

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



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 6143G
As of June 20, 2023

Subject: Tariff Revisions to Modify Rule 9 to Eliminate Acceptance of Cash Payments in the Field

Division Assigned: Energy

Date Filed: 05-19-2023

Date to Calendar: 05-26-2023

Authorizing Documents: D2006003

Disposition:	Accepted
Effective Date:	06-18-2023

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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

May 19, 2023

Advice No. 6143
(U 904 G)

Public Utilities Commission of the State of California

Subject: Tariff Revisions to Modify Rule 9 to Eliminate Acceptance of Cash Payments in the Field

Purpose

Southern California Gas Company (SoCalGas) hereby submits for filing and approval with the Public Utilities Commission (Commission) revisions to its tariff schedules as shown on Attachment A. This Advice Letter (AL) seeks Commission authorization to revise SoCalGas Rule No. 9 Discontinuance of Service to eliminate acceptance of cash, check and money order payments in the field to address safety concerns for SoCalGas's employees and the public. Decision (D.) 20-06-003, *Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs* eliminates the requirement for gas field representatives to collect cash payments in the field and provides an option for the representative to connect the customer with a customer service representative or online portal.¹

Background

In Decision 10-07-048, *Rulemaking on the Commission's Own Motion to Address the Issue of Customers' Electric and Natural Gas Service Disconnection*, the Commission required an in-field payment collection requirement for certain vulnerable customers, requiring "all utilities must provide a field representative who can collect a payment in-person or make arrangements for payment from those customers who are on medical baseline or life-support prior to any disconnection."² In that Decision, the Commission

¹ D.20-06-003 at 155 (Ordering Paragraph (OP) 50).

² D.10-07-048 at 21-22.

specifically noted, there is no requirement for field employees to collect a cash payment:

We do not require utility field employees to collect cash as this may result in safety and security problems. However utilities should develop procedures which allow collection of non-cash payments by utility field employees.³

On June 11, 2020, the Commission approved D.20-06-003, adopting and making permanent modifications to the interim rules in D.18-03-013 designed to help reduce residential customers from having their utilities disconnected. D.20-06-003 ordered protections for all customers including vulnerable customers.⁴ The Commission in that decision found that by requiring the Investor-Owned Utilities (IOUs) to offer all customers (but specifically customers 65 and over and customers who qualify for medical baseline) 12-month payment plans, the prior protections adopted as interim measures could be removed.⁵ **D.20-06-003 also requires additional disconnection protections by requiring the IOUs to offer eligible customers enrollment in all applicable benefit programs administered by the IOUs.**⁶

In D.20-06-003, the Commission determined rather than requiring gas field service representatives to collect payments, the gas field representative must be able to connect the customer to an employee or an online portal that will allow the customer to make a payment to avoid disconnection.⁷ The Commission directed “to the extent the IOUs have safety concerns of having a gas field representative collect payments while in the field, the gas IOUs can opt to have the gas field representative contact a customer service agent to make arrangements for the customer to pay a minimum of 20 percent to avoid being disconnected.”⁸

On July 16, 2020, SoCalGas filed Advice Letter (AL) 5666, proposing to modify its tariff to conform with multiple provisions of D.20-06-003. On July 31, 2020, SoCalGas filed Supplemental AL 5666-A, containing multiple revisions to conform with the requirements of D. 20-06-003 that had been omitted from AL 5666. AL 5666 and partial Supplemental filings A and B was approved by the Energy Division effective May 6, 2021.

Tariff Revisions

³ *Id.* at 22, n.44.

⁴ D.20-06-003 at 14-30.

⁵ *Id.* at 14.

⁶

⁷ D.20-06-003 at 87.

⁸ *Id.* at 88.

As a result of an ongoing review of its tariffs, SoCalGas has identified the need to revise SoCalGas Rule No. 9 Discontinuance of Service. To address safety concerns for SoCalGas's employees and the public and to better align SoCalGas's tariffs with D.20-06-003, Ordering Paragraphs (OPs) 49 and 50, SoCalGas proposes to modify the following language in its Rule No. 09 to eliminate the acceptance of cash, check and money order payments in the field:

12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer eligible customers enrollment in all applicable benefit programs as described in Section C.6.a. ~~to make arrangements to collect payment at the customer's home.~~ The customer's claim of infirmity shall be subject to verification by the Utility.

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

The revised Rule 9 with these deletions and additions are shown in Attachment A.

Protest

Anyone may protest this advice letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 20 days of the date of this advice letter, which is June 8, 2023. 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

In addition, protests and all other correspondence regarding this Advice Letter 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

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 June 18, 2023, which is 30 calendar days after the date submitted, with the revisions to its tariffs to also become effective on June 18, 2023.

Notice

A copy of this advice letter is being sent to SoCalGas' GO 96-B service list and the Commission's service list in R.18-07-005. Address change requests to the GO 96-B service list should be directed via e-mail to Tariffs@socalgas.com or call 213-244-2424. 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. 6143

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 60750-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 7	Revised 58985-G
Revised 60751-G	TABLE OF CONTENTS	Revised 60434-G
Revised 60752-G	TABLE OF CONTENTS, Sheet 1	Revised 60749-G

Rule No. 09

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

- 9. Unpaid Bill at a Previous Location. A customer's gas service may be discontinued for nonpayment of a bill for service of the same class rendered to the customer at a previous location served by the Utility, provided said bill is not paid within 19 calendar days after mailing to the new location, and provided further that the Utility has followed the notice requirements of paragraphs C.2. and C.4. at the current location for the bill incurred at the previous location. The customer may dispute this benefit of prior service determination as outlined in Rule No. 03 paragraph D.
- 10. Service to Multiple Locations. Any individual, firm or corporation failing to pay bills due for gas service rendered at one or more locations, within the time limits and subject to the procedures specified in this Rule, shall be subject without further notice to discontinuance of gas service at any or all locations where the Utility provides gas to such individual, firm or corporation, until such bills are paid and credit is reestablished. Residential service, however, may not be discontinued because of nonpayment of bills for other classes of service.
- 11. Serious Illness. Gas service to a residential customer will not be discontinued for nonpayment when the customer has established to the satisfaction of the Utility that such termination would be especially dangerous to the health* of anyone living at the residence served under the customer's bill; or the customer has established to the satisfaction of the Utility that someone living at such residence is handicapped*; and the customer establishes to the satisfaction of the Utility that he or she is unable to pay for such service in accordance with the provisions of the Utility's tariffs.
- 12. Customer Unable to Deliver Payment. If a customer who has received a notice of discontinuance of service under paragraph C.2. notifies the Utility prior to the expiration of such notice that because of infirmities of age and/or handicap, he or she is unable to deliver payment in time to avoid discontinuance of service, the Utility shall offer eligible customers enrollment in all applicable benefit programs as described in Section C.6.a. The customer's claim of infirmity shall be subject to verification by the Utility.
- 13. Weekends and Holidays. The Utility shall not, by reason of delinquency in payment for gas service, cause cessation of service on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

D,T
T,D

D
D

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

(Continued)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6143
DECISION NO. 20-06-003

ISSUED BY

(TO BE INSERTED BY CAL. PUC)
SUBMITTED May 19, 2023
EFFECTIVE Jun 18, 2023
RESOLUTION NO. _____

TABLE OF CONTENTS

RULES

<u>Rule Number</u>	<u>Title of Sheet</u>	<u>Cal. P.U.C. Sheet No.</u>
1	Definitions	58011-G,57103-G,45820-G,53522-G,57749-G,53524-G 53525-G,53526-G,57879-G,53342-G,45823-G,45824-G 59555-G,47122-G,47123-G,56660-G,56661-G,47126-G
2	Description of Service	45832-G,45833-G,45834-G,45835-G 55768-G,55769-G,55770-G,59848-G,55772-G
3	Application for Service	35524-G,57880-G,57881-G,57882-G
4	Contracts	35529-G,43366-G
5	Special Information Required on Forms	55932-G,55933-G
6	Establishment and Re-Establishment of Credit	59379-G,59380-G
7	Deposits	59381-G,57830-G
9	Discontinuance of Service	59382-G,59383-G,59384-G,59385-G,57887-G 59386-G,60750-G,58730-G,58731-G,57892-G
10	Service Charges	59387-G,57834-G,51000-G,49741-G,49742-G
11	Disputed Bills	55940-G,55941-G
12	Rendering and Payment of Bills	59388-G,57628-G,57629-G,58012-G 58013-G,59556-G,60433-G,59558-G,59559-G
13	Meters and Equipment	45841-G,57197-G
14	Meter Reading	56616-G,56617-G
15	Meter Tests	36872-G
16	Adjustment of Bills	42615-G,46713-G,46714-G
18	Notices	38239-G
19	Rates and Optional Rates	40825-G
20	Gas Main Extensions	58269-G,58270-G,58271-G,59849-G,32375-G,60046-G 42766-G,31807-G,37767-G,47442-G,37769-G,59850-G,59851-G,58275-G
21	Gas Service Extensions	58276-G,58277-G,58278-G,58279-G,58280-G,58281-G 58282-G,58283-G,58284-G,58285-G,58286-G,58287-G,58288-G,58289-G
22	Temporary Service	43783-G,43784-G
23	Continuity of Service and Interruption of Delivery	53343-G,53344-G,53345-G,53346-G 53347-G,53348-G,53349-G,53350-G
24	Supply to Individual Premises and Resale of Gas	57198-G,57199-G 57200-G,57201-G
25	Company's Right of Ingress to and Egress from the Consumer's Premises	24655-G

T

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6143
 DECISION NO. 20-06-003

ISSUED BY

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 19, 2023
 EFFECTIVE Jun 18, 2023
 RESOLUTION NO. _____

TABLE OF CONTENTS

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.

GENERAL

Cal. P.U.C. Sheet No.

Title Page	40864-G
Table of Contents--General and Preliminary Statement ...	60752-G,59839-G,60720-G,60721-G,60361-G
Table of Contents--Service Area Maps and Descriptions	53356-G
Table of Contents--Rate Schedules	60747-G,60748-G,60724-G
Table of Contents--List of Cities and Communities Served	59887-G
Table of Contents--List of Contracts and Deviations	59887-G
Table of Contents--Rules	60751-G,59004-G,60525-G
Table of Contents--Sample Forms	60714-G,59508-G,59509-G,54745-G,59921-G,59343-G

PRELIMINARY STATEMENT

Part I General Service Information	45597-G,24332-G,54726-G,24334-G,48970-G
Part II Summary of Rates and Charges	60730-G,60731-G,60732-G,59400-G,59401-G,60733-G 60671-G,60404-G,60405-G,59372-G,60680-G,60681-G,60682-G,59406-G
Part III Cost Allocation and Revenue Requirement	59407-G,57355-G,59408-G
Part IV Income Tax Component of Contributions and Advances	55717-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts	52939-G,59747-G
Purchased Gas Account (PGA)	59133-G,59134-G
Core Fixed Cost Account (CFCA)	57357-G,57977-G,57637-G,57978-G,57639-G
Noncore Fixed Cost Account (NFCA)	57360-G,55693-G,57361-G
Enhanced Oil Recovery Account (EORA)	49712-G
Noncore Storage Balancing Account (NSBA)	57362-G,57363-G
California Alternate Rates for Energy Account (CAREA)	45882-G,45883-G
Hazardous Substance Cost Recovery Account (HSCRA)	40875-G, 40876-G,40877-G
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. 6143
 DECISION NO. 20-06-003

ISSUED BY

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED May 19, 2023
 EFFECTIVE _____
 RESOLUTION NO. _____