

Rule No. 10
SERVICE CHARGES

Sheet 1

A. SERVICE ESTABLISHMENT CHARGE

1. General. The Utility may collect from all classes of customers, except Utility Electric Generation and wholesale customers, a charge to establish or re-establish service each time an account is opened. This charge shall be in addition to any charge calculated in accordance with any other rate or rule.

Service Establishment Charge \$25.00

2. CARE Charges. A customer certified as eligible for service under the California Alternate Rates for Energy (CARE) program shall pay the CARE Service Establishment Charge to establish or re-establish service each time an account is opened.

CARE Service Establishment Charge \$10.00

Customers not on the CARE program who claim eligibility shall have 90 days from the date service begins to complete the application. In the event a customer is found to be ineligible for the CARE program, the customer shall be re-billed at the Service Establishment Charge.

B. RECONNECTION SERVICE CHARGE

1. General. The Utility may demand and collect a reconnection charge and require re-establishment of credit as prescribed in Rule No. 06 C. before restoring gas service which has been disconnected for non-payment of bills, or for failure to comply with the tariff schedules of the Utility. In these circumstances, reconnection charges may be demanded and collected by the Utility when gas service is provided through a single meter for:

- a. The first non-residential unit \$16.00
 b. Each additional nonresidential unit \$7.00

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5913
 DECISION NO. 21-06-036

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Dec 17, 2021
 EFFECTIVE Jan 16, 2022
 RESOLUTION NO. M-4842

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B. RECONNECTION SERVICE CHARGE (Continued)

2. Other. In addition to the above charges, the Utility may demand and collect unusual costs incident to the discontinuance or restoration of service which have resulted from the customer's action or negligence.

Service terminated in error shall be restored without charge and a notification thereof shall be mailed to the customer at the billing address.

C. SET-TIME APPOINTMENT CHARGE

Where the customer requests a non-emergency service call (i.e. new service turned on or appliance service) for a specifically designated time, the Utility shall provide, for a charge, a specifically scheduled appointment.

Such set-time appointment shall be provided on a first-come, first served basis Monday through Friday from 8:00 a.m. to 7:00 p.m. Set-time appointments shall be scheduled on the hour and half-hour and shall be scheduled for the next day or later. Set-timed appointments are not provided on weekends and Company Holidays.

The Utility shall make every effort to arrive at the customer's premises at the agreed upon time, but no earlier than 30 minutes before the agreed upon time and no later than 30 minutes after the agreed upon time.

Where the Utility has met the agreed upon appointment time as specified above, the charge shall be as follows:

Set-time appointment charge, per visit \$25.00

D. MISSED APPOINTMENTS

The customer shall not be required to pay the \$25.00 charge if the agreed upon time is missed for any reason, such as customer being absent or late arrival of the Utility representative.

Where the Utility is responsible for the missed appointment, no charge shall be made for a subsequent appointment, if it is for the same type of service.

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(TO BE INSERTED BY UTILITY)
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ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
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 EFFECTIVE Mar 4, 2020
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E. APPLIANCE CONNECTION CHARGE

1. General. The Utility, for a charge, shall connect and/or install residential gas appliances (such as gas ranges, dryers, barbecues and gas logs) for customers, provided all of the following conditions can be met:
 - a. Service can be performed safely and without damaging the customers' facilities.
 - b. Service can be performed without loosening fittings in the wall.
 - c. The houseline need not be extended more than seventy-two (72) inches or six (6) feet, or installed through walls or cabinets.
 - d. The appliance will not present a hazardous or unsatisfactory condition after connection.
 - e. Taps (added outlets to existing appliance stubs) are not made from stubs currently supplying gas to other appliances.
2. Charges. If the conditions referenced above are met, the charge(s) shall be as follows:

Labor charge for connection of residential gas appliance – (such as range, dryer or gas barbecue)	\$88.00	I
Labor charge for Installation of a residential gas appliance – (such as gas logs)	\$128.00	
Added cost of valve	\$20.00*	I
Added cost of connector	\$20.00*	I
Added cost of 3/8" gas barbecue kit - includes connector, hose and fittings	\$77.00*	
Added cost of Appliance Regulator	\$20.00*	
Added cost of 1/2" IPT Ball Valve (BBQ)	\$14.00*	
Added cost of 3/8" Barbecue Quick Disconnect	\$39.00*	
Added cost of 1/2" Barbecue Quick Disconnect	\$71.00*	
Added cost of 3/8" Barbecue Hose	\$29.00*	
Added cost of 1/2" Barbecue Hose	\$54.00*	
Added cost Dryer Vent Duct	\$15.00*	
Added cost Dryer Vent Clamps	\$5.00*	

* The applicable Retail Sales Tax will be applied to all parts costs.

Charges for connection of additional appliances will be limited to parts and materials.

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(TO BE INSERTED BY UTILITY)
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ISSUED BY
Lee Schavrien
 Senior Vice President

(TO BE INSERTED BY CAL. PUC)
 DATE FILED Dec 5, 2014
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 RESOLUTION NO. G-2972

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F. PAYMENT FOR SERVICE CHARGES

All charges for the Set-Timed Appointment and Appliance Connection charge(s) will be included in the bill for gas service, whenever possible. The charge(s) will be due and payable consistent with Rule No. 9, C.1. If billed separately, payment is due within 30 days.

The Utility shall advise the customer that appliance connection services are also provided by plumbers and contractors.

G. EARTHQUAKE VALVE SERVICE

1. Applicability

The Utility offers a valve removal service if the valve is installed on the Utility's facilities, and a gas restoration service. The Utility will provide this service to customers in all classes, including residential, commercial and industrial customers.

2. Responsibility for Valve after Installation

After installation, the valve is the property of the Utility's customer. The customer can have the valve removed at any time, except where the valve is required by law to be installed. At the time of installation, the Utility may require the customer to agree to transfer the valve to a subsequent purchaser of the premises or to remove the valve before the time of sale (where removal is allowed by law).

3. Charge for Removal of Valves

The Utility offers a valve removal service. The removal service charge for customers is \$138.71 plus materials for the first hour and \$32.89 for every quarter hour thereafter (per person). A trip charge for estimating the cost of removal of EQV is \$48.17. This cost will be applied if the removal is not authorized at the time of the estimate. A trip charge of \$48.17 will be applied to any trip made to the customer's location for any reason due to the customer's and not SoCalGas' circumstances where removal of an EQV on SoCalGas' pipeline is performed.

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(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 4563
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ISSUED BY
Lee Schavrien
Senior Vice President

(TO BE INSERTED BY CAL. PUC)
DATE FILED Nov 21, 2013
EFFECTIVE Dec 21, 2013
RESOLUTION NO. _____

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G. EARTHQUAKE VALVE SERVICE (Continued)

4. Charge for Restoring Gas Service after a Valve Activates

If a valve is activated and shuts off gas service, it is the responsibility of the customer to arrange and pay for restoration of service. The Utility offers to restore service after activation of an earthquake shut-off valve for a charge of \$78.82 for residential and small commercial customers with an individual meter. For residential and small commercial customers with multiple meters, the Utility's charge for restoration of service is \$137.65 for the first hour and \$31.98 for every quarter hour thereafter (per person). For larger customers with larger meters, the Utility's charge for restoration of service will be quoted in advance based on an estimate. The Utility has the option to waive charges for restoration of service after a major earthquake.

5. Payment

All charges for services rendered pursuant to this section will be included in the bill for gas service, whenever possible. The charge(s) will be due and payable consistent with Rule No. 9, C.1. If billed separately, payment is due within 30 days. Installment payments may be agreed to by the Utility and customer, if requested. The Utility may bill for services rendered pursuant to this section in its bill for gas service, but will not terminate gas service for failure to pay for any services rendered pursuant to this section.

The Commission will be the arbiter of any disputes over the application or implementation of these criteria.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 4563
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