

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



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 5841G
As of August 16, 2021

Subject: Revisions to Southern California Gas Company's Rule No. 09 Pursuant to Decision 21-06-036 and the Reopening of Branch Payment Offices.

Division Assigned: Energy

Date Filed: 07-12-2021

Date to Calendar: 07-14-2021

Authorizing Documents: D2106036

Disposition:	Accepted
Effective Date:	07-12-2021

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Ray Ortiz

213-244-3837

ROrtiz@socalgas.com

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



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

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

The AL status certificate indicates:

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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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

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

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

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



Joseph Mock
Director
Regulatory Affairs

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

July 12, 2021

Advice No. 5841
(U 904 G)

Public Utilities Commission of the State of California

Subject: Revisions to Southern California Gas Company's Rule No. 09 Pursuant to Decision 21-06-036 and the Reopening of Branch Payment Offices

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) revisions to its Rule No. 09, Discontinuance of Service, applicable throughout its service territory, as shown on Attachment A.

Purpose

The purpose of this submittal is to revise Rule No. 09 to make tariff language changes pursuant to Ordering Paragraph (OP) 1 of Decision (D.) 21-06-036 extending disconnections and non-payment protections until September 30, 2021, and changes related to the reopening of the branch payment offices to the public on July 6, 2021.

Background

On February 11, 2021, the Commission adopted Resolution (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*. OP 2 of Res. M-4849 required electric, gas, communications, and water corporations to submit a Tier 1 Advice Letter demonstrating compliance with the extension of Emergency Customer Protections to June 30, 2021.¹ On February 22, 2021, SoCalGas submitted Advice No. (AL) 5768, which included the extension of Emergency Customer Protections to June 30, 2021 and revisions to its Rule No. 09.²

¹ Res. M-4849, OP 2, at 33.

² AL 5768 was effective on February 22, 2021 and approved on March 17, 2021.

OP 1 of D.21-06-036 states:

Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, Southern California Gas Company PacifiCorp, Liberty Utilities (CalPeco Electric) LLC, Bear Valley Electric Company, Inc., Alpine Natural Gas, Inc., and West Coast Gas Company shall not resume disconnections for nonpayment until September 30, 2021.³

SoCalGas proposes to extend disconnections and non-payment protections until September 30, 2021, unless further extended by the Commission.

SoCalGas' branch payment offices were temporarily closed in compliance with the State's safety protocols for the COVID-19 pandemic to ensure the safety of its customers and employees. Other payment options (e.g., mail, online, authorized payment locations, credit card through third party, etc.) remained available. On July 6, 2021, SoCalGas will reopen its branch payment offices to the public.⁴

Rule No. 09 Tariff Revisions

SoCalGas proposes to extend disconnections and non-payment protections until September 30, 2021 with the following revisions, shown in redlined format for emphasis, to the first paragraph on Sheet 2, Section C., Non-Payment of Bills, Subsection 2. Past Due Notice and the last paragraph on Sheet 6, Section C., Non-Payment of Bills, Subsection 8. Payment Agreement:

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021, and subsequently extended through June 30, 2021, pursuant to Resolution M-4849. Pursuant to ~~Resolution M4849~~Decision 21-06-036, the Commission extended the ~~Emergency Customer Protection~~suspension of disconnections for residential and small business customers through ~~June~~September 30, 2021. Accordingly, the Utility shall suspend disconnection for non-payment for residential and small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months through September 30, 2021.

³ D.21-06-036, *Decision Addressing Energy Utility Customer Bill Debt Via Automatic Enrollment in Long Term Payment Plans*, was issued on June 30, 2021. OP 1, at 50.

⁴ On June 9, 2021, the Consumer Affairs Branch was informally notified of the reopening of SoCalGas' branch payment offices on July 6, 2021.

SoCalGas proposes to reopen its branch payment offices to the public with the following revision, shown in redlined format for emphasis, deleting the second footnote on Sheet 7 related to Section C., Non-Payment of Bills, Subsection 13. Weekends and Holidays:

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.**

~~** 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.~~

The revisions to Rule No. 09 are shown on Attachment A.

Protest

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 20 days of the date of this Advice Letter, which is August 1, 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 Advice Letter via U.S. mail or fax. Please submit protests or comments to this Advice Letter via e-mail to the addresses 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
E-mail: Tariffs@socalgas.com



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. 5841

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 58983-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 58576-G
Revised 58984-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 58579-G
Revised 58985-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 58729-G
Revised 58986-G	TABLE OF CONTENTS	Revised 58813-G
Revised 58987-G	TABLE OF CONTENTS	Revised 58982-G

Rule No. 09

Sheet 2

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021, and subsequently extended through June 30, 2021, pursuant to Resolution M-4849. Pursuant to Decision 21-06-036, the Commission extended the suspension of disconnections for residential and small business customers through September 30, 2021. Accordingly, the Utility shall suspend disconnection for non-payment for residential and small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months through September 30, 2021. However, the Utility will suspend mailing past due notices to residential and non-residential customers taking service on a core rate schedule.

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

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

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

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

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

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

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5841
DECISION NO. 21-06-036

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Jul 12, 2021
EFFECTIVE Jul 12, 2021
RESOLUTION NO. _____

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 6

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

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

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

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

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

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

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

Per SoCalGas Advice Letter 5604-B, submitted pursuant to Resolution M-4842, certain customer protections were offered effective March 4, 2020 through April 16, 2021, and subsequently extended through June 30, 2021, pursuant to Resolution M-4849. Pursuant to Decision 21-06-036, the Commission extended the suspension of disconnections for residential and small business customers through September 30, 2021. Accordingly, the Utility shall suspend disconnection for non-payment for residential and small business nonresidential customers taking service on a core rate schedule and using 10,000 therms or less in the previous 12 months through September 30, 2021.

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(TO BE INSERTED BY UTILITY)
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 Vice President
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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.

(Continued)

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 Vice President
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