

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



Southern California Gas Company
GAS (Corp ID 904)
Status of Advice Letter 6173G
As of September 21, 2023

Subject: Modifications to Rule No. 9 to Clarify Residential and Non-Residential Restoration of Service Requirements

Division Assigned: Energy

Date Filed: 08-01-2023

Date to Calendar: 08-04-2023

Authorizing Documents: D2006003

Disposition:	Accepted
Effective Date:	09-01-2023

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

Tariffs@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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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
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JMock@socalgas.com

August 1, 2023

Advice No. 6173-G
(U 904 G)

Public Utilities Commission of the State of California

Subject: Modifications to Rule No. 9 to Clarify Residential and Non-Residential Restoration of Service Requirements

Purpose

Southern California Gas Company (SoCalGas) hereby submits for 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 better reflect the restoration of service requirements of Decision (D.) 20-06-003, *Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs*.¹

Background

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 residential customers including vulnerable customers.² The Commission in that decision found that by requiring the Investor-Owned Utilities (IOUs) to offer all residential 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.³ D.20-06-003 also

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

² D.20-06-003 at 14-30.

³ *Id.* at 14.

required additional disconnection protections by requiring the IOUs to offer eligible customers enrollment in all applicable benefit programs administered by the IOUs.⁴

In D.20-06-003, the Commission determined that rather than requiring gas field service representatives to collect payments to avoid immediate disconnection, 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.⁵ D.20-06-003 further:

- allows gas field representatives to collect a minimum of 20 percent of the past due balance and allows the customer to either not have their gas service disconnected or to be reconnected within 24 hours if the customer has made the minimum 20 percent payment and also agrees to go on a payment plan;
- authorizes SoCalGas to 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; and
- requires SoCalGas to not require the customer to call another person to have their gas service reconnected once they make a payment to the gas field representative.⁶

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

On May 19, 2023, SoCalGas submitted AL 6143, proposing to modify its tariff to eliminate the requirement for gas field representatives to collect cash payments in the field and provide an option for the representative to connect the customer with a customer service representative or online portal.⁷ AL 6143 was approved by the Energy Division effective June 18, 2023.

Tariff Revisions

As a result of an ongoing review of its tariffs, SoCalGas has identified the need to further revise SoCalGas Rule No. 9, Discontinuance of Service, to better reflect the restoration of service requirements with regards to Ordering Paragraphs (OP) 49, 50,

⁴ Per D.20-06-003, the utility is not required to make affirmative inquiry of every residential household as to whether they are enrolled in applicable benefit programs, but rather, if the utility is in contact with a customer prior to disconnection, the utility shall inquire if the customer is interested in hearing about applicable benefit programs.

⁵ D.20-06-003 at 87.

⁶ *Id.* at 155 (OPs 49-51).

⁷ *Id.* (OP 50).

and 51 of D.20-06-003. For further clarity as to the separate obligations to residential and non-residential customers, SoCalGas establishes Section C.15, Minimum Payment to Avoid Disconnection for Residential Customers, and Section C.16, Service Restoration. Specifically, the clarifications are necessary to indicate that, except when the field technician is already onsite, a call is required by the customer after payment so that safety protocols can be addressed with the customer prior to scheduling the restoration.

SoCalGas's tariff with these revisions 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 August 21, 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 August 31, 2023, which is 30 calendar days after the date submitted, with the revisions to its tariff to become effective on September 1, 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. 6173-G

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 60986-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 6	Revised 59386-G
Revised 60987-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 8	Revised 58730-G
Revised 60988-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 9	Revised 58731-G
Revised 60989-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 10	Revised 57892-G
Original 60990-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 11	
Original 60991-G	Rule No. 09, DISCONTINUANCE OF SERVICE, Sheet 12	
Revised 60992-G	TABLE OF CONTENTS	Revised 60885-G
Revised 60993-G	TABLE OF CONTENTS, Sheet 1	Revised 60985-G

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.

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. 6173-G
DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Aug 1, 2023
EFFECTIVE Sep 1, 2023
RESOLUTION NO. _____

D

Rule No. 09

Sheet 8

DISCONTINUANCE OF SERVICE

(Continued)

C. NON-PAYMENT OF BILLS (Continued)

14. Temperature-Related Limitations. The Utility shall not, by any reason of delinquency in payment for gas service, cause cessation of service when temperatures are below 32 degrees Fahrenheit when forecasted by the Utility based on a 72-hour look ahead period.

15. Options for Residential Customers on Day of Disconnection. 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. If service is disconnected and the customer subsequently makes a 20% payment to the gas field representative, the customer will not be required to call another person to have their gas service reconnected.

16. Service Restoration After Disconnection for Non-Payment

a. Residential Customers.

The customer must call and request the Company to schedule service restoration, after satisfying requirements for service restoration.

The Company shall offer the residential Customer to reconnect service within 24 hours of receiving the request. The scheduling will require arrangements to be made either for an adult to be home or for safe access to be provided for entry to the meter and for service to all appliances. The Company shall restore service consistent with safety protocols. However, if circumstances beyond the Company's control prevent reconnection within the specified 24 hour period, service shall be reconnected within 24 hours after those circumstances cease to exist and consistent with safety protocols.

Prior to reconnection of service terminated solely for non-payment of bills, the Company may require a residential Customer to pay any bill or tariff charge due.

Customers may also request service restoration after a LIHEAP pledge is made on behalf of the customer that would cover the full amount of the past due charges.

If eligible, a CARE customer may request to have service restored without making a payment by enrolling in the Arrearage Management Plan in accordance with Rule 12.D.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY

Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023
EFFECTIVE Sep 1, 2023

RESOLUTION NO. _____

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Rule No. 09
DISCONTINUANCE OF SERVICE

Sheet 9

(Continued)

16. Service Restoration After Disconnection for Non-Payment (continued)

b. Non-Residential Customers.

Prior to reconnection of service terminated solely for non-payment of bills, for any tariff charge, or for failure to pay a security deposit, the Company may require a non-residential customer to pay any bill, tariff charge (such as reconnection fees, service establishment charges, returned check charges and late payment charges) and security deposit due. The customer must call the Company to schedule service restoration, after satisfying requirements for service restoration. The Company shall offer the customer to reconnect service within 36 hours of receiving the non-residential customer request for reconnection consistent with safety protocols.

D. UNSAFE APPARATUS

1. Whenever the Utility determines that any part of a customer's services, appliances or apparatus are at any time unsafe, or that the utilization of gas by means thereof is prohibited or forbidden under authority of any law or municipal ordinance or regulation (until such law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction), the Utility may refuse to serve, or may cease serving, such a customer until the customer shall put such part in good and safe condition and comply with all the laws, ordinances and regulations applicable thereto.
2. The Utility does not assume the duty of inspecting the customer's services, appliances or apparatus or any part thereof, and assumes no liability therefor. In the event that the customer finds the gas service to be defective, the customer is requested to immediately notify the Utility to this effect.

E. FRAUD – REFUSAL OR DISCONTINUANCE OF SERVICE

The Utility shall have the right to refuse to provide gas to, or on, any premises and at any time to discontinue service if found necessary to do so in order to protect itself against abuse or fraud.

The Utility may refuse or discontinue gas service if the acts of the applicant or the customer indicate an intent to evade the credit practices of the Utility or if the acts of the customer or conditions on the customer's premises indicate an intent to evade payment of a utility bill or the credit practices of the Utility. If an applicant or customer knowingly furnishes false, incomplete, misleading or inaccurate information or refuses to provide required information to the Utility, it shall be deemed to be an intent to evade the credit practices of the Utility. Upon written request of the applicant or customer, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6173-G
 DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
 Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 1, 2023
 EFFECTIVE Sep 1, 2023
 RESOLUTION NO. _____

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Rule No. 09

Sheet 10

DISCONTINUANCE OF SERVICE

(Continued)

F. UNAUTHORIZED USE

The Utility may discontinue service if the acts of the customer or the conditions upon the premises indicate an intent to deny the Utility full compensation for services rendered, including, but not limited to, tampering or unauthorized use. Discontinuance of service for non-payment of a bill for unauthorized use shall be in accordance with the provisions of section C above.

G. MULTILINGUAL SERVICE

The Utility shall provide a reasonable number of multilingual individuals to advise customers of termination policy where a substantial portion of the customers in the Utility's service area do not speak English.

H. NONCOMPLIANCE WITH THE UTILITY'S TARIFFS

Except as otherwise specifically provided in this rule, the Utility may discontinue service to a customer for non-compliance with any of the Utility's effective tariffs, if, after written notice of at least 15 calendar days for residential customers and seven calendar days for non-residential customers, the customer has not complied with the notice.

This notice may be waived when, in the opinion of the Utility, either a dangerous condition has been discovered or a bonafide emergency is found to exist on a customer's premises, or in the case of a customer utilizing the service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

I. USAGE OF SERVICE DETRIMENTAL TO OTHER CUSTOMERS

The Utility will not provide service to gas equipment, the operation of which will be detrimental to other gas service, and will discontinue gas service to any customer who continues to operate such equipment after being notified by the Utility to discontinue the operation.

J. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT AFTER INSTITUTION OF SERVICE

1. If, at the request or convenience of a customer, the Utility institutes gas service to a customer prior to his having established credit (as provided in Rule No. 6) and if, within seven calendar days from such institution of service, said customer has not established credit, the Utility shall have the right, upon giving 15 calendar days written notice, and upon the customer's failure to establish credit within such notice period, to discontinue further service of gas. Exceptions to discontinuance of service are as limited by paragraphs C.4., 7., 10., 11. and 13.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY

Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023
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Rule No. 09

Sheet 11

DISCONTINUANCE OF SERVICE

2. If a non-residential customer does not provide information satisfactory to the Utility to re-establish credit, or fails to provide security as provided in Rule No. 6, the Utility shall have the right to discontinue service to that customer, after giving due notice.

K. TERMINATION OF SERVICE FOR FUMIGATIONS

1. Every person planning to conduct any fumigation, where a fumigator places a tent over any portion of a structure served with natural gas, shall contact the Utility to request a termination of gas service at least two business days prior to commencing the tenting of a structure. In cases where the Utility is unable to terminate the service on the date requested, the Utility shall contact the fumigator to arrange another date.
2. When the fumigation is complete and the structure is posted as suitable for occupancy (Certificate for Re-Entry), the Utility shall restore the gas service. The customer or their authorized agent is required to provide proof of Certificate for Re-Entry as a condition for reinstating gas service. The Utility shall offer a four-hour service appointment for restoring the gas service.
3. Where the fumigator tents the structure without contacting the Utility to request a termination of the gas service, or where the fumigator performs the tenting prior to the Utility terminating the service, and the Utility discovers this condition, the Utility may immediately and without notice, terminate the gas service as an unsafe condition pursuant to Rule 9.D.1. Thereafter, the Utility may restore service; however, Utility may, at its sole discretion, charge and collect from the fumigator any costs incidental to the termination or restoration of service, where the fumigator has tented the structure without notifying the Utility to terminate gas service or tented before service had been terminated.
4. If the fumigator violates any of the provisions of Rule 9.K, the Utility shall submit written notice of the alleged violation directly to the violating Branch 1 registered company (pest control operator), with a copy to the Executive Officer of the Structural Pest Control Board and the Director of the Consumer Protection and Safety Division of the California Public Utilities Commission.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY

Dan Skopec
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Aug 1, 2023
EFFECTIVE Sep 1, 2023

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Rule No. 09

Sheet 12

DISCONTINUANCE OF SERVICE

5. In compliance with D.08-07-046 which approved the Memorandum of Understanding between SoCalGas and the Pest Control Operators of California (PCOC), SoCalGas commits to the following:
- a) When gas restoration is already offered on Saturdays, schedule the orders for the restoration service after 10:00 a.m.
 - b) Offer gas shut-off service on holidays during which the Utility is already operating under a standard work day.
 - c) Schedule gas shut-off service from 7:00 a.m. to 11:30 a.m.
 - d) If a Utility representative arrives at a PCOC work site to perform a gas shut-off and is unable to perform the shut-off, the Utility representative will immediately contact the Utility scheduling function, or if possible, the PCOC business associated with the shut-off, to attempt to accomplish the shut-off as scheduled.
 - e) Endeavor to address PCOC service issues on an ongoing basis, which shall include, at a minimum, holding in-person meetings with PCOC on no less than an annual basis.
 - f) Reserve the right to modify or discontinue any or all of the services described above; however, the Utility will meet and discuss the planned actions with PCOC prior to making any such changes.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6173-G
DECISION NO. 20-06-003

ISSUED BY

Dan Skopec
Sr Vice President Regulatory Affairs

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(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6173-G
 DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
 Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 1, 2023
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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.

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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. 6173-G
 DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
 Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Aug 1, 2023
 EFFECTIVE _____
 RESOLUTION NO. _____