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Director
Regulatory Affairs

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April 15, 2024

Advice No. 6295-G
(U 904 G)

Public Utilities Commission of the State of California

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

Southern California Gas Company (SoCalGas) hereby submits for approval with the California Public Utilities Commission (Commission) revisions to its tariffs, applicable throughout its service territory, as shown in Attachment A.

Purpose

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

Background

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

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

² D.20-02-045, at 3.

On November 7, 2022, SoCalGas submitted Advice Letter (AL) 6056 requesting to update its bill format to include a graphical visual representation of usage and costs to continue to support efforts in minimizing residential bill volatility, supporting improvements to SoCalGas's residential customer experience to receive bills that are simple and transparent. Given the efforts to implement this update, AL 6056 stated that a separate Tier 1 AL would be submitted to effectuate the updated bill format with the informational graphic prior to its implementation in residential customer bills. AL 6056 was approved with an effective date of December 7, 2022. This AL submission is to effectuate that update.

Tariff Revisions

SoCalGas's bill format update incorporates a new informational graphic as part of the billing information presented, providing a visual representation of usage and cost per tier and usage comparison on the residential customer billing statement. This "speedometer" graphic is intended to help simplify residential customer bills making data more transparent, and furthermore facilitates minimizing bill volatility for residential customers. This informational graphic will be applicable to SoCalGas customer bills under the GR, GM, and GS rates. The updated bill format, which replaces SoCalGas's Bill Forms – General Service Sample Form, is provided 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 submitted electronically and must be received within 20 days after the date of this Advice Letter, which is May 5, 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

This submittal is subject to Energy Division disposition and should be classified as Tier 1 (effective pending disposition) pursuant to General Order (GO) 96-B. Therefore, SoCalGas respectfully requests that this submittal be approved and made effective April 15, 2024, 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. 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:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

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

ATTACHMENT A
Advice No. 6295-G

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 61727-G	SAMPLE FORMS, Bill Forms, General Service (04/24), Sheet 1	Revised 59336-G
Revised 61728-G	TABLE OF CONTENTS	Revised 59921-G
Revised 61729-G	TABLE OF CONTENTS, Sheet 1	Revised 61722-G

SAMPLE FORMS
Bill Forms
General Service (04/24)

Sheet 1

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(See Attached Form)

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 6295-G
DECISION NO. 20-02-045

ISSUED BY
Dan Skopec
Senior Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
SUBMITTED Apr 15, 2024
EFFECTIVE Apr 15, 2024
RESOLUTION NO. _____



ACCOUNT NUMBER 987 654 3210 4
 SERVICE FOR
 JOHN Q SMITH
 2345 SOCALGAS AVE
 LOS ANGELES CA 99999

DATE MAILED Nov 9, 2023 Page 1 of 2
1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY
 M-F, 7am-8pm Sat, 7am-6pm
 24 Hour Emergency Services Available
 socialgas.com

Account Summary

Amount of Last Bill		\$60.05
Payment Received	10/28/23	THANK YOU - 60.05
Current Charges		+ 70.08
Total Amount Due		\$70.08

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 30 Therms
 Meter Number: 09612355 (Next scheduled read date Dec 9 2023) Cycle: 10

Billing Period	Days	Meter Number	Current Reading	Previous Reading	= Difference	Billing x Factor	BTU x Factor	= Total Therms
10/09/23- 11/08/23	30	09612355	9841	9794	47	1.000	1.033	48

GAS CHARGES

	Amount(\$)
Customer Charge	30 Days x \$.16438 = 4.93
Gas Transportation (Details below)	48 Therms
	Baseline Over Baseline
Therms used	30 18
Rate/Therm	\$.63566 \$.96806
Charge	\$ 19.07 + \$ 17.43 = 36.50
Gas Commodity	48 Therms x \$.38041 = 18.26
Total Gas Charges	\$59.69

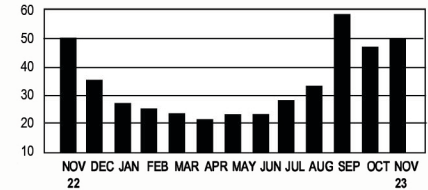
SoCalGas' gas commodity cost per therm for your billing period:
 Nov.....\$.41230 Oct.....\$.34851

TAXES & FEES ON GAS CHARGES

	Amount(\$)
State Regulatory Fee	48 Therms x \$.00166 = .08
Public Purpose Surcharge	48 Therms x \$.10060 = 4.83
Los Angeles City Users Tax	\$54.76 x 10.00% = 5.48
Total Taxes and Fees on Gas Charges	\$10.39
Total Current Charges	\$70.08

DATE DUE	Dec 3, 2023
AMOUNT DUE	\$70.08

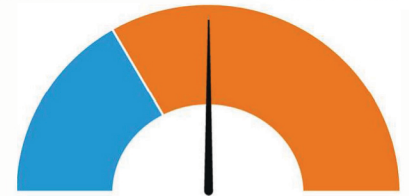
Usage History (Total Therms used)



	Nov 22	Oct 23	Nov 23
Total Therms used	50	45	48
Daily average Therms	1.7	1.6	1.6
Days in billing cycle	30	29	30

Your Usage: 48 Therms

BASELINE 30 Therms \$1.01607 /Therm
OVER BASELINE 18 Therms \$1.34847 /Therm



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

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

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

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



Save Paper & Postage
 PAY ONLINE
 socialgas.com

ACCOUNT NUMBER
 987 654 3210 4

DATE DUE	Dec 3, 2023
AMOUNT DUE	\$70.08

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

JOHN Q SMITH
 2345 SOCALGAS AVE
 LOS ANGELES CA 99999

SoCalGas
 PO BOX C
 MONTEREY PARK CA 91756-5111

80 9876543210 00006460 40

9876543210 0000073947

CY 10 6640 0003



ACCOUNT NUMBER 987 654 3210 4

DATE DUE AMOUNT DUE

Dec 3, 2023 \$70.08

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

DATE MAILED Nov 9, 2023

Page 2 of 2

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

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

SoCalGas Policies and Notices

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

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

Information about Deposits - Non-Residential accounts only
Amount of Deposit - The amount of deposit required to establish or re-establish service credit is twice the estimated average periodic bill.

Return of Deposit/Interest on Deposit - This deposit, together with any interest due, less the amount of any unpaid bills, will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.
Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.
BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.
Climate Zone - Weather zone in which a customer lives.
State Regulatory Fee - A fee used to fund the California Public Utilities Commission.

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.

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

If you are not satisfied with SoCalGas response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relating 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 (English/Spanish), Voice to TTY/VCO/HCO (English/Spanish), and From or to Speech-to-Speech (English & Spanish).

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance.

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 Arreage 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 or dial 811.

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 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.

SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.

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(Continued)

SAMPLE FORMS (Continued)

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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
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Distributed Energy Resources Services (DERS) Feasibility Analysis Agreement (Form 7401)	52288-G

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(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 6295-G
 DECISION NO. 20-02-045

ISSUED BY
Dan Skopec
 Senior Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Apr 15, 2024
 EFFECTIVE Apr 15, 2024
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The following listed sheets contain all effective Schedules of Rates and Rules affecting service and information relating thereto in effect on the date indicated thereon.

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(Continued)

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