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Regulatory Affairs

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February 2, 2024

Advice No. 6258-G
(U 904 G)

Public Utilities Commission of the State of California

Subject: Update to Sample Forms to Reflect Revised Collection Notices Forms

Purpose

Southern California Gas Company (SoCalGas) hereby submits with the California Public Utilities Commission (Commission) revisions to its Sample Forms – Collection Notices, applicable throughout its service territory, as shown on Attachment A.

Background

On June 16, 2020, the Commission issued Decision (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 numerous changes to the Investor-Owned Utilities' (IOUs) processes and practices around disconnection. These changes include: prohibited the IOUs from requiring a deposit for establishing or re-establishing service;¹ precluded the IOUs from charging customers reconnection fees;² required the IOUs to improve their disconnection notices so that customers are better informed of available financial programs and that they are in danger of having their utilities disconnected.³ SoCalGas has completed the necessary form updates as required by D.20-06-003.

SoCalGas now seeks to update its Sample Forms which appear on SoCalGas's website. SoCalGas resumed sending residential collection notices in August 2023. The revised Collection Notice Forms are shown below and in Attachment A.

¹ D.20-06-003 at Ordering Paragraph (OP) 8, 9.

² *Id.* at OP 16.

³ *Id.* at OP 10.

Proposed Tariff Revisions

The Sample Forms - Collection Notices are updated, as shown below, bold font indicates the change:

1) Past Due Payment, Collection Notice, Past Due Payment (Form PD1-28)

- This is a Non Residential past due notice
- Add verbiage “plus a reconnection fee” if service is closed for nonpayment of overdue gas bills. The revised sentence now reads:

If your service is turned off, full payment of the bill plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

2) General Service Bill/Past Due Payment Notice

- This is a Residential past due notice
- On first page of bill, third paragraph:

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

3) Field Collections Important Notice (Form 5100-1)

- Third paragraph on the back of the notice:

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

- A fourth paragraph is added:

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

4) Field Collections Notice (Form 41.6)

- Replace with new form.
- Back of Notice, third paragraph:

A deposit and reconnection fee may also be required for Non-Residential customers.

- A fourth paragraph is added:

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

5) Meter Closed for Non-Payment (Form 5101)

- In the second paragraph:

To restore service, the past due amount ~~(s) and a reconnection fee are~~ is required. ~~In addition, a guarantee deposit may be required.~~ A reconnection fee and a guarantee deposit may be required for Non-Residential accounts only.

- The last sentence:

A RECONNECTION FEE of \$16.00 MAY BE REQUIRED FOR NON-RESIDENTIAL ACCOUNTS.

6) Urgent Notice, Inaccessible Meter (Form 4515-C)

- Replace with new form.
- A new company logo is added on the front of notice.
- On back of notice, a third paragraph:

Availability of Financial Assistance - If you cannot pay this bill by expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance programs.

7) Third Party Notification (Form 437.C)

- Company logo is updated.
- On first page, the required payments for residential and non-residential customers when service is closed for nonpayment is separated into two paragraphs. New language is added after the sentence:

Residential Customers:

When gas service is turned off, the Overdue Balance must be paid before service is restored. We cannot guarantee that service will be turned back on the same day the payment is received.

Non-Residential Customers:

When gas service is turned off, the Overdue Balance, a Reconnection Fee, and a Security Deposit must be paid before service is restored. We cannot guarantee that service will be turned back on the same day the payment is received.

- SoCalGas Customer Contact Center hours have been updated, and the new paragraph now reads:

SoCalGas is available Monday – Friday 7 a.m. - 8 p.m. and Saturday 7 a.m. - 6 p.m. We are closed on Sundays and Holidays. Representatives are available 24 hours, seven days a week (24/7), to handle “emergency calls”.

8) Proof of Claim (Form 6620)

- Replace with new form. New form includes updated company logo, mailing address, and list of acceptable types of documentation to support customer’s claim.

9) The following Sample Forms are to be retired:

- a) Consequences of Non-Payment, Form No. 9406-528 (retired)
- b) Disputed Account Declaration, Form No. 6619 (retired, combined with Form 6620 below)

The revised and new Sample Forms are shown in Attachment A.

This submittal will not increase or decrease any rate or charge, conflict with any schedules or rules, or cause the withdrawal of service.

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 submitted electronically and must be received within 20 days after the date of this Advice Letter, which is February 22, 2024. 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 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 asserts this submittal is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to General Order (GO) 96-B. SoCalGas respectfully requests that this submittal become effective March 3, 2024, which is 30 calendar days after the date submitted.

Notice

A copy of this Advice Letter is being sent to SoCalGas' General Order (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 213-244-2424.

A copy of this Advice Letter is being sent to SoCalGas' General Order (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

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: 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. 6258-G

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 61549-G	COLLECTION NOTICES, Past Due Payment Notice, SCG Form PD1-28 (10/22)	Revised 59337-G
Revised 61550-G	COLLECTION NOTICES, General Service Bill/Past Due Payment Notice (10/22)	Revised 59338-G
Revised 61551-G	SAMPLE FORMS, Collection Notices, Field Collections Notice, Form 41.6, 02/12	Original 48150-G
Revised 61552-G	COLLECTION NOTICES, Meter Closed for Non-Payment, Form 5101, 04/12	Revised 48151-G
Revised 61553-G	SAMPLE FORMS, Collection Notices, Important Notice, Form 5100-1, 04/12	Revised 48152-G
Revised 61554-G	COLLECTION NOTICES, Urgent Notice, Inaccessible Meter, Form 4515-C, 8/92	Revised 36789-G
Revised 61555-G	COLLECTION NOTICES, Third Party Notification, Form 437.1C, 06/02	Revised 36791-G
Revised 61556-G	SAMPLE FORMS, Collection Notices, Proof of Claim, Form No. 6620, Sheet 1	Original 26530-G
Revised 61557-G	TABLE OF CONTENTS	Revised 59921-G
Revised 61558-G	TABLE OF CONTENTS, Sheet 1	Revised 61548-G

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

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013
IP8

ISSUED BY
Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____

Things You Should Know About Termination Of Service

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

California Relay Service Phone Numbers:

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

Other Important Phone Numbers

For the following, call

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

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

Self Service Options

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

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

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

SoCalGas Payment Locations

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

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

Alhambra, 333 E. Main St. Suite J	Hollywood, 1811 Hillhurst Ave.
Anaheim, 716 S. State College Blvd.	Huntington Park, 5916 Pacific Blvd.
Banning, 60 E. Ramsey St. #A	Indio, 45123 Towne Ave.
Commerce, 5708 E. Whittier Blvd.	Inglewood, 3530 W. Century Blvd., Ste. 102
Compton, 700 N. Long Beach Blvd.	Lancaster, 2065 W. Avenue K
Corona, 341 S. Lincoln Ave. #A	Lompoc, 128 S. "H" St.
Covina, 932 N. Citrus Ave.	Los Angeles, 3739 Crenshaw Blvd. #C
Delano, 1227 Jefferson St.	Los Angeles, 4619 S. Central Ave.
Dinuba, 239 E. Tulare St.	Los Angeles, 2522 N. Daly St.
El Centro, 1111 W. Main St.	Ontario, 962 N. Mountain Ave.
El Monte, 11912 Valley Blvd., Suite B	Oxnard, 1640 E. Gonzales Rd.
Fontana, 9781 Sierra Ave. #C	Pasadena, 1214 E. Green St. #102
Glendale, 919 S. Central Ave. #B	Pomona, 196 E. 3rd St.
Hanford, 420 N. 11th Ave. #105	Porterville, 59 W. Thurman Ave.
Hemet, 280 E. Stetson Ave.	Riverside, 7000 Indiana Ave. #105

Drop Box Location

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

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

PLEASE MAKE CHECK PAYABLE TO "SoCalGas"

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

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

1P8

ISSUED BY
Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____



ACCOUNT NUMBER
SERVICE FOR

DATE MAILED MM DD, YYYY Page 1 of 3
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 Past Due

Past Due Payment Notice

To avoid disconnection of your service, a minimum payment of \$XXX.XX must be received before 5pm on Month Day, Year.

In case of disconnection for nonpayment, you will need to pay \$XXX.XX.

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

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

To avoid disconnect, \$XXX.XX must be received by MM DD, YYYY

Payment Options \$

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

Home banking: Pay through your banking institution.

Direct Debit: Print application at socialgas.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 Electronic Checking/Savings. A convenience fee is charged, contact BillMatrix at 1-800-232-6629 or visit socialgas.com/WaysToPay.

In Person: Visit socialgas.com/Locations.

SoCalGas is committed to protecting your privacy. Visit socialgas.com/PrivacyCenter to learn about our privacy policy and socialgas.com/PrivacyNotice to learn how we safeguard your energy usage information.

An energy-efficient ENERGY STAR® certified appliance could help lower your monthly energy bills and create a more comfortable home. Visit socialgas.com/Rebates to learn more and explore available rebate offers.

Account Summary

Amount of Last Bill	\$	
Payment Received		- .00
Current Charges		+
Total Amount Due	\$	

This bill reflects modified gas charges due to a rate change.

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: Therms
Meter Number: (Next scheduled read date) Cycle: 5

Billing Period	Days	Meter Number	Current Reading	-	Previous Reading	=	Difference	x	Billing Factor	BTU	x	Factor =	Total Therms
							5						

GAS CHARGES	Amount(\$)
Customer Charge	

(Continued on next page)

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



Save Paper & Postage
PAY ONLINE
socialgas.com

ACCOUNT NUMBER

	DUE BY	AMOUNT DUE
Previous Balance		\$
Current Charges		\$
Total Amount Due		\$

Please enter amount enclosed.

ACCOUNT PAST DUE

To avoid disconnect \$XXX.XX must be received before 5pm MM DD, YYYY

\$

Write account number on check and make payable to SoCalGas.

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

CY 05 8151 1188



AMOUNT DUE

\$2,083.97

Request a large print bill:
1-877-238-0092

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

Gas Transportation (Details below)

5 Therms

Baseline

Therms used 5

Rate/Therm \$.86479

Charge \$4.32 = 4.32

Gas Commodity 5 Therms x \$.48557 2.43

Total Gas Charges \$11.52

TAXES & FEES ON GAS CHARGES

Amount(\$)

State Regulatory Fee 5 Therms x \$.00300 .02

Public Purpose Surcharge 5 Therms x \$.11301 .57

Total Taxes and Fees on Gas Charges \$.59

Total Current Charges \$12.11

Other Important Phone Numbers

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

粵語: 1-800-427-1420

한국어: 1-800-427-0471

國語: 1-800-427-1429

Tiếng Việt: 1-800-427-0478

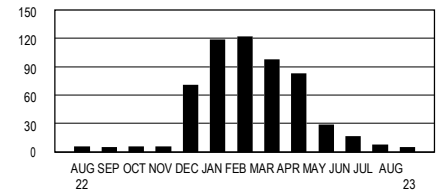
Self Service Options available 24

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.

Contact 811 two days before digging to have utility-owned lines identified and marked. Visit socialgas.com/811

Monday-Friday, 6 a.m. - 7 p.m 8-1-1

Gas Usage History (Total Therms used)



	Aug 22	Jul 23	Aug 23
Total Therms used	6	8	5
Daily average Therms	.2	.3	.2
Days in billing cycle	31	30	29

SoCalGas' gas commodity cost per therm for your billing period:
Month.\$. Month.\$.

SoCalGas Payment Locations

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

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

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

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

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

Drop Box Location

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



AMOUNT DUE

\$

Request a large print bill:
1-877-238-0092

1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY

M-F, 7am-8pm Sat, 7am-6pm
24 Hour Emergency Services Available
socalgas.com

Things You Should Know About Termination of Service

Payment Arrangements - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance.

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

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment.

Arrearage Management Plan (AMP) - Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan.

Tenant Notification - When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off.

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

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

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

Other Policies and Notices

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

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

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call SoCalGas customer support at 1-800-427-2200.

If you 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 800 Number. Rows include TTY/VCO/HCO to Voice, Voice to TTY/VCO/HCO, and From or to Speech-to-Speech.

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.

Billing Term Definitions

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

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

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

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

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

Public Purpose Surcharge - Charge to fund Public Purpose Programs such as California Alternate Rates for Energy (CARE), Energy Savings Assistance Program (ESAP), energy efficiency and research and development.

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

SAMPLE FORMS

Sheet 1

Collection Notices

Field Collections Notice, Form 41.6, 02/12

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

1P9

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____

IMPORTANT

DISCONNECTION NOTICE

Your Account Number



socalgas.com

DO NOT MAIL

Bring This Form If Paying In Person

- 48 HOUR
- COLLECT OR CLOSE **H**
- RETURNED CHECK

Today, a personal visit was made to your address to collect your unpaid bill and/or deposit. To prevent gas service from being turned off, your payment of \$ _____, must be received by _____.

Ways to Pay - SoCalGas offers customers a variety of options to pay bills including Online, Home Banking, Direct Debit, Pay-by-Phone, Mail, In- Person and Debit/Credit Card or Electronic Checks. For more information and to find the best option for you, visit socalgas.com/WaysToPay

Please note: You may be eligible for a payment assistance plan or one of our financial assistance programs. To learn more, please visit our site at: socalgas.com/save-money-and-energy/assistance-programs.

1 You may need to provide credit information or proof of identity documents before service can be re-established

SERVICE ADDRESS

PHONE NUMBER

OFFICE RECORD

TURN ON DATE

LAST READ AND DATE

ORDER TYPE

ORDER REMARKS

METER NO.

METER SIZE

SECURITY

LOCATION

THOMAS GUIDE

Z CODE

CURRENT BILL

TOTAL PAST DUE

DEPOSIT INCLUDED IN PAST DUE

TOTAL BILL

CREDIT CODE

DEPOSIT PAID

12 MONTH CREDIT HISTORY

48 HOUR NOTICE

48 HOUR

RET. CHK

COLL OR CLS

41.4

FNP

2



SOUTHERN CALIFORNIA GAS COMPANY

SERVICE ADDRESS

PAST DUE AMOUNT

\$

THIS BILL IS NOW DUE AND PAYABLE

SO. CAL. GAS CO. 41-6A (7/23)

3

Your Account Number

YOUR GAS SERVICE IS OFF FOR NONPAYMENT

DATE AND AMOUNT OF LAST PAYMENT



socalgas.com

4

ONCE YOU PAY THE TOTAL PAST DUE, CALL US TO RESTORE SERVICE.

INFORMATION FROM RULES RELATED TO TERMINATION OF SERVICE

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

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Consumer Affairs Branch (CAB).

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

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

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

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

If you have moved, and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address. If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all addresses. We will not turn off gas to a residence for unpaid bills for other classes of service.

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

If you question the amount of your bill, call us so that we can investigate your account. If, after our explanation, you still feel the bill is incorrect, you may request a review by the Public Utilities Commission by sending the bill and a letter explaining your position, along with a deposit of the full amount due, made payable to California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Make the check payable to the Commission. The Commission will investigate the matter and inform both you and us of the results. However, the Commission will not accept deposits when it appears the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make a deposit with the Commission within 15 days after we notify you of your right to do so, we may turn off your gas for non-payment.

For more information, please call the phone number shown on your bill and request a copy of our pamphlet entitled "Your Rights as a Gas Company Customer."

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

COMPLETED BY _____ DATE _____ TIME: ARRIVE _____ AM/PM DEPART _____ AM/PM
 INCOMPLETED DATE _____ REASON _____

REMARKS _____

ORAL EXTENSION: DATE _____ REASON _____

VERIFIED RECEIPT: AMOUNT _____ AT _____ DATE _____

CGI- REASON _____

TOOK APPLICATION _____

NEW OCC-1080: TAG NAME _____

VAC-CLOSE: DATE _____ READ _____ UNCOR READ _____

FNP-CLOSE: DATE _____ READ _____ UNCOR READ _____

AMOUNT COLLECTED: _____ # _____
 Cash _____ Check _____ Money Order _____

48 HOUR NOTICE (6100) DELIVERED

IMPORTANT

YOUR GAS SERVICE HAS BEEN TURNED OFF FOR NON-PAYMENT OF PAST DUE BILL(S) AND/OR DEPOSIT.

DO NOT MAIL YOUR PAYMENT. ONCE YOU PAY THE TOTAL PAST DUE AS PRINTED ON THE REVERSE SIDE, CALL US TO RESTORE SERVICE.

PAYMENT OPTIONS:

ON-LINE: MY ACCOUNT AT SOCALGAS.COM

PHONE: CALL BILLMATRIX AT 1-800-232-6629 TO PAY BY ELECTRONIC CHECK, DEBIT/ATM CARD, OR VISA/MASTERCARD/DISCOVER CREDIT CARD. BILLMATRIX CHARGES A CONVENIENCE FEE OF \$1.50 PER TRANSACTION. (SOCALGAS'S CUSTOMER SERVICE REPRESENTATIVES **DO NOT** TAKE PAYMENTS OVER THE TELEPHONE.)

IN PERSON: PAYMENT OFFICES OR AN AUTHORIZED PAYMENT LOCATION. VISIT SOCALGAS.COM (SEARCH "PAYMENT LOCATIONS" FOR A LOCATION NEAR YOU.

SERVICE WILL NOT BE RESTORED ON THE DAY YOUR PAYMENT IS RECEIVED

PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED.

WARNING

TAMPERING WITH THE GAS METER WILL RESULT IN ADDITIONAL CHARGES (RULE #10 FILED WITH THE C.P.U.C.) SUCH INTERFERENCE IS ALSO SUBJECT TO PROSECUTION.

COLLECTION NOTICES
Meter Closed for Non-Payment
Form 5101, 04/12

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

1P9

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____



SOUTHERN CALIFORNIA GAS COMPANY

socalgas.com

Your Account Number

--	--	--

\$

PAST DUE AMOUNT

IMPORTANT

YOUR GAS SERVICE HAS BEEN TURNED OFF FOR NON-PAYMENT OF PAST DUE BILL(S) AND/OR DEPOSIT.

DATE _____

TO RESTORE SERVICE, THE PAST DUE AMOUNT IS REQUIRED. A RECONNECTION FEE AND A GUARANTEE DEPOSIT MAY BE REQUIRED FOR NON-RESIDENTIAL ACCOUNTS ONLY.

TO ARRANGE FOR RESTORING SERVICE, BRING THIS ENTIRE NOTICE TO ANY SOCALGAS COMPANY PAYMENT OFFICE, OR AUTHORIZED PAYMENT LOCATION.

PRIOR TO RECONNECTION, CREDIT INFORMATION OR PROOF OF IDENTITY DOCUMENTS MAY BE REQUIRED.

WARNING

TAMPERING WITH THE GAS METER WILL RESULT IN ADDITIONAL CHARGES (RULE #10 FILED WITH C.P.U.C.) SUCH INTERFERENCE IS ALSO SUBJECT TO PROSECUTION.

**A RECONNECTION FEE OF \$16.00 MAY BE REQUIRED FOR
NON-RESIDENTIAL ACCOUNTS**

Once the total past due is paid, call us to restore your gas service - Residential 1-800-427-2200 Business 1-800-427-2000

5101 (9/21)

SAMPLE FORMS
Collection Notices
Important Notice, Form 5100-1, 04/12

Sheet 1

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

IP8

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____

IMPORTANT

DISCONNECTION NOTICE

Your Account Number



socalgas.com

DO NOT MAIL

Bring This Form If Paying In Person

- 48 HOUR
- COLLECT OR CLOSE
- RETURNED CHECK

Today, a personal visit was made to your address to collect your unpaid bill and/or deposit. To prevent gas service from being turned off, your payment of \$ _____, must be received by _____.

Ways to Pay - SoCalGas offers customers a variety of options to pay bills including Online, Home Banking, Direct Debit, Pay-by-Phone, Mail, In- Person and Debit/Credit Card or Electronic Checks. For more information and to find the best option for you, visit [socalgas.com/WaysToPay](https://www.socalgas.com/WaysToPay)

Please note: You may be eligible for a payment assistance plan or one of our financial assistance programs. To learn more, please visit our site at: [socalgas.com/save-money-and-energy/assistance-programs](https://www.socalgas.com/save-money-and-energy/assistance-programs).

You may need to provide credit information or proof of identity documents before service can be re-established

INFORMATION FROM RULES RELATED TO TERMINATION OF SERVICE

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

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Consumer Affairs Branch (CAB).

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

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

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

If you have moved, and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address. If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all addresses. We will not turn off gas to a residence for unpaid bills for other classes of service.

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

If you question the amount of your bill, call us so that we can investigate your account. If, after our explanation, you still feel the bill is incorrect, you may request a review by the Public Utilities Commission by sending the bill and a letter explaining your position, along with a deposit of the full amount due, made payable to California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Make the check payable to the Commission. The Commission will investigate the matter and inform both you and us of the results. However, the Commission will not accept deposits when it appears the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., which do not relate directly to the question of the accuracy of the bill.

If you do not make a deposit with the Commission within 15 days after we notify you of your right to do so, we may turn off your gas for non-payment.

For more information, please call the phone number shown on your bill and request a copy of our pamphlet entitled "Your Rights as a Gas Company Customer."

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

COLLECTION NOTICES
Urgent Notice, Inaccessible Meter
Form 4515-C, 8/92

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

IP8

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____

URGENT NOTICE

INACCESSIBLE METER



CYCLE	SECT	SEG	ACCT	CK

To avoid discontinuance of gas service, your payment of \$ _____ must be made to our office before 5 pm on: _____
To make payment, bring this notice and your entire bill with you.

DO NOT MAIL

NAME

ADDRESS

CITY

ISSUED BY:

DATE:

We called today to turn off our meter for non-payment. Because we were unable to reach the meter, service was left on for an additional 24 hours.

Our access to the gas meter is necessary for your safety and our operating convenience. In accordance with our Rule 25 on file with the California Public Utilities Commission (see reverse) we have the right of access to our meter at all reasonable hours as a condition of service. **If it becomes necessary to terminate your service outside your property and move our meter to an accessible location, you will bear the additional expense.**

CUSTOMER SERVICE

24-hours a day, 7 days a week.

English 1-800-427-2200

(Speech or Hearing Impaired)

1-800-252-0259

Para asistencia en español, llame al 1-800-342-4545

欲知詳情，請洽
免費粵語專線：1-800-427-1420

더 자세한 안내를 받으시려면 다음
한국어 전화로 문의해 주십시오: 1-800-427-0471

欲知詳情，請洽
免費國語專線：1-800-427-1429

Để biết thêm chi tiết
bằng tiếng Việt, xin gọi: 1-800-427-0478

Other languages 1-888-427-1345

RULE AND REGULATION NUMBER 25

COMPANY'S RIGHT OF INGRESS TO AND EGRESS FROM

CONSUMER'S PREMISES

The Company will, at all times, have the right of ingress to and egress from the consumer's premises at all reasonable hours for any purpose reasonably connected with the furnishing of gas, and the exercise of any and all rights secured to it by law, or these rules and regulations.

As provided for in the rules and regulations herein contained, the Company shall have the right to remove any and all of its property installed on the consumer's premises at the termination of service.

AVAILABILITY OF FINANCIAL ASSISTANCE

If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance programs.

COLLECTION NOTICES
Third Party Notification
Form 437.1C, 06/02

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

IP8

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____



MM DD, YYYY

Dear

You have requested information regarding the balance due for the following customer:

XXX XX XXXX
ADDRESS LINE 1
ADDRESS LINE 2
CITY, STATE ZIP CODE

Currently, this account shows the following amounts owing:

Previous balance:	\$
Current charges:	\$
Total amount due:	\$

If the total amount due is not received by MM/DD/YY this account will be scheduled for turn-off.

Residential Customers:

When gas service is turned off, the Overdue Balance must be paid before service is restored. We cannot guarantee that service will be turned back on the same day the payment is received.

Non-Residential Customers:

When gas service is turned off, the Overdue Balance, a Reconnection Fee, and a Security Deposit must be paid before service is restored. We cannot guarantee that service will be turned back on the same day the payment is received.

Payment may be made at a Company office, authorized payment agency, or by mail. If paying by mail, the payment must be received at our office **before** MM/DD/YY.

If there are any questions concerning this account, location of the nearest Company office or authorized payment agency, please call 1-800-427-2200. SoCalGas is available Monday - Friday 7 a.m. - 8 p.m. and Saturday 7 a.m. - 6 p.m. We are closed on Sundays and Holidays. Representatives are available 24 hours, seven days a week (24/7), to handle emergency calls.

CREDIT & REVENUE COLLECTION

SAMPLE FORMS
Collection Notices
Proof of Claim, Form No. 6620

Sheet 1

(See Attached Form)

N

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6258-G
DECISION NO. 20-06-003; 18-03-
013

IP8

ISSUED BY

Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 2, 2024
EFFECTIVE _____
RESOLUTION NO. _____



Mass Markets
Credit & Collections

Mail Location SC710J
P.O. Box 30337
Los Angeles, CA 90030-0337

Tel: (800) 427-1167
Fax: (818) 701-3950

September 1, 2023

Name

Address

Address

Re: Account Number: - -

Service Address:

Disputed Amount: \$

Dear:

In order to investigate and process your claim that \$ in gas charges were not incurred or authorized by you and that you did not receive benefits from the above services, please send documentation to establish your residency from DATE to DATE. The acceptable types of documentation covering the time period in question include any of the:

<i>Utility Bills (Exclude Gas Company Bill)</i>	<i>Credit Card Bills or Statements</i>
<i>Mortgage Bills</i>	<i>Account Statements (e.g., Bank, Medical)</i>
<i>Cable, Cellular Phone Bills</i>	<i>Insurance bills or statements</i>
<i>Vehicle Registration</i>	<i>Previous lease from another property address</i>
<i>Government issued Driver's License or Identification Card</i>	<i>Deed of Trust, Grant Deed or Property Tax Statement</i>
<i>Interim Department of Motor Vehicles (DMV) printout accompanied by the original expired document.</i>	<i>IRS, State/Federal Tax Returns, or Federal/State Tax Documents</i>
<i>Student Records</i>	

Please return any three pieces of documentation from three (3) different sources by [DATE] to the address below:

Southern California Gas Company
P.O. Box 30337
Los Angeles, Ca. 90030-0337
Attn: (your name) ML 710J

If proof is not received by the required date, your claim will be closed, and you will be held responsible for the gas charges.

If you have any questions, please call me at the telephone number listed above.

Sincerely,

NAME

Mass Markets Credit & Collections

TABLE OF CONTENTS

(Continued)

SAMPLE FORMS (Continued)

Contracts (continued)

Authorization to Add Charges to Utility Bill (Form 7200, 07/22)	59920-G
Mobilehome Park Utility Conversion Program Agreement (Form 8210)	59913-G
California Producer Operational Balancing Agreement (Form 6452)	54248-G
California Producer Interconnection Agreement (Form 6454)	54249-G
California Producer Interconnect Collectible System Upgrade Agreement (Form 6456)	49733-G
California Producer Agreement for Transfer of Ownership (Form 6458)	57212-G
Distributed Energy Resources Services (DERS) Agreement (Form 7400)	52287-G
Distributed Energy Resources Services (DERS) Feasibility Analysis Agreement (Form 7401)	52288-G

Bill Forms

Residential Sales Order (Form 5327-G, 03/00)	35710-G
General Service (10/22)	59336-G
Commercial/Industrial Service, Form 77-2 (02/19)	55943-G
Affidavit in Support of Customer Claim as Qualifying as a Micro Business Customer (Form REG-9998)	46715-G

Collection Notices

Past Due Payment Notice (SCG Form PD1-28, 10/22)	61549-G	T
General Services Bill/Past Due Payment Notice (10/22).....	61550-G	T
Field Collection Notice (Form 41.6, 02/12)	61551-G	T
Meter Closed for Nonpayment (Form 5101, 04/12)	61552-G	T
Important Notice (Form 5100-1, 04/12)	61553-G	T
Unsatisfactory Remittance (Form 1512-H, 04/00)	36788-G	
Urgent Notice Inaccessible Meter (Form 4515-C, 08/92)	61554-G	T
Notice to Tenants, Termination of Gas Service (Form 4636-G, 10/22)	59339-G	
Third Party Notification (Form 437.1C, 06/02)	61555-G	T
Consequences of Non-Payment (Form 9406-528)	26383-G	
Disputed Account Declaration (Form 6619)	26529-G	
Proof of Claim (Form 6620)	61556-G	T

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6258-G
 DECISION NO. 20-06-003; 18-03-
 013

ISSUED BY
Dan Skopec
 Senior Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 2, 2024
 EFFECTIVE _____
 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.

<u>GENERAL</u>	<u>Cal. P.U.C. Sheet No.</u>
Title Page	40864-G
Table of Contents--General and Preliminary Statement ...	61558-G,60822-G,60720-G,61516-G,61449-G
Table of Contents--Service Area Maps and Descriptions	53356-G
Table of Contents--Rate Schedules	61546-G,61547-G,61484-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	60885-G,61065-G,60525-G
Table of Contents--Sample Forms	60886-G,60887-G,59509-G,54745-G,61557-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	61523-G,61524-G,61525-G,61410-G,61411-G,61526-G 61518-G,60404-G,61058-G,61387-G,61527-G,61528-G,61529-G,61416-G
Part III Cost Allocation and Revenue Requirement	61417-G,57355-G,61418-G
Part IV Income Tax Component of Contributions and Advances	55717-G,24354-G
Part V Balancing Accounts	
Description and Listing of Balancing Accounts	60817-G,60818-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. 6258-G
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ISSUED BY
Dan Skopec
 Senior Vice President
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