

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



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 5908G
As of January 6, 2022

Subject: Update to Sample Forms to Reflect the Revised Operations of the Customer Contact Center.

Division Assigned: Energy

Date Filed: 12-01-2021

Date to Calendar: 12-03-2021

Authorizing Documents: None

Disposition:	Accepted
Effective Date:	10-01-2022

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Grisel Velazquez

213-214-2822

GJaurezVelazquez@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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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
Fax: 213.244.4957
JMock@socalgas.com

December 1, 2021

Advice No. 5908
(U 904 G)

Public Utilities Commission of the State of California

Subject: Update to Sample Forms to Reflect the Revised Operations of the Customer Contact Center

Southern California Gas Company (SoCalGas or Company) hereby submits for approval by the California Public Utilities Commission (Commission or CPUC) revisions to its tariffs, applicable throughout its service territory, as shown in Attachment A.

Purpose

SoCalGas is requesting the Commission's approval to revise various Sample Forms to reflect the new hours of operations for non-emergency calls at SoCalGas' Customer Contact Center (CCC). SoCalGas' CCC will continue to be staffed and operational as follows:

- Customer service representatives (CSRs) will be available 24 hours a day, seven days a week (24/7)¹ to handle emergency calls such as gas leaks, gas outages, damaged gas equipment, discontinuance of service for non-payment, impending service disconnection, service restoration due to Company caused outages, and any other emergency calls.
- For non-emergency calls such as bill inquiries, new service requests, customers' requests for discontinuance of service, service appointments, rate options, program inquiries, energy efficiency inquiries, and any other non-emergency calls, SoCalGas' CSRs will be available during the following business hours:

¹ For speech and hearing-impaired customers, Text Telephones/Telecommunications Device for the Deaf (TTY/TDD) will continue to be staffed for emergency calls 24/7.

Monday – Friday	7:00 a.m. – 8:00 p.m.
Saturday	7:00 a.m. – 6:00 p.m.
Sunday and Holidays ²	Closed

- Self-service options such as SoCalGas.com, My Account, mobile applications, and Interactive Voice Response system (IVR) will continue to be available 24/7 to address the full range of customer issues outside of the revised CCC's operating business hours.

Background

SoCalGas' CCC employs 400 CSRs to handle roughly 4.4 million calls per year. The self-service channels, including the IVR and Web/mobile applications, handle approximately 67% of the total transactions that can also be handled by CSRs. This is a significant change from just a decade ago when CSRs handled roughly 7 million calls and the self-service channels only handled roughly 20% of the total transactions.

Based on the high level of customer adoption of self-service channels, SoCalGas proposes to change its hours of operation for non-emergency calls from 24 hours a day, 7 days a week, to Monday – Friday 7 a.m. – 8 p.m. and Saturday 7 a.m. – 6 p.m. Currently, over 90% of the total CSR call volume is handled during these hours. All of the highest volume CSR transactions are available via the self-service channels 24 hours a day, 7 days a week, including starting service, transferring service, closing service, appliance service orders, and payment arrangements.

Reducing non-emergency hours of operation will enable the reallocation of CSR staff to periods of the week when customers call most often and result in improved wait times and service levels at no additional cost. Employee job satisfaction will also be positively impacted due to the reduction of undesirable shifts. The proposed change will not compromise safety. SoCalGas' proposal to change its hours of operation for non-emergency calls is also consistent with the other major California Investor-Owned Utilities' CCC's hours of operation for non-emergency calls.³

In addition to the Sample Forms listed below and shown in Attachment A, SoCalGas will be updating its collateral and online materials and other documents that reference the CCC's hours of operation as "24 Hour Service" and "24 hours a day, 7 days a week" by removing or revising these references.

² SoCalGas' observed holidays include New Year's Day (January 1), President's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the following Friday, Christmas Eve, and Christmas Day.

³ Pacific Gas and Electric Company's (Advice 3854-G/5091-E), San Diego Gas & Electric Company's (Advice 2585-E/2279-G), and Southern California Edison Company's (Advice 198-G/3197-E) revised their respective CCC's operating hours and were approved by the Commission.

Tariff Revisions

SoCalGas proposes to remove references regarding the CCC's hours of operation as "24 Hour Service" and "24 hours a day, 7 days a week," as well as any specific hours related to the CCC's operations and TDD/TTY operations, and add or replace with references to the new hours of operations on the following Sample Forms:

- Bill Forms – General Service;
- Collection Notices - Past Due Payment Notice (Form PD1-28);
- Collection Notices - General Services Bill/Past Due Payment Notice;
- Collection Notices - Notice to Tenants - Termination of Gas Service (Form 4636-G);
- Customer Service Notices - Call by Serviceperson - Not at Home (Form 30); and
- Customer Service Notices - Advice to Customer (Form 3994).

The revised Sample Forms are shown in Attachment A. Redlined versions of the revisions to SoCalGas' Sample Forms are available upon request.

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 December 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

Copies of the protest should also be sent via e-mail to the Energy Division Tariff Unit (EDTariffUnit@cpuc.ca.gov). Due to the COVID-19 pandemic, 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: Grisel Juarez Velazquez
Sr. Regulatory Tariff Administrator
555 West Fifth Street - GT14D6
Los Angeles, CA 90013-1011
Facsimile No.: (213) 244-4957
E-mail: GJuarezVelazquez@socalgas.com
E-mail: Tariffs@socalgas.com

Effective Date

SoCalGas believes this advice letter is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. Therefore, SoCalGas respectfully requests that this advice letter be approved on December 31, 2021, which is 30 calendar days after the date submitted, with the revisions to its tariffs to become effective on October 1, 2022. SoCalGas plans to implement the revised CCC hours in October 2022.

Notice

A copy of this advice letter is being sent to SoCalGas' GO 96-B service list and the Commission's service list in A.17-10-007. 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

Attachment



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. 5908

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 59336-G	SAMPLE FORMS, Bill Forms, General Service (10/22), Sheet 1	Revised 57162-G
Revised 59337-G	COLLECTION NOTICES, Past Due Payment Notice, SCG Form PD1-28 (10/22)	Revised 57110-G
Revised 59338-G	COLLECTION NOTICES, General Service Bill/Past Due Payment Notice (10/22)	Revised 57163-G
Revised 59339-G	COLLECTION NOTICES, Notice to Tenants, Termination of Gas Service, Form 4636-G (10/22)	Revised 48986-G
Revised 59340-G	SAMPLE FORMS, Customer Services Notices, Call by Serviceperson--Not at Home, Form 30 (10/22), Sheet 1	Revised 31977-G
Revised 59341-G	SAMPLE FORMS, Customer Services Notices, Advice to Customer, Form 3994 (10/22)	Revised 40127-G
Revised 59342-G	TABLE OF CONTENTS	Revised 59207-G
Revised 59343-G	TABLE OF CONTENTS	Original 52292-G
Revised 59344-G	TABLE OF CONTENTS	Revised 59298-G

SAMPLE FORMS
Bill Forms
General Service (10/22)

Sheet 1

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____



ACCOUNT NUMBER
SERVICE FOR

DATE MAILED
1-800-427-2200 *English*
1-800-342-4545 *Español*
1-800-252-0259 *TTY*
M-F, 7am-8pm Sat, 7am-6pm
24 Hour Emergency Services Available
socalgas.com

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



SERVICE ADDRESS

**Save Paper &
Postage**
PAY ONLINE
socalgas.com

ACCOUNT NUMBER

DATE DUE
AMOUNT DUE

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

CY 20 8128 2358 P

SoCalGas Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. **If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.**

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Information about Deposits - Non-Residential accounts only
Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if the service is temporarily or permanently discontinued for non-payment of bills.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call **SoCalGas customer support at (800) 427-2200**.

If you are not satisfied with **SoCalGas** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. phone: **800-649-7570**.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relating telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Other Important Phone Numbers 

For the following, call
 Monday - Friday, 8 a.m. - 5 p.m.:

- 粵語電話 Cantonese **1-800-427-1420**
- 한국어 전화 Korean **1-800-427-0471**
- 國語電話 Mandarin **1-800-427-1429**
- NÓI TIẾNG VIỆT Vietnamese **1-800-427-0478**

Self Service Options available 24 hours a day, 7 days a week **1-800-772-5050**

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6 a.m. - 7 p.m. **8-1-1**

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socalgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socalgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

Debit/Credit Card or Electronic Check: You can use Discover, Mastercard, Visa Credit/Debit cards, and Electronic Checks thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socalgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socalgas.com.

SoCalGas Payment Locations

Authorized Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices - Business Hours: Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J
 Anaheim, 716 S. State College Blvd.
 Banning, 60 E. Ramsey St. #A
 Commerce, 5708 E. Whittier Blvd.
 Compton, 700 N. Long Beach Blvd.
 Corona, 341 S. Lincoln Ave. #A
 Covina, 932 N. Citrus Ave.
 Delano, 1227 Jefferson St.
 Dinuba, 239 E. Tulare St.
 El Centro, 1111 W. Main St.
 El Monte, 11912 Valley Blvd., Suite B
 Fontana, 9781 Sierra Ave. #C
 Glendale, 919 S. Central Ave. #B
 Hanford, 420 N. 11th Ave. #105
 Hemet, 280 E. Stetson Ave.

Hollywood, 1811 Hillhurst Ave.
 Huntington Park, 5916 Pacific Blvd.
 Indio, 45123 Towne Ave.
 Inglewood, 3530 W. Century Blvd. Ste. 102
 Lancaster, 2065 W. Avenue K
 Lompoc, 128 S. "H" St.
 Los Angeles, 3739 Crenshaw Blvd. #C
 Los Angeles, 4619 S. Central Ave.
 Los Angeles, 2522 N. Daly St.
 Ontario, 962 N. Mountain Ave.
 Oxnard, 1640 E. Gonzales Rd.
 Pasadena, 1214 E. Green St. #102
 Pomona, 196 E. 3rd St.
 Porterville, 59 W. Thurman Ave.
 Riverside, 7000 Indiana Ave. #105

San Bernardino, 1136 N. Mount Vernon Ave. #305
 San Fernando, 444 S. Brand Blvd. Suite 101
 San Luis Obispo, 2240 Emily St. Suite 140
 San Pedro, 1851 N. Gaffey St. Suite A
 Santa Ana, 738 S. Harbor Blvd.
 Santa Barbara, 134 E. Victoria St.
 Santa Fe Springs, 11516 Telegraph Rd.
 Santa Maria, 550 E. Betteravia Rd. Suite B
 South Gate, 3530 Tweedy Blvd.
 Van Nuys, 6550 Van Nuys Blvd.
 Visalia, 1305 E. Noble Ave.
 Watts, 1665 E. 103rd St.
 Wilmington, 929 N. Avalon Blvd.

Drop Box Location

Burbank, Public Service Department,
 164 W. Magnolia Blvd.

COLLECTION NOTICES
Past Due Payment Notice, SCG Form PD1-28 (10/22)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____

Past Due Payment Notice



H

Date mailed

Our records indicate your payment has not been received. Your payment of \$ must be received by 5PM on or before . For your convenience, you can pay at any of our offices, authorized payment agencies, or you can pay by Electronic Check, Debit/ATM Card or VISA and MasterCard Credit Cards by calling BillMatrix at 800-232-6629. Mailed payments must be received before the due date.

Date and amount of last payment

TO AVOID DISCONNECTION OF YOUR SERVICE, A MINIMUM PAYMENT OF \$ MUST BE RECEIVED BY THE DUE DATE. In case of disconnection for nonpayment, \$ is required to re-establish service, as well as a RECONNECTION FEE, SECURITY DEPOSIT or **ADDITIONAL SECURITY DEPOSIT.** Unfortunately, we cannot guarantee service will be restored on the same day payment is received.

For information on your account, call
1-800-427-2000

Your account number is

If you have questions, call us at 800-427-2200. Representatives are available during the following hours:

Monday-Friday, 7am-8pm
Saturday, 7am-6pm
Closed Sundays and Holidays
24 Hour Emergency Services Available.

Delinquent gas charges _____ \$

You may also reach us at one of the numbers listed on the reverse. Please disregard this notice if payment has been made.

You may also qualify for billing and/or energy assistance programs. See the enclosed insert for more information.

SCG FORM PD1-28

IF MAILING NOTICE, DETACH HERE - IF PAYING IN PERSON, PLEASE BRING ENTIRE NOTICE

Your Account Number

Past Due Payment Notice

To prevent turn-off, \$ must be received before 5:00

Total amount due \$

THE GAS COMPANY
PO BOX C
MONTEREY PARK CA 91756-5111

Things You Should Know About Termination Of Service

Payment Arrangements and Assistance Programs - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utility Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utility Commission by telephone call 1-800-649-7570 or email: consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired - TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill will be required before service will be turned on. A deposit may also be required for Non-Residential customers.

Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan (AMP). Qualifying customers may have 1/12 of their eligible debt forgiven every time a current bill is paid in full and on time over a period of 12 months. Specific qualifications, frequently asked questions and ways to apply can be found at www.socalgas.com/forgiveness.

Re-establishment of Non-Residential Credit/Deposit - If your bills are not paid within 19 days of mailing, we may require that you establish your credit with us by paying your bill and giving us a deposit equal to twice the amount of your average monthly bill.

When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy - If you have moved and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses.

We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (65 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. **If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.**

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call **SoCalGas customer support at 1-800-427-2200**. If you are not satisfied with SoCalGas' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: **1-800-649-7570** (8:30 a.m. to 4:30 p.m., Monday through Friday)

Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/VO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

Other Important Phone Numbers

For the following, call

Monday - Friday, 8 a.m. - 5 p.m.

粵語 電話	Cantonese	1-800-427-1420
한국어 전화	Korean	1-800-427-0471
國語 電話	Mandarin	1-800-427-1429
NÓI TIẾNG VIỆT	Vietnamese	1-800-427-0478

Self Service Options

Available 24 hours a day, 7 days a week **1-800-772-5050**

For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday - Friday, 6 a.m. - 7 p.m. **8-1-1**

SoCalGas Payment Locations

Authorized Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices - Business Hours: Monday - Friday 9am - 5pm

Ahambra, 333 E. Main St. Suite J	Hollywood, 1811 Hillhurst Ave.
Anaheim, 716 S. State College Blvd.	Huntington Park, 5916 Pacific Blvd.
Banning, 60 E. Ramsey St. #A	Indio, 45123 Towne Ave.
Commerce, 5708 E. Whittier Blvd.	Inglewood, 3530 W. Century Blvd., Ste. 102
Compton, 700 N. Long Beach Blvd.	Lancaster, 2065 W. Avenue K
Corona, 341 S. Lincoln Ave. #A	Lompoc, 128 S. "H" St.
Covina, 932 N. Citrus Ave.	Los Angeles, 3739 Crenshaw Blvd. #C
Delano, 1227 Jefferson St.	Los Angeles, 4619 S. Central Ave.
Dinuba, 239 E. Tulare St.	Los Angeles, 2522 N. Daly St.
El Centro, 1111 W. Main St.	Ontario, 962 N. Mountain Ave.
El Monte, 11912 Valley Blvd., Suite B	Oxnard, 1640 E. Gonzales Rd.
Fontana, 9781 Sierra Ave. #C	Pasadena, 1214 E. Green St. #102
Glendale, 919 S. Central Ave. #B	Pomona, 196 E. 3rd St.
Hanford, 420 N. 11th Ave. #105	Porterville, 59 W. Thurman Ave.
Hemet, 527 N. San Jacinto St.	Riverside, 7000 Indiana Ave. #105

Drop Box Location

Burbank, Public Service Department, 164 W. Magnolia Blvd.

San Bernardino, 1136 N. Mount Vernon Ave. #305
 San Fernando, 444 S. Brand Blvd. Suite 101
 San Luis Obispo, 2240 Emily St. Suite 140
 San Pedro, 1851 N. Gaffey St. Suite A
 Santa Ana, 738 S. Harbor Blvd.
 Santa Barbara, 134 E. Victoria St.
 Santa Fe Springs, 11516 Telegraph Rd.
 Santa Maria, 550 E. Betteravia Rd. Suite B
 South Gate, 3530 Tweedy Blvd.
 Van Nuys, 6550 Van Nuys Blvd.
 Visalia, 1305 E. Noble Ave.
 Watts, 1665 E. 103rd St.
 Wilmington, 929 N. Avabn Blvd.

PLEASE MAKE CHECK PAYABLE TO "SoCalGas"

COLLECTION NOTICES
General Service Bill/Past Due Payment Notice (10/22)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____



**Account
Past
Due**

Past Due Payment Notice

To avoid disconnection of your service, a minimum payment of \$ _____ must be received before _____

In case of disconnection for nonpayment, you will need to pay \$ _____

Service will not be restored on the day your payment is received.

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit www.socialgas.com/assistance.

To avoid disconnect, \$ _____ must be received by _____

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socialgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socialgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

Debit/Credit Card or Electronic Check: You can use Discover, Mastercard, Visa Credit/Debit cards, and Electronic Checks thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socialgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socialgas.com.

Gas Usage History (Total Therms used)

(Continued on next page)

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



**Save Paper &
Postage**
PAY ONLINE
socialgas.com

ACCOUNT NUMBER

	DUE BY	AMOUNT DUE
Previous Balance		
Current Charges		
Total Amount Due		

Please enter amount enclosed.

**ACCOUNT
PAST DUE**
To avoid disconnect
must be received
before

\$ _____

Write account number on check and make payable to SoCalGas.

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

CY 16 4390 1350



1-800-427-2200 *English*
 1-800-342-4545 *Espanol*
 1-800-252-0259 *TTY*
 M-F, 7am-8pm Sat, 7am-6pm
 24 Hour Emergency Services Available
 socialgas.com

Other Important Phone Numbers

For the following, call
 Monday - Friday, 8 a.m. - 5 p.m.:

粵語 電話	Cantonese	1-800-427-1420
한국어 전화	Korean	1-800-427-0471
國語 電話	Mandarin	1-800-427-1429
NÓI TIẾNG VIỆT	Vietnamese	1-800-427-0478

Self Service Options available 24

hours a day, 7 days a week **1-800-772-5050**
 For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6 a.m. - 7 p.m. . . . **8-1-1**

CARE to save? Income-qualified customers may receive a 20% discount through the CARE program. Visit socialgas.com/care for details.

¿Quiere ahorrar? El programa CARE ofrece un 20% de descuento en la factura mensual a clientes elegibles. Visite socialgas.com/careparami

Attractive finance rates are available for home energy improvements. Visit socialgas.com/financing

SoCalGas' gas commodity cost per therm for your billing period:

SoCalGas Payment Locations

Authorized Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices - Business Hours: Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J	Hollywood, 1811 Hillhurst Ave.
Anaheim, 716 S. State College Blvd.	Huntington Park, 5916 Pacific Blvd.
Banning, 60 E. Ramsey St. #A	Indio, 45123 Towne Ave.
Commerce, 5708 E. Whittier Blvd.	Inglewood, 3530 W. Century Blvd. Ste. 102
Compton, 700 N. Long Beach Blvd.	Lancaster, 2065 W. Avenue K
Corona, 341 S. Lincoln Ave. #A	Lompoc, 128 S. "H" St.
Covina, 932 N. Citrus Ave.	Los Angeles, 3739 Crenshaw Blvd. #C
Delano, 1227 Jefferson St.	Los Angeles, 4619 S. Central Ave.
Dinuba, 239 E. Tulare St.	Los Angeles, 2522 N. Daly St.
El Centro, 1111 W. Main St.	Ontario, 962 N. Mountain Ave.
El Monte, 11912 Valley Blvd., Suite B	Oxnard, 1640 E. Gonzales Rd.
Fontana, 9761 Sierra Ave. #C	Pasadena, 1214 E. Green St. #102
Glendale, 919 S. Central Ave. #B	Pomona, 196 E. 3rd St.
Hanford, 420 N. 11th Ave. #105	Porterville, 59 W. Thurman Ave.
Hemet, 280 E. Stetson Ave.	Riverside, 7000 Indiana Ave. #105

Drop Box Location

Burbank, Public Service Department,
 164 W. Magnolia Blvd.

San Bernardino, 1136 N. Mount Vernon Ave. #305
 San Fernando, 444 S. Brand Blvd. Suite 101
 San Luis Obispo, 2240 Emily St. Suite 140
 San Pedro, 1851 N. Gaffey St. Suite A
 Santa Ana, 738 S. Harbor Blvd.
 Santa Barbara, 134 E. Victoria St.
 Santa Fe Springs, 11516 Telegraph Rd.
 Santa Maria, 550 E. Betteravia Rd. Suite B
 South Gate, 3530 Tweedy Blvd.
 Van Nuys, 6550 Van Nuys Blvd.
 Visalia, 1305 E. Noble Ave.
 Watts, 1865 E. 103rd St.
 Wilmington, 929 N. Avalon Blvd.

SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.



Things You Should Know About Termination of Service

Payment Arrangements - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email: consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired-TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

Arrearage Management Plan (AMP) - Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan. Qualifying customers may have 1/12th of their eligible debt forgiven every time a current bill is paid in full and on time over a period of 12 months. Specific qualifications, frequently asked questions and ways to apply can be found at www.socialgas.com/forgiveness.

Tenant Notification - When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy - If you have moved and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses. We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (65 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Other Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. **If you do not wish to participate in this program, please have your account number ready and call 1-877-272-3303.**

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call **SoCalGas customer support at 1-800-427-2200**. If you are not satisfied with SoCalGas' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco CA 94102. Phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Language	Toll-Free 800 Number
TTY/CO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/CO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development. CARE customers pay a reduced surcharge which excludes CARE program costs.

State Regulatory Fee - A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of therms used.

COLLECTION NOTICES
Notice to Tenants
Termination of Gas Service, Form 4636-G (10/22)

T

(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____



NOTICE TO TENANTS

socalgas.com

TERMINATION OF GAS SERVICE

Account Number - Número de cuenta - 賬號 - 구좌 번호 - Số Trương Mục - Numero ng Kuwenta

Service Address - Domicilio de servicio - 服務地址 - 서비스 주소 - Địa Chỉ Dịch Vụ - Direksiyon ng Tirahan na tumatanggap ng Serbisyo

Date Service Will Be Terminated - Fecha en que se suspenderá el servicio - 服務終止日期 - 서비스 차단 예정일
Ngày Chấm Dứt Cung Cấp Dịch Vụ - Petsa kung Kailan Titigilin ang Serbisyo

Average monthly bill for this account (serving multiple tenants) - Factura mensual promedio para esta cuenta (con servicio a varios inquilinos)
此帳戶的平均每月帳單 (服務于多位元租戶) - 본 계정의 평균 월별 청구금액 다세대 가구용) - Hóa đơn trung bình hàng tháng cho
trương mục này (phục vụ nhiều người thuê nhà) - Ang karaniwang singil bawat buwan para sa kuwentang ito (nagsisilbi sa higit sa isang nangungupahan)

Gas service will be shut-off to the address listed above unless payment for the past due bill is received from the Landlord. Your Landlord has been notified.

WHAT YOU CAN DO TO AVOID GAS SHUT-OFF: Tenants may transfer the gas service in their name without paying for the past-due amount to avoid shut off (California Public Utilities Code Section 777). Tenants have the right to deduct payment for such service from periodic rent payments. Arrangements for service may be made if all tenants agree to assume individual or joint responsibility for future bills. In order to establish credit, you may need to show proof of prompt payment of rent, phone or cable or payment of other financial commitments over the last 12 months.

For further information, please call Southern California Gas Company (SoCalGas®) at 1-800-427-2200. SoCalGas payment offices as well as legal aid information may be found on the back of this notice.

AVISO A LOS INQUILINOS

El servicio de gas será interrumpido en el domicilio que aparece en la parte superior a menos de que se reciba por parte del propietario el pago de la factura vencida. El dueño ya ha sido notificado.

QUÉ PUEDE HACER PARA EVITAR LA INTERRUPCIÓN DEL GAS: Los inquilinos pueden transferir el servicio de gas a su nombre sin pagar el monto vencido para evitar la interrupción (código sección 777 de los Servicios Públicos de California). Los inquilinos tienen el derecho de deducir el pago por dicho servicio de los pagos periódicos de alquiler. Pueden hacerse arreglos para proveer el servicio si todos los inquilinos están de acuerdo en asumir individual o conjuntamente la responsabilidad de las facturas futuras. Para establecer crédito, tal vez requiera mostrar comprobantes de haber pagado a tiempo el alquiler, el servicio de teléfono o de cable, o el pago de otro tipo de compromisos financieros, durante los últimos 12 meses.

Para mayor información, por favor llame a Southern California Gas Company (SoCalGas®) al 1-800-342-4545. Puede encontrar información sobre las oficinas de pago de SoCalGas, así como de asistencia legal, al reverso de este aviso.

給租戶的通知

除非房東支付逾期未付的費用，否則以上所列地址的瓦斯服務將被切斷。您的房東已經接獲通知。

如何才能防止切斷瓦斯供應：租戶可將瓦斯服務轉入其名下，無需支付此地址的欠費金額以避免切斷供應（加州公共事業法規第 777 條款）。租戶有權從定期房租付款中扣除用於此類服務的款項。如果所有租戶同意分別或共同承擔未來賬單的支付責任，我們可以作出服務安排。為了建立信用，您可能需要出示過去 12 個月內及時支付房租、電話、有線電視或其他財務承諾的付款證明。

如需瞭解進一步訊息，請致電 Southern California Gas Company (SoCalGas®)，號碼為 1-800-427-1420 (☒語) / 1-800-427-1429 (國語)。SoCalGas 付費辦事處以及法律援助資訊可在此通知的背面找到。

임차인에 대한 통지

임대주로부터 연체된 미납금을 받지 않으면, 위에 기재된 주소의 가스 서비스가 중단될 것입니다. 귀하의 임대주는 통지를 받았습니니다.

가스가 중단되는 것을 막기 위한 방법: 임차인은 연체된 미납금을 지불하지 않고, 가스 서비스를 자신의 명의로 이전시킬 수 있습니다 (캘리포니아 공공 유틸리티 코드 조항 777). 임차인은 또한 이러한 서비스 요금을 정기 임대료에서 공제할 권리가 있습니다. 모든 임차인이 개별적으로 또는 공동으로 미래의 청구서 책임을 지는 것에 대한 동의가 있으면, 서비스가 마련될 수 있습니다. 크레딧을 개설하시기 위해, 임대료나 전화, 케이블 혹은 지난 12 개월간의 채무를 납부했다는 증명을 하셔야 할 수도 있습니다.

보다 상세한 정보가 필요하시면, Southern California Gas Company (SoCalGas®) 1-800-427-0471 로 전화하십시오. SoCalGas 납부 사무실 또한 법적 보조에 대한 안내사항이 본 통지서 뒷면에 나와 있습니다.

THÔNG BÁO CHO NGƯỜI THUÊ NHÀ

Dịch vụ gas cho địa chỉ nêu trên sẽ bị ngưng trừ khi nhận được đầy đủ khoản tiền trả cho hóa đơn quá hạn của Chủ Cho Thuê Nhà ngay lập tức. Chủ Cho Thuê Nhà của quý vị đã được thông báo.

NHỮNG ĐIỀU QUÝ VỊ CÓ THỂ LÀM ĐỂ KHÔNG BỊ NGỪNG GAS: Người thuê nhà có thể chuyển dịch vụ gas sang tên của mình mà không cần trả khoản nợ quá hạn trước đây để không bị cắt gas (Tiện ích công cộng California bộ luật phần 777). Người thuê nhà có quyền trừ khoản tiền trả cho dịch vụ này vào tiền thuê nhà thường kỳ. Có thể thu xếp để nhận dịch vụ khi tất cả người thuê nhà cùng thỏa thuận đảm nhận trách nhiệm cá nhân hoặc trách nhiệm chung đối với việc trả các hóa đơn sau này. Để lập tín dụng, quý vị có thể cần trình chứng từ trả tiền nhà, điện thoại hoặc truyền hình cable, hoặc bản phân trả nợ tín dụng khác đúng hạn trong vòng 12 tháng qua.

Để biết thêm thông tin, xin gọi cho Southern California Gas Company (SoCalGas®) tại 1-800-427-0478. Quý vị có thể tìm thông tin về các văn phòng thu tiền của SoCalGas cũng như dịch vụ trợ giúp pháp lý ở mặt sau tờ thông báo này.

PAHAYAG SA MGA NANGUNGUPAHAN (TENANTS)

Titigilin ang serbisyonang gas para sa tirahang nakalista sa itaas maliban kung matanggap namin kaagad mula sa pinaupahan (landlord) ang bayad para sa nahuling balanse. Ang inyong pinaupahan ay ipinagbigay-alam.

ANO ANG MAARI NINYONG GAWIN UPANG MAIWASAN ANG PAGTIGIL NG GAS: Upang maiwasan ang pagtigil ng gas, maaring ilipat ng mga nangungupahan (tenants) ang serbisyonang gas sa kanilang pangalan, nang walang bayad ng nahuling pagkakautang California Public Utilities Code Pangkat 777. Karapatan ng nangungupahan na kaltasin ang mga bayad para sa gayong serbisyo mula sa mga pana-panahong pagbabayad sa upa. Ang mga pag-aayos para sa serbisyo ay maaring gawin kung magkakasundo ang lahat ng mga nangungupahan na sarili o sama-sama nilang aakuin ang pananagutan para sa mga kuwenta sa hinaharap. Upang ipatunay ang karapatan sa pag-utang (o credit), maaari ninyong kailanganing magpakita sa palingkuran (utility) ng katunayan ng napapanahong pagbayad ng upa, telepono o cable o pagbayad ng mga ibang tipo ng pagkakautang sa nakaraang 12 buwan na maaaring tanggapin.

Para sa karagdagang impormasyon, mangyaring tumawag sa Southern California Gas Company (SoCalGas®) sa 1-800-427-1345. Impormasyon hinggil sa mga payment offices (mga opisinang tumatanggap ng mga bayad) ng SoCalGas gayundin impormasyon tungkol sa legal aide ay matatagpuan sa likod ng pahayag na.



Gas Company Payment Offices

CUSTOMER SERVICE TELEPHONE NUMBERS

For English and Spanish speaking and hearing/speech impaired customers, representatives are available during the following business hours:

Monday-Friday, 7am -8pm
Saturday, 7am-6pm
Closed Sundays and Holidays

English 1(800)427-2200
Español 1(800)342-4545
TDD/TTY 1(800)252-0259

For other languages call:

한국어 1(800)427-1420
한국어 1(800)427-0471
國語 1(800)427-1429
Tiếng Việt 1(800)427-0478
Other Languages: 1(888)427-1345

CITY	STREET ADDRESS	CITY	STREET ADDRESS
Alhambra	333 East Main St. Suite J	Los Angeles	4619 S. Central Ave.
Anaheim	131 W. Center St. Promenade	Los Angeles	2522 N. Daly St.
Banning	60 E. Ramsey St., Suite A	Monrovia	141 S. Myrtle Ave.
Bellflower	16901 S. Bellflower Blvd.	Ontario	962 N. Mountain Ave.
Commerce	5708 E. Whittier Blvd.	Oxnard	1640 E. Gonzales Rd.
Compton	700 N. Long Beach Blvd.	Palm Springs	211 N. Sunrise Way
Corona	341 S. Lincoln Ave., Suite A	Pasadena	1214 E. Green St. #102
Covina	932 N. Citrus Ave.	Pomona	196 E. 3rd St.
Delano	1227 Jefferson St.	Porterville	59 W. Thurman Ave.
Dinuba	239 E. Tulare St.	Riverside	7000 Indiana Ave. # 105
El Centro	1111 W. Main St.	San Bernardino	1136 N. Mt. Vernon Ave., #305
El Monte	11912 Valley Blvd., Suite B	San Fernando	444 S. Brand Blvd., Suite 101
Fontana	9781 Sierra Ave., Suite C	San Luis Obispo	1314 Broad St.
Glendale	919 S. Central Ave.	San Pedro	605 S. Pacific Ave #101
Hanford	321 N. Douty St., Suite B	Santa Ana	738 S. Harbor Blvd.
Hemet	527 N. San Jacinto St.	Santa Barbara	134 E. Victoria St.
Hollywood	1811 N. Hillhurst Ave.	Santa Fe Springs	11516 Telegraph Rd.
Huntington Park	5916 Pacific Blvd.	Santa Maria	1954 S. Broadway, Suite J
Indio	45123 Towne Ave.	Santa Monica	1300 6th. St.
Inglewood	3530 W. Century Blvd., Suite 102	South Gate	3530 Tweedy Blvd.
Lancaster	2065 W. Avenue K	Van Nuys	6550 Van Nuys Blvd.
Lompoc	128 S. "H" St.	Visalia	1305 E. Noble Ave.
Los Angeles	3739 Crenshaw Blvd., Suite C	Watts	1665 E. 103rd St.
		Wilmington	929 N. Avalon Blvd.

Legal Advice Is Available Through Legal Aide At:

CITY	STREET ADDRESS	ZIP CODE	PHONE #
Anaheim	250 E. Center St	92805	(714) 571-5200
Bakersfield	615 California Avenue	93304	(805) 325-5943
Compton	725 W. Rosecrans Avenue	90222	(800) 834-5001
Fillmore	642 Lemon Way	93015	(805)524-2982
Fresno	2115 Kern Street, Suite 1	93721	(559) 570-1200
Indio	82632 US Highway 111	92201	(760)342-1591
Lompoc	604 E. Ocean Avenue, Suite B	93436	(805) 736-6582
Long Beach	601 Pacific Avenue	90802	(562) 435-3501
Los Angeles	7000 S. Broadway	90003	(213)640-3950
Los Angeles	1102 South Crenshaw Boulevard	90019	(800) 399-4529
Los Angeles	5228 Whittier Boulevard	90022	(213)640-3883
Norwalk	11834 E. Firestone Boulevard	90650	(800) 834-5001
Rancho Cucamonga	10565 Civic Center Drive, Suite 200	91730	(909)980-0982
Riverside	1040 Iowa Avenue, Suite 109	92507	(951)368-2555
San Bernardino	455 North D Street	92401	(909)884-8615
Santa Ana	2101 N. Tustin Avenue	92705	(714) 571-5200
Santa Barbara	301 E. Canon Perdido Street	93101	(805) 963-6754
Santa Maria	301 S. Miller Street, Suite 209	93454	(805) 922-9909
Victorville	13911 Park Avenue, Suite 210 (2 nd Floor)	92392	(760)241-7073
Visalia	2025 W. Feemster Avenue	93277	(559) 733-8770

SAMPLE FORMS
Customer Services Notices
Call by Serviceperson--Not at Home, Form 30 (10/22)

Sheet 1

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[See Attached Form]

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____



SoCalGas™



FORM 30

NOTICE

Sorry We Missed You

DATE : / / TIME : ____:____ AM/PM

We strive to provide exceptional service to our customers. Unfortunately, we were unable to provide that for you today because :

- No one was home No adult on premises
- Meter inaccessible Manager not available
- Dog prevented entry
- Key not available per instructions
- Office unable to contact, as the phone number on file inactive. Please call 1-800-427-2200 to update your contact information
- Other: _____

Please contact SoCalGas to schedule or reschedule your service to :

- Turn on your gas service
- Process your application for gas service
- Provide service for your gas appliance(s)
- Turn off your gas per your request
- Verify the gas meter reading(s)
- Change or perform work at the gas meter
- Restore the gas service. We apologize, but urgent repairs made service interruption unavoidable.

Customer Service

To schedule your next service appointment go to socalgas.com or call the appropriate number from the following list.

English	1-800-427-2200
Speech or Hearing Impaired/	1-800-252-0259
Para asistencia en español, llame al	1-800-342-4545
欲知詳情，請洽 免費粵語專線:	1-800-427-1420 (Cantonese)
더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오:	1-800-427-0471 (Korean)
欲知詳情，請洽 免費國語專線:	1-800-427-1429 (Mandarin)
Để biết thêm chi tiết bằng tiếng Việt, xin gọi:	1-800-427-0478 (Vietnamese)
Other languages	1-800-427-1345

**FORM 30**

AVISO

FECHA : / / HORA : ____:____ AM/PM

Nos esforzamos por ofrecer un servicio excepcional a nuestros clientes. Desafortunadamente, no pudimos proporcionar ese servicio hoy para usted porque :

- No había nadie en casa No adulto presente
- Medidor no accesible Gerente no disponible
- Perro impidió entrada
- Llave no disponible según instrucciones
- Oficina no pudo comunicarse con usted, porque el número que tenemos en archivo no está activo.
Por favor llame a 1-800-427-2200 para actualizar su información de contacto.
- Otro: _____

Por favor contacte a SoCalGas para programar o reprogramar su orden de servicio de :

- Prender su servicio de gas
- Procesar su solicitud para servicio de gas
- Proporcionarle servicio a su (s) apartamento (s) de gas
- Cerrar el gas de acuerdo a su orden
- Verificar lectura del medidor de gas
- Cambiar o trabajar en su medidor de gas
- Reestablecer su servicio de gas. Disculpe, pero reparaciones urgentes hicieron interrupción inevitable.

Servicio al Cliente

Para programar su próxima cita de servicio vaya a: Socalgas.com o llame al teléfono apropiado en la siguiente lista.

English	1-800-427-2200
Personas con problemas auditivos o del habla	1-800-252-0259
Para asistencia en español, llame al	1-800-342-4545
欲知詳情，請洽 免費粵語專線:	1-800-427-1420 (Cantonese)
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SAMPLE FORMS
Customer Services Notices
Advice to Customer, Form 3994 (10/22)

T

[See Attached Form]

(TO BE INSERTED BY UTILITY)

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1C20

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SoCalGas™

FORM 3994

NOTICE

WE CAME BY ON

DATE : / / TIME : ____:____ AM/PM

- Your gas meter inspection was completed.
- Your gas was found on; for no-cost appliance service, visit socialgas.com (search "Schedule Service").
- Turned on your gas service :
 - There was no electricity at the appliance, could not service your :
 - Furnace Range Dryer Other _____
 - There was no water service to your Water Heater:
 - The appliance was left off
 - Main Burner Gas Control Valve has been left in the "Pilot" position; Turn to the "On" position after water service is established
- Seismic Valve activated, Gas Meter found and left on.
 - Contact SoCalGas® or other qualified professional to reset the seismic valve for a fee and service your gas appliances
- Serviced your : Dryer Other _____
 - Range/Oven There is no oven pilot, use a match to light.
 - Water Heater To prevent movement in the event of an earthquake, secure the water heater to the wall or floor. Refer to our Home Energy & Safety Guide for additional information.
 - Furnace Replace/Clean the forced air furnace air filter.
 - Clean/Vacuum lint from the burner compartment for your wall or floor furnace.
 - Operating properly Repaired leakage at _____
 - For needed service or repair(s), contact a qualified service agency, dealer or professional
 - Inoperative electrical or millivolt system Inoperative safety system
- Please see our notice located : _____

Customer Service/Servicio al Cliente

To schedule your next service appointments go to socialgas.com or call the appropriate number from the following list.

Para programar sus próximas citas de servicio, vaya a socialgas.com/ Español o llame al teléfono apropiado en la siguiente lista.

English	1-800-427-2200
Speech or Hearing Impaired	1-800-252-0259
Para asistencia en español, llame al	1-800-342-4545
欲知詳情，請洽 免費粵語專線:	1-800-427-1420 (Cantonese)
더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오:	1-800-427-0471 (Korean)
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Other languages	1-800-427-1345



SoCalGas™

FORM 3994

AVISO

ESTUVIMOS AQUÍ EL

FECHA : / /

HORA : ____:____ AM/PM

- La inspección de su medidor fue completada.**
- Encontramos su gas prendido; visite socalgas.com para obtener servicio gratuito a sus aparatos de gas (Busque la palabra clave: Servicio)**
- Prendimos su servicio de gas:**
 - Su aparato no tenía electricidad, no pudimos dar servicio a su:
 - Calentador Estufa Secadora Otro _____
 - No había servicio de agua en su calentador de agua:
 - El aparato se dejó apagado
 - La válvula de control del quemador principal fue dejada en la posición de "Piloto"; Prenda el piloto a la posición "On" (Prendido), después de que el servicio de agua sea establecido
- Válvula sísmica activada, encontramos medidor de gas prendido, y se dejó prendido.**
 - Contacte a SoCalGas®, u otro profesional calificado para reiniciar la válvula sísmica por un costo y para darle servicio a sus aparatos de gas.
- Dimos servicio a su:** Secadora Otro _____
 - Estufa/Horno No hay piloto en su horno, utilice un cerillo para prenderlo
 - Calentador de Agua Para prevenir movimiento en caso de terremoto, asegure su calentador de agua al muro o piso. Consulte nuestra guía de energía y seguridad de casa para información adicional.
 - Calentador Reemplace/limpie el filtro de aire en su calentador de aire forzado.
 - Limpie/Aspire pelusa del compartimiento del quemador de su calentador de muro o calentador de piso.
 - Funcionando adecuadamente Reparamos fuga en _____
 - Para servicio o reparación (es) necesaria (s), contacte una agencia de servicio calificada, comercio o profesional.
 - Sistema eléctrico o mili voltios fuera de operación.
 - Sistema de seguridad fuera de operación.

Por favor vea nuestra noticia localizada en: _____

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