

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



**Southern California Gas Company**  
**GAS (Corp ID 904)**  
**Status of Advice Letter 5913G**  
**As of January 13, 2022**

Subject: Discontinuance of Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic Pursuant to Resolution M-4842

Division Assigned: Energy

Date Filed: 12-17-2021

Date to Calendar: 12-22-2021

Authorizing Documents: \*M-4842

<b>Disposition:</b>	<b>Accepted</b>
<b>Effective Date:</b>	<b>01-16-2022</b>

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)

AL Certificate Contact Information:

**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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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](mailto:edtariffunit@cpuc.ca.gov)**



**Joseph Mock**  
Director  
Regulatory Affairs

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December 17, 2021

Advice No. 5913  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Discontinuance of Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic Pursuant to Resolution M-4842**

### **Purpose**

Pursuant to California Public Utilities Commission (Commission or CPUC) Resolution (Res.) M-4842, Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic and Res. M-4849 Authorization and Order Directing Utilities to Extend Customer Protections to Support California Customers Through June 30, 2021, and to File Transition Plans for the Expiration of the Emergency Customer Protections, Southern California Gas Company (SoCalGas) hereby submits for approval by the Commission to apply proposed revisions to Rule Nos. 06, 07, 09, 10, 12 and Schedule No. G-CARE to remove references added to support the expanded scope of the Emergency Customer Protections as directed by Res. M-4842 and Res. M-4849, as shown on Attachment A. The purpose of this Advice Letter (AL) is to notify the Commission of SoCalGas' discontinuance of the applicable emergency customer protections for core customers impacted by the COVID-19 pandemic.

### **Background**

On March 4, 2020, Governor Gavin Newsom (Governor) declared a State of Emergency in response to the outbreak of novel coronavirus, COVID-19.<sup>1</sup> On March 13, 2020, President Trump signed an Emergency Declaration to facilitate a federal response to the emerging COVID-19 pandemic.<sup>2</sup> On March 17, 2020, the Commission's Executive Director sent a letter to the California energy, water and communications corporations addressing emergency customer protections to support customers affected by the

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<sup>1</sup> Available at <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>

<sup>2</sup> Available at <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-nationalemergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>

COVID-19 State of Emergency.

On March 19, 2020, SoCalGas submitted Tier 1 AL 5604, implementing its emergency disaster relief program for customers impacted by the COVID-19 pandemic pursuant to Ordering Paragraph (OP) 1 of D.19-07-015 and the Commission Executive Director's March 17, 2020 letter, and retroactively applied customer protections to March 4, 2020, the start date of the Governor's emergency proclamation.<sup>3</sup> SoCalGas implemented the customer protections described in AL 5604 with the understanding that the COVID-19 pandemic emergency could cause customers economic hardship associated with either illness or mandated prevention measures, such as school and non-essential business closures.

On April 17, 2020, the Commission issued Res. M-4842, ratifying the directions provided in the Commission's Executive Director's March 17, 2020 letter. Specifically, Res. M-4842 ordered electric, gas, communications, and water and sewer corporations in California to implement the applicable customer protections described in D.19-07-015 (or justify why the protections are not applicable to a pandemic emergency); submit a Tier 2 AL describing all reasonable and necessary actions to implement Emergency Customer Protections to support California customers; and authorizes the electric, gas, communications, and water and sewer corporations to establish memorandum accounts to track and recover incremental costs associated with complying with the resolution.<sup>4</sup> SoCalGas implemented many of the customer protections ordered by Res. M-4842 in AL 5604 and as subsequently clarified in AL 5604-B. In submitting this AL, SoCalGas intends to remove references that describe protections implemented in its current and effective tariffs as they no longer apply.

SoCalGas continues its commitment to complying with directions from the Commission, the state of California, local agencies and the federal government in response to the evolving pandemic.

### **Description of Proposed Tariff Revisions Removing References To Adopted Customer Protections**

In response to the COVID-19 pandemic, SoCalGas implemented the following applicable customer protections identified in Res. M-4842.

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<sup>3</sup> <https://www2.socalgas.com/regulatory/tariffs/tm2/pdf/5604.pdf>

<sup>4</sup> Res. M-4842 at OP 4 (stating that gas utilities subject to this Resolution "may request authorization to track and recover incremental costs associated with complying with this resolution.")

**SoCalGas' Emergency Customer Protection Plan**

#	Emergency Customer Protection Measure	COVID-19 Applicable?	Rule or Schedule
(1)	Waive deposit requirements for core customers seeking to reestablish service and expedite move in and move out service requests	Yes	06, 07
(2)			
(3)			
(4)			
(5)	Implement payment plan options for core customers	Yes	09
(6)	Suspend disconnection for nonpayment and associated fees, waive deposit requirements for core customers and late fee requirements for non-residential core customers	Yes	06, 07, 09, 10, 12
(7)	Support low-income residential customers by: (a) freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility; (b) contacting all community outreach contractors, the community based organizations who assist in enrolling hard-to-reach low-income customers into CARE, to help better inform customers of these eligibility changes; (c) partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount; and (e) <sup>5</sup> indicate how the energy savings assistance program can be deployed to assist customers	(a) Yes (b) Yes (c) Yes (e) Yes	G-CARE N/A N/A N/A N/A
(8)	Suspend all CARE and Family Electric Rate Assistance (FERA) program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections	Yes	G-CARE, Medical Baseline
(9)	Discontinue generating all recertification and verification requests that require customers to provide their current income information	Yes	G-CARE, Medical Baseline
(10)			
(11)	Include these customer protections as part of their larger community outreach and public awareness plans under Section 8386(c)(16)(b)	Yes	N/A
(12)			

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

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

In compliance with D.20-06-003, SoCalGas no longer requires security deposits for residential customers. SoCalGas will re-instate its practice to require security deposits for all non-residential customers that establish new service. SoCalGas will re-instate reassessment of credit worthiness that would trigger the imposition of new or additional deposit requirements for all its non-residential customers. This provision will be re-instated on February 1, 2022.

Proposed tariff revisions to Rule No. 06 (Establishment and Re-Establishment of Credit) and Rule No. 07 (Deposits) are included in Attachment A.

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

SoCalGas will leave in place payment plans created to assist all core customers to establish reasonable payment arrangements based upon the individual customer's needs.<sup>6</sup> SoCalGas will continue to offer amortization options for any arrearages to all its core customers as directed for up to twelve (12) months and for any amount up to the total outstanding balance on the account. Reasonable payment arrangements will be determined based upon the individual customer's needs. SoCalGas may recommend agency assistance and programs available to qualifying impacted customers.

SoCalGas' Customer Contact Center (CCC) staff are trained and ready to inform and support customers who may experience financial difficulty for any reason. The staff will also help these customers determine if there are other programs available to provide financial assistance or determine if extended payment arrangements can be made.

Proposed tariff revisions to Rule No. 09, (Discontinuance of Service) to make unconditional the payment plan options created under Res. M-4842 are included in Attachment A.

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

On March 13, 2020, SoCalGas instituted a suspension of customer disconnections for non-payment for all core customers until further notice. Additionally, for core customers whose natural gas service was disconnected at any point in 2020 due to non-payment, SoCalGas restored service for core customers with no required payment or reconnection fees, and no late fees for non-residential core customers. The disconnection suspension for core customers consistent with OP 5 of Res. M-4842 stated: "The Emergency Customer Protections apply to residential and small business

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<sup>6</sup> Pursuant to D.21-06-036, customers of the large investor-owned utilities with arrearages over 60 days old will automatically be enrolled in 24-month payment plans. There is an opt-out provision for customers who do not want to be enrolled in the payment plans.

customers for up to one year from the date of this Resolution, with the option to extend.”<sup>7</sup> This disconnection suspension will end on February 1, 2022.<sup>8</sup>

SoCalGas has waived late payment fees for the company’s non-residential core customers. SoCalGas will resume the assessment of late payment charges for all non-residential customers effective February 1, 2022.

Proposed tariff revisions to Rule No. 06 (Establishment and Re-Establishment of Credit), Rule No. 07 (Deposits), Rule No. 09 (Discontinuance of Service), Rule No. 10 (Service Charges), and Rule No. 12 (Rendering and Payment of Bills) are included in Attachment A.

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

a) Freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program eligibility:

SoCalGas CARE customers were not subject to eligibility verification effective March 4, 2020 through June 30, 2021. This was consistent with Res. M-4842 and Res. M-4849’s time period for this specific protection of “twelve (12) months and potentially longer, as warranted.” High-usage reviews were not applicable to the SoCalGas CARE program.

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

SoCalGas’ Customer Assistance Programs outreach team contacted community partners and provided them with information on SoCalGas’ response to COVID-19 by sending them the created fact sheet in English and Spanish as well as determining if any additional materials were needed to inform customers about CARE and the eligibility changes.<sup>9</sup>

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<sup>7</sup> Res. M-4842, OP 5 at 12.

<sup>8</sup> With the passage of California Assembly Bill (AB) 135, customers with COVID-19 related debt and are eligible for relief under the California Arrearage Payment Program (CAPP) are protected from the risk of disconnection until June 2022. See Cal. Government Code Section 16429.5.

<sup>9</sup> Additionally, SoCalGas launched a broad media campaign to encourage customers to enroll in CARE if they were newly unemployed or financially distressed.

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

SoCalGas' Gas Assistance Fund administered by the United Way of Greater Los Angeles increased the assistance limit amount to \$200 for eligible affected customers. This protection was effective March 4, 2020 through August 31, 2021, or as directed by the Commission. This was consistent with Res. M-4842 and Res. M-4849's time period for this specific protection.

- d) (placeholder – there is no part 7d in the resolution)
- e) Indicate how the energy savings assistance program can be deployed to assist customers.

Effective March 18, 2020, SoCalGas suspended Energy Savings Assistance (ESA) program activities requiring face-to-face program activity, resulting in suspension of all outreach and weatherization activity, as well as appliance work other than cases of critical health and safety needs. SoCalGas implemented a contingency process to virtually enroll customers into the ESA Program. SoCalGas proposed virtual enrollment in its 2021-2026 application and tested this delivery method during the program suspension in order to continue to serve its customers in a safe manner. The process has been developed to support the current contractor workforce and help maintain program continuity. Effective June 1, 2020, SoCalGas lifted the suspension of ESA program activities and operations that was issued on March 18, 2020, resuming face-to-face and outreach activity.

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

Retroactive to March 4, 2020, all customers currently receiving the CARE discount continued to do so through June 30, 2021, SoCalGas resumed future and pending CARE program processes effective July 1, 2021. CARE customers have 90 days to respond and complete the recertification and verification requests, thus program removals due to non-response did not occur until October 2021. The FERA program is not applicable to SoCalGas.

Proposed tariff revisions to Schedule No. G-CARE regarding re-instatement of termination of discount are included in Attachment A.

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

SoCalGas suspended generating recertification and verification requests that require customers to provide their current income information. Effective March 4, 2020,



SoCalGas CARE customers were not required to return recertification and verification requests through June 30, 2021

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

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

D.19-07-015 establishes a baseline of required outreach and education activities so that each utility's plan is robust to reach affected customers. In order for customers to have equal access to the protections provided in the decision, it is important that all utility customers are aware of the emergency customer protections. To that end, SoCalGas communicated the availability of emergency customer protections to customers in our service territory using one or more communication channels that included (but was not limited to) community outreach, web pages, media advisories, social media posts and social networking service for neighborhoods such as Nextdoor. SoCalGas directed customers to SoCalGas' CCC, 800-427-2200 and to the SoCalGas website for further assistance. A complete explanation of the protections available were located on SoCalGas' website at <https://www.socalgas.com/coronavirus> and <https://www.socalgas.com/billing-support>.

**Ongoing Review**

As noted above, SoCalGas recognizes that the COVID-19 pandemic is still evolving. SoCalGas will continuously monitor the situation and evaluate the effectiveness of the customer protections available in its current tariffs. If additional protections or time limits are merited, SoCalGas will inform the Commission as soon as such measures are implemented via a Tier 1 AL. SoCalGas believes such monitoring is consistent with the Commission's direction in D.19-07-015, Res. M-4842 and Res. M-4849 that utilities should implement disaster assistance programs to supplement customer protections in such an evolving and unprecedented situation, and respond to specific types of damage that customers may experience as a result of the pandemic.

No cost information is required for this AL.

This AL will not increase any rate or charge, withdraw service, or conflict with any other schedule, or rule.

**Protests**

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 January 6, 2021. The address for mailing or delivering a protest to the Commission is given below.

CPUC Energy Division  
Attn: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

A copy of the protest should also be sent via email to the attention of the Energy Division Tariff Unit ([EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)). Due to the COVID-19 pandemic, 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 addresses shown below on the same date it is mailed or delivered 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](mailto:GJuarezVelazquez@socalgas.com)  
E-mail: [Tariffs@socalgas.com](mailto:Tariffs@socalgas.com)

### **Effective Date**

SoCalGas asserts 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 and D.21-06-036. Therefore, SoCalGas respectfully requests that this submittal be approved and made effective on January 16, 2022, which is 30 days after the date submitted.

### **Notice**

A copy of this AL is being sent to SoCalGas's GO 96-B service list and the Commission's service list in R.18-03-011. Address change requests to the GO 96-B service list should be directed via e-mail to [Tariffs@socalgas.com](mailto: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](mailto: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 proposed<sup>1</sup>:

Pending advice letters that revise the same tariff sheets:

<sup>1</sup>Discuss 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](mailto: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. 5913

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 59377-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 1	Revised 58571-G
Revised 59378-G	Schedule No. G-CARE, CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM, Sheet 3	Revised 58572-G
Revised 59379-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 1	Revised 58573-G
Revised 59380-G	Rule No. 06, ESTABLISHMENT AND RE- ESTABLISHMENT OF CREDIT, Sheet 2	Revised 58574-G
Revised 59381-G	Rule No. 07, DEPOSITS, Sheet 1	Revised 57829-G
Revised 59382-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 58575-G
Revised 59383-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 2	Revised 58983-G
Revised 59384-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 3	Revised 58577-G
Revised 59385-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 4	Revised 58578-G
Revised 59386-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 58984-G
Revised 59387-G	Rule No. 10, SERVICE CHARGES, Sheet 1	Revised 57833-G
Revised 59388-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 1	Revised 58580-G
Revised 59389-G	Rule No. 12, RENDERING AND PAYMENT OF BILLS, Sheet 6	Revised 58581-G
Revised 59390-G	TABLE OF CONTENTS	Revised 59369-G
Revised 59391-G	TABLE OF CONTENTS	Revised 58986-G
Revised 59392-G	TABLE OF CONTENTS	Revised 59371-G

Schedule No. G-CARE

Sheet 1

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

APPLICABILITY

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

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

TERRITORY

Applicable throughout the service territory.

DISCOUNT

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

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

SPECIAL CONDITIONS

ALL CUSTOMERS

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

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

D

Schedule No. G-CARE

Sheet 3

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE) PROGRAM

(Continued)

SPECIAL CONDITIONS (Continued)

ALL CUSTOMERS (Continued)

4. Eligibility (Continued)

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

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

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

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

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

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

SINGLE FAMILY CUSTOMERS

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

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. ESTABLISHMENT OF CREDIT – RESIDENTIAL SERVICE

Before receiving residential service, each applicant shall be required to establish credit as follows:

1. By providing credit information to the satisfaction of the Utility; or
2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No. 7; or
3. By having been a residential customer within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9, for the most recent 12 consecutive months of such service, provided, however, the credit of the applicant is unimpaired in the opinion of the Utility.
4. By any of the above methods, tenants of single metered multi-family dwellings have the right to become Utility customers in place of the landlord who fails to pay the gas bill. The Utility may require that one (or more) applicant(s) assume responsibility to the Utility for such payments; such applicant(s) must be willing and able to assume responsibility for the entire account to the satisfaction of the Utility. In addition, where prior service is being considered as a condition for establishing such credit, residency in the multi-family dwellings for the immediately preceding 12 months and proof of prompt payment of rent for this same period of time shall be a satisfactory equivalent; or
5. By otherwise establishing credit to the satisfaction of the Utility.

B. ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE

Before receiving such service, each applicant shall be required to establish credit as follows:

1. By making a cash deposit as prescribed in Rule No. 7; or

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842



ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

B. ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE (Continued)

2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule No.7; or
3. By having been a non-residential customer for a similar type of service within the last two years and having paid all bills for gas service in accordance with the provisions of Rule No. 9 for the most recent 12 consecutive months of such service, provided, however, that the credit of the applicant is unimpaired in the opinion of the Utility. The billing for gas consumed at the applicant’s former service location shall have been equal to at least 50 percent of billing estimated for the new service location; or
4. By otherwise establishing credit to the satisfaction of the Utility.

C. RE-ESTABLISHMENT OF CREDIT – NON-RESIDENTIAL SERVICE

1. A nonresidential applicant who is a former gas customer of the Utility and whose service was discontinued for nonpayment of bills at any time during the last 12 months of that service, may be required to re-establish credit by making a cash deposit in accordance with the provisions of Rule No. 7.
2. A current nonresidential customer who fails to pay bills before becoming past due as set forth in Rule No. 9, may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule No. 7. This rule will apply regardless of whether or not service has been discontinued for such nonpayment. Pursuant to D.10-10-032, small nonresidential service customers shall receive one warning letter per 12-month period prior to any deposit request after at least one late payment, which informs that a deposit to re-establish credit may be required if future payments are not made in a timely manner.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

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ISSUED BY

**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

Rule No. 07  
DEPOSITS

Sheet 1

A. AMOUNT TO ESTABLISH OR RE-ESTABLISH CREDIT

The amount of deposit required to establish or re-establish credit nonresidential accounts shall be twice the average monthly bill as determined by the Utility.

B. RETURN OF DEPOSIT

1. Good Standing, Active Customer. When the customer has received continuous service and has paid gas bills on all of its accounts before becoming past due as set forth in Rule No. 09, for the most recent period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule No. 06.
2. Customer-Initiated Termination of Service. When the customer has requested that the service be terminated, the deposit, plus any applicable interest, will be returned. In cases in which there are charges due the Utility for gas service to the customer, the deposit, plus any applicable interest, will be applied to such charges and any remaining amount will be returned to the customer.
3. Termination for Non-Payment of Bills. When the service is permanently terminated for non-payment of charges for gas service, the deposit will be applied to such charges and any remaining amount will be returned to the customer. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

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Rule No. 09  
DISCONTINUANCE OF SERVICE

Sheet 1

A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

1. A customer who wants gas service discontinued shall give the Utility notice at least two business days prior to the date service is desired to be discontinued.
2. The Utility shall not be required to terminate service earlier than two business days after notice of discontinuance is received. A customer will be held responsible for payment of charges for all services furnished at the premises until the requested date of termination or until the expiration of the required period of notice, whichever date is later.

B. NOTICE OF DISCONTINUANCE

Except as otherwise provided in this Rule, no gas service to a customer may be terminated unless reasonable written prior notice is given to the customer and the customer has a reasonable opportunity to dispute the reasons for the proposed termination. A written statement of residential customers' rights and remedies regarding termination of gas service shall be provided to all new customers, and to all existing customers on an annual basis.

C. NON-PAYMENT OF BILLS

1. Past Due Date. A customer's bill for gas service will be considered past due if it is not paid within:
  - a. Nineteen calendar days after mailing when bills are normally made out monthly.\*
  - b. Ten calendar days after mailing when bills are made out fortnightly.
  - c. Five calendar days after mailing when bills are made out weekly.

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

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

Rule No. 09  
DISCONTINUANCE OF SERVICE

Sheet 2

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

2. Past Due Notice

- 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. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers. (Continued)

- b. At least two attempts will be made to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- c. Whenever telephone contact cannot be accomplished, the Utility shall give by mail a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the mailed notice. Disconnection notices will notify the customer that there may be financial programs available to assist them.
- d. In lieu of telephone contact, for customers who have provided their email addresses, the Utility may give by email a notice of termination of service at least 48 hours prior to termination. The Utility shall maintain a record of the emailed notice.
- e. At the time of termination of service, the Utility shall attempt to personally contact an adult on the customer's premises in order to avoid discontinuance of service.
- f. Where the Utility is aware that there is a handicapped\* residential customer, the Utility shall provide at least 48 hours notice by telephone or by visit; however, if personal contact cannot be made, a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
- g. Utility field workers shall be trained to communicate with people having language disabilities about the availability of relay services for required communications between the aforementioned customers and the Utility.
- h. Pursuant to D.14-06-036, the Utility shall include with its Disconnection Notice multiple language,\*\* large print inserts and/or leave behind documents (if a customer is not home during a field visit) to provide customers with direction and contact information on how to seek help.

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

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

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(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5913  
 DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Dec 17, 2021  
 EFFECTIVE Jan 16, 2022  
 RESOLUTION NO. M-4842

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

4. Reasonable Attempt to Contact Customers (Continued)

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

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

6. Termination Dispute for Core Customers

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

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

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

\* Pursuant to D.21-06-036, customers eligible for a COVID-19 Residential Relief Payment Plan between August 2021 and July 2022, shall be automatically enrolled in a payment plan amortizing the customer's arrearage over 24 months of payments.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

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Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

6. Termination Dispute for Core Customers (Continued)

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

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

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

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

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

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

\* Pursuant to D.21-06-036, a customer enrolled in a COVID-19 Residential Relief Payment Plan is not eligible for disconnection.

\*\* Pursuant to California Assembly Bill (AB) 135, customers with COVID-19 related debt and are eligible for relief under the California Arrearage Payment Program (CAPP) are protected from the risk of disconnection until June 2022.

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

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Rule No. 10  
SERVICE CHARGES

Sheet 1

A. SERVICE ESTABLISHMENT CHARGE

1. General. The Utility may collect from all classes of customers, except Utility Electric Generation and wholesale customers, a charge to establish or re-establish service each time an account is opened. This charge shall be in addition to any charge calculated in accordance with any other rate or rule.

Service Establishment Charge ..... \$25.00

2. CARE Charges. A customer certified as eligible for service under the California Alternate Rates for Energy (CARE) program shall pay the CARE Service Establishment Charge to establish or re-establish service each time an account is opened.

CARE Service Establishment Charge ..... \$10.00

Customers not on the CARE program who claim eligibility shall have 90 days from the date service begins to complete the application. In the event a customer is found to be ineligible for the CARE program, the customer shall be re-billed at the Service Establishment Charge.

B. RECONNECTION SERVICE CHARGE

1. General. The Utility may demand and collect a reconnection charge and require re-establishment of credit as prescribed in Rule No. 06 C. before restoring gas service which has been disconnected for non-payment of bills, or for failure to comply with the tariff schedules of the Utility. In these circumstances, reconnection charges may be demanded and collected by the Utility when gas service is provided through a single meter for:

- a. The first non-residential unit ..... \$16.00  
 b. Each additional nonresidential unit ..... \$7.00

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5913  
 DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Dec 17, 2021  
 EFFECTIVE Jan 16, 2022  
 RESOLUTION NO. M-4842

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Rule No. 12

Sheet 1

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

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

(Continued)

(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
RESOLUTION NO. M-4842

Rule No. 12

Sheet 6

RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

f. (Continued);

- ii. If an AMP Participant is removed from the AMP or drops out of it, the remaining arrearage will be reinstated back to the customer's bill; and
- iii. Reinstated arrearages may be eligible for a payment plan.
- g. Only monthly gas usage charges will be eligible for the AMP forgiveness. Other charges such as third party charges, on-bill financing, and other non-energy usage charges are not eligible for the AMP; and
- h. For customers electing Core Aggregation Transportation (CAT) service, only the utility service-related costs on the CAT customer's bill are eligible for the AMP.

E. Late Payment Charges

A monthly late payment charge, equal to SoCalGas' authorized return on rate base divided by 12 and rounded to the nearest one-tenth of one percent, may be assessed on non-residential accounts with billing in arrears if not received by the Utility, or by a duly authorized agent of the Utility, by the "late charge date" as shown on the bill. The "late charge date" will be at least 19 days from the date mailed as indicated on the bill.

Effective January 1, 2006, the Late Payment Charge is 0.7% (seven-tenths of one percent).

If an account is served by or serves a State Agency and payment is not received within the time limits specified pursuant to the California Prompt Payment Act, Government Code Section 927 et seq., then a penalty for late payment shall be imposed upon the State in accordance with the provisions of the California Prompt Payment Act. For purposes of determining the applicability of this section, the phrase "is served by or serves a State Agency", shall include governmental entities where a portion of utility service is provided or arranged for by a State Agency and collection and payment of the particular utility bills is handled by that State Agency. It is the intent of this section not to exceed the requirements and limitations specified by the California Prompt Payment Act.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5913  
DECISION NO. 21-06-036

ISSUED BY

**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Dec 17, 2021  
EFFECTIVE Jan 16, 2022  
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(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5913  
 DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
 Vice President  
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(TO BE INSERTED BY CAL. PUC)  
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(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5913  
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ISSUED BY  
**Dan Skopec**  
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(TO BE INSERTED BY CAL. PUC)  
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The following listed sheets contain all effective Schedules of Rates and Rules affecting service and information relating thereto in effect on the date indicated thereon.

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Gas Cost Rewards and Penalties Account (GCRPA) .....	40881-G
Pension Balancing Account (PBA) .....	56828-G,56829-G
Post-Retirement Benefits Other Than Pensions Balancing Account (PBOPBA) ..	56830-G,56831-G
Research Development and Demonstration Surcharge Account (RDDGSA).....	40888-G
Demand Side Management Balancing Account (DSMBA).....	58527-G,58528-G,58529-G
Direct Assistance Program Balancing Account (DAPBA) .....	52583-G,52584-G
Integrated Transmission Balancing Account (ITBA) .....	57979-G,57641-G

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5913  
 DECISION NO. 21-06-036

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Dec 17, 2021  
 EFFECTIVE Jan 16, 2022  
 RESOLUTION NO. M-4842