573	16.084%
3,462	11.901%
1,424	5.337%
14,912	13.566%
21,025	15.320%
21,563	8.102%
3,121	10.766%
21,596	13.979%
16,762	6.604%
10,134	9.809%
6,101	8.097%
7,835	5.705%
1,904	6.828%
947	9.293%
1,068	12.079%
402	12.189%
7,836	13.438%
157	7.643%
5,126	7.491%
2,415	16.646%
2,255	11.530%
3,514	12.493%
79	7.595%

7,840	12.270%
1,418	9.309%
1,284	9.034%
149	14.765%
34	8.824%
199	11.558%
194	11.340%
206	8.252%
5,864,432	