

Rule No. 03
APPLICATION FOR SERVICE

Sheet 1

A. Application

An application for service is required. At the option of the Utility, a verbal request for service may be accepted. However, each applicant for service may be required to sign an application on a form provided by the Utility. The application information may vary depending upon the type of service requested by the applicant. Applicants desiring special rates and/or services may be required to complete additional forms and/or contracts in accordance with the Utility's applicable tariffs.

The application is a request for service and it does not bind the Utility to serve except under its filed tariffs and under reasonable conditions. The application does not bind the applicant to take service for a longer period than the minimum requirements of the Utility's tariffs. These tariffs constitute the terms and conditions of the agreement between the Utility and the customer for service rendered, unless otherwise agreed to in writing.

The Utility may refuse or discontinue gas service if the acts of the applicant indicate an intent to evade the credit practices of the Utility or if the conditions on the applicant's premises indicate an intent to evade payment of a Utility bill. If an applicant 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, the Utility shall provide a written statement of the reason for such refusal or discontinuance.

B. Information Required on Application

In addition to the information the Utility may require from applicants in order to establish credit in accordance with Rule No. 6, and to establish the identity of the applicant, all applicants shall provide such other information as the Utility may reasonably require for service. This information includes, but is not limited to:

1. Legal name of the applicant(s.)
2. Name of the applicant's spouse or other adults residing at the premises.
3. Service address.
4. Billing address.
5. Date applicant will be ready for service.
6. Purpose for which service is to be used with description of appliances.
7. Whether gas service has previously been supplied to the premises.
8. Whether applicant is the owner, agent or tenant of the premises.
9. Rate schedule desired (if optional schedules are available).

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 3168
 DECISION NO.

ISSUED BY
Lee Schavrien
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 DATE FILED Jul 15, 2002
 EFFECTIVE Aug 24, 2002
 RESOLUTION NO. _____

T
D
N
|
|
|
N

T
|
T
N
N

T
|
|
|
|
T

N

T
|
|
|
|
|
|
|
|
T
N
L

Rule No. 03
APPLICATION FOR SERVICE

Sheet 3

(Continued)

D. Joint and Several Liability for Service/Beneficial Use (Continued)

A residential customer can dispute the outcome of benefit of service by submitting additional evidence to the Utility within 30 days of the initial determination. The Utility has 30 days to respond to the dispute with the outcome. The Utility will provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination. The notice will also include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination. The Utility shall document all reasonable efforts to contact the customer either by telephone or in writing. If the customer still believes there to be an error with the determination, the customer can submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

No new customer who was under the age of 18 during the period in question shall be required to absorb a benefit of service charge.

E. Refusal to Provide Service or Discontinuance of Service

The Utility may refuse to provide service or may discontinue or disconnect service and/or may rebill the account when:

1. The information provided to the Utility in applying for service is false, incomplete, misleading or inaccurate; or
2. The applicant has applied for service under a fictitious name or under the name of another to avoid payment of any Utility bill for service provided at the current premises or any previous premises or that the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for service provided at the current account location or any previous account location; or
3. The applicant and/or other adults residing with the applicant have received the benefit of service without paying for it and are attempting to change the name on the account to avoid payment of any Utility bill for service provided at the current account location or any previous account location; or
4. The Utility is unable to arrange with the applicant or customer for a safe working environment for Utility employees on the premises being served.

In the event of a rebill, the Utility shall provide the customer with the reason for such rebill.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5666-A
 DECISION NO. 20-06-003

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Jul 31, 2020
 EFFECTIVE Jul 31, 2020
 RESOLUTION NO. _____

N
 L
 L
 N,L
 N
 |
 N
 N,L
 L
 |
 |
 L
 N
 N
 L

Rule No. 03
APPLICATION FOR SERVICE

Sheet 4

N
N

(Continued)

F. Request for Medical Baseline Allowance by Residential Customer

L
|
|
|
|
|
L

The Utility may require a residential customer, or prospective residential customer, to complete a Medical Baseline Allowance or Use of Natural Gas Medical Equipment for Life Support application, Form 4859-E, if appropriate, before additional medical baseline quantities can be determined. The additional medical baseline allowance will become effective for service rendered after the next regular meter reading following receipt of the Form by the Utility.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5666-A
DECISION NO. 20-06-003

4C6

ISSUED BY

Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jul 31, 2020
EFFECTIVE Jul 31, 2020

RESOLUTION NO. _____