

Rule No. 11
DISPUTED BILLS

Sheet 1

A. DISPUTED BILL PROCESS

1. Customer Remits Disputed Amount. If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Phone: (800) 649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

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

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

The Commission will not, however, accept payment when it appears that the dispute is over matters such as quality of service, level of rates, pending applications for rate increases, etc., that do not directly relate to the accuracy of the bill.

(Continued)

(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

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Rule No. 11
DISPUTED BILLS

Sheet 2

(Continued)

A. DISPUTED BILL PROCESS (Continued)

2. Failure to Remit Disputed Amount. Failure on the part of the customer to make such payment within 15 days of the “past due” date for residential customers, or seven days for nonresidential customers, will warrant discontinuance of service in accordance with Rule No. 9.
3. Nonresidential Customer Partial Remittance. A nonresidential customer who is temporarily unable to remit the full amount in dispute for a bill covering a period in excess of 90 days shall remit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
4. Service Not Discontinued. Service will not be discontinued for nonpayment of the disputed bill when payment has been made with the Commission pending the outcome of the Commission’s review.
5. Commission Receipt of Disputed Amount. Upon receipt of the disputed amount, the Commission will notify the Utility, review the basis of the billed amount, and advise both parties of its findings and disburse the disputed funds accordingly.
6. Additional Bills While Dispute Is Under Review. If, before completion of the Commission’s review, additional bills become due which the customer wishes to dispute, the customer shall also render payment with the Commission, the additional amount claimed by the Utility to be due for such additional bills before they become past due, and that failure to do so will warrant discontinuance of service in accordance with Rule No. 9.
7. Subsequent Bills Not In Dispute. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable by customers in accordance with Rule No. 9 and Rule No. 12, Rendering and Payment of Bills, and by core aggregation customers in accordance with Rule No. 32C.

B. CORE TRANSPORTATION DISPUTES

Disputes between core transportation customers and their CTA(s) shall be subject to the jurisdiction of the California Public Utilities Commission. The customer will remain obligated to pay all Utility charges in a timely manner, regardless of any financial or bill payment arrangements with CTA(s) or any third parties in the event of CTA billing dispute or CTA payment default except only that the CTA will continue to be financially liable for outstanding Procurement Management Charges in the event the CTA defaults on any payments to the Utility.

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5420
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ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

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