

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



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 6056G
As of December 5, 2022

Subject: Request to Update Bill Format in Accordance with Public Utility Code (PUC) 739

Division Assigned: Energy

Date Filed: 11-07-2022

Date to Calendar: 11-11-2022

Authorizing Documents: D2002045

Disposition:	Accepted
Effective Date:	12-07-2022

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Garv Lenart

(213) 244-2424

Glenart@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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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

November 7, 2022

Advice No. 6056
(U 904 G)

Public Utilities Commission of the State of California

Subject: Request to Update Bill Format in Accordance with Public Utility Code (PUC) 739

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(s) A.

Purpose

This submittal requests to update SoCalGas' residential bill format to include a graphical visual representation of usage and costs to continue to support efforts in minimizing residential bill volatility, as previously required by PUC 739, most recently updated by Senate Bill (SB) 711 to address modified baseline seasons,¹ while also improving SoCalGas' residential customer experience to receive bills that are simple and transparent.

Background

SB 711, approved on October 3, 2017, required the Commission to make efforts to minimize bill volatility for residential customers, including modifying the length of baseline seasons or defining additional baseline seasons. SoCalGas' proposal for implementing SB 711 were adopted in D.20-02-045, which addressed SoCalGas' Triennial Cost Allocation Proceeding, A.18-07-024.² SoCalGas implemented its billing modifications to implement the modified baseline seasons on September 17, 2021. SoCalGas has continued to work on enhancements to its business processes and systems to support compliance with the regulatory mandates of PUC 739. Included

¹ SB 711 (Hill, 2017), available at:
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201720180SB711.

² D.20-02-045, at 3.

as part of these enhancements is the creation of a new cost graph showing the cost per tier, baseline and over baseline values.

Tariff Revisions

SoCalGas proposes to incorporate a new informational graphic as part of the billing information presented, providing a visual representation of usage and cost per tier and usage comparison on the residential customer billing statement. This “speedometer” graphic is intended to help simplify residential customer bills making data more transparent, and furthermore facilitates minimizing bill volatility for residential customers. This informational graphic will be applicable to SoCalGas customer bills under the GR, GM, and GS rates.

Illustrative updates to the bill format containing the informational graphic is included as Attachment A.³ SoCalGas is currently undergoing development for the implementation of this update, which is planned to take effect in 2024. Consequently, minor variations on elements such as font, font size, and color with the final informational graphic may result. SoCalGas will file a separate Tier 1 advice letter to effectuate the updated bill format with the informational graphic prior to its implementation in residential customer bills in Quarter 1 or Quarter 2 of 2024.

Protest

Anyone may protest this AL to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be submitted electronically and must be received within 20 days after the date of this AL, which is November 27, 2022. Protests should be submitted to the attention of the Energy Division Tariff Unit at:

E-mail: EDTariffUnit@cpuc.ca.gov

In addition, protests and all other correspondence regarding this AL should also be sent electronically to the attention of:

Attn: Gary Lenart
Regulatory Tariff Manager
E-mail: GLenart@socalgas.com
E-mail: Tariffs@socalgas.com

Effective Date

³ The sample provided in Attachment A utilizes the Bill Forms – General Service Sample Form, a template containing SoCalGas’ name, logo, and other limited information. The Bill Forms – General Service Sample Form is available at https://tariff.socalgas.com/regulatory/tariffs/tm2/pdf/Bill_GenSvcBlue.pdf.

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 submittal be approved on December 7, 2022, which is 30 calendar days after the date submitted.

Notice

A copy of this Advice Letter is being sent to SoCalGas' GO 96-B service list. 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 CPUC's Process Office at 415-703-2021 or via e-mail at Process_Office@cpuc.ca.gov.

/s/ Joseph Mock
Joseph Mock
Director – Regulatory Affairs

Attachments



ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.:

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person:

Phone #:

E-mail:

E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Name:
Title:
Utility Name:
Address:
City: State:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

ATTACHMENT A

Advice No. 6056

**Illustrative Updates to the Bill Format containing the Informational
Graphic**



ACCOUNT NUMBER 987 654 3210 2
 SERVICE FOR
 JOHN Q. PUBLIC
 2345 ANY STREET
 ANY TOWN CA 99999-1274

DATE MAILED Aug 25, 2022 Page 1 of 2
 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
 socialgas.com

Account Summary

Amount of Last Bill		\$294.15
Payment Received	07/27/22	- 294.15
Current Charges	THANK YOU	+ 51.61
Total Amount Due		\$51.61

DATE DUE	SEP 15, 2022
AMOUNT DUE	\$51.61

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 12 Therms
 Meter Number: 04631279 (Next scheduled read date Sep 22 2022) Cycle: 16

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	Billing x Factor	BTU x Factor	Total Therms
07/25/22- 08/23/22	29	04826761	3400	3377	23	0.968	1.026	23

GAS CHARGES

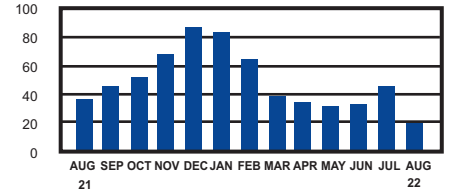
	Amount (\$)
Customer Charge	29 Days x \$.16438 = 4.77
Gas Transportation (Details below)	23 Therms
Therms used	12
Rate/Therm	\$.82487
Charge	\$9.90
	+ \$13.63 = 23.53
Gas Commodity	23 Therms x \$.93082 = 21.41
Total Gas Charges	\$49.71

SoCalGas' gas commodity cost per therm for your billing period:
 Jul. . . . \$.75995 Aug. . . . \$.97540

TAXES & FEES ON GAS CHARGES

	Amount (\$)
State Regulatory Fee	23 Therms x \$.00577 = .13
Public Purpose Surcharge	23 Therms x \$.07682 = 1.77
Total Taxes and Fees on Gas Charges	\$1.90
Total Current Charges	\$51.61

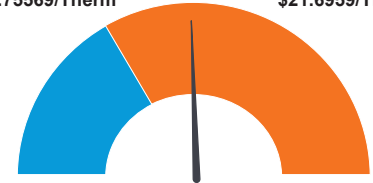
Gas Usage History (Total Therms used)



	Aug 21	Jul 22	Aug 22
Total Therms used	36	47	23
Daily average Therms	1.2	1.5	.8
Days in billing cycle	29	32	29

Your Natural Gas Usage This Month

BASELINE 12 Therms \$1.75569/Therm
OVER BASELINE 11 Therms \$21.6959/Therm



Your Usage: 23 Therms

The pricing illustrated above represents cost per Therm for Baseline and Over Baseline. Actual prices may vary as some credits, discounts and taxes are not added.

CARE to save 20% off your monthly bill? Visit socialgas.com/care to learn more.

¿Quiere ahorrar un 20% en su factura mensual? Visite socialgas.com/careparami para más información.

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
 987 654 3210 2

DATE DUE	Sep 15, 2022
AMOUNT DUE	\$51.61

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

4314.1.1.1 2 oz.



JOHN Q. PUBLIC
 2345 ANYWHERE STREET
 ANY TOWN CA 99999-1274

SoCalGas
 PO BOX C
 MONTEREY PARK CA 91756-5111

CY 12 2343 1448

80 9876543210 00005161 27

9876543210 0002425427





DATE DUE AMOUNT DUE

Sep 15, 2022 \$51.61

Request a large print bill:

1-877-238-0092

(only for residential accounts)

1-800-427-2200 English

1-800-342-4545 Español

1-800-252-0259 TDD/TTY

Mon-Fri: 7 am – 8 pm | Sat: 7 am – 6 pm

Available 24/7 for emergencies

socalgas.com

SoCalGas

Policies and Notices

Electronic Check Processing - When you pay your bill by check, you authorize us to electronically process your payment...

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...

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/...

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations.

California Relay Service Phone Numbers:

Table with 3 columns: Type of Call, Language, Toll-Free Number. Rows include TTY/VCO/HCO to Voice (English/Spanish), Voice to TTY/VCO/HCO (English/Spanish), and From or to Speech-to-Speech (English/Spanish).

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.

Are you starting a project that involves digging? Did you contact 811? What if you hit a gas line? Who pays for it? It's important to ask questions. Make sure you or your contractors contact 811 before digging.

Other Important Phone Numbers

For the following, call Monday-Friday, 8 a.m. to 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 contact 811 before you dig. Visit socalgas.com/811.

Payment Options \$

Online: Register or sign into MyAccount at myaccount.socalgas.com.

Home Banking: Pay through your banking institution.

Direct Debit: Print application at socalgas.com or call 1-800-427-2200 for an application by mail.

Pay by Phone: If already enrolled, call 1-800-427-2700 to authorize a payment.

By Mail: Mail your check or money order, along with the payment stub in the enclosed envelope.

Debit/Credit Card or Electronic Check:

Accepts credit/debit cards, VISA, MasterCard, and Discover or Checking/Savings. A convenience fee is charged, contact BillMatrix at 1-800-232-6629 or visit socalgas.com/WaysToPay.

In Person: Visit socalgas.com/Locations.

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. Cental 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.