

Rule No. 12

Sheet 1

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

1. Regular Bills. Bills for gas service will be rendered monthly, or as may otherwise be provided under applicable tariff schedules, and will be based on the measured quantity of gas delivered to the customer, except as provided in Section C below and as noted in Rule No. 14, Meter Reading, Section C.
  - a. Braille Bills. At the request of the customer, the Utility will provide bills in Braille. Customers may request such format through the Customer Contact Center. After the initial call is made, future bills will be sent automatically in Braille. Braille bills only translate specific, relevant payment-related information, not all other messages or non-payment related information.
2. Electronic Bills. At the mutual option of the customer and the Utility, the customer may elect to receive, view and pay regular bills for service electronically and no longer receive the paper bills. All legal and mandated notices and all charges that would have appeared on the paper bill will be provided with the electronic bill transmittal. Even if the Utility allows bill payment using a bill aggregator or by credit/debit card, responsibility for handling complaints about the bill still resides with the Utility. Either party may discontinue electronic billing upon 30 days' notice. The Utility will not release confidential information, including financial information, to a third party without the customer's consent, unless such release is in accordance with Rule No. 42. The customer's consent shall be provided to the Utility either in writing or electronically.
  - a. The Utility will provide large print bills through its website for customers enrolled in "My Account." The Utility website will provide instructions for accessing and viewing the electronically produced bill in large font. Customers unable to access the internet or otherwise unable to view electronically presented bills may contact the Customer Contact Center for assistance.

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(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

RENDERING AND PAYMENT OF BILLS

(Continued)

A. Rendering of Bills (Continued)

3. Summary Billing. Summary Billing presents bills for customers with multiple accounts in a summarized bill. A customer will receive one bill each month for such a group of accounts. This option is available to both Residential and Non-residential customers.

Customers requesting Summary Billing must have a minimum of ten accounts. In addition, customers must have demonstrated an acceptable payment record (no more than two late payments in the past 12 months on any account), their accounts must be current at the time they begin Summary Billing, and they must not have been involuntarily terminated from Summary Billing within the past 12 months.

Once a customer has been placed on Summary Billing, the customer must maintain the minimum number of accounts required and an acceptable payment record as described above in order to remain eligible for Summary Billing.

B. Payment of Bills

1. Bills Due On Presentation. Bills are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable and when not timely paid, will become past due as provided for in Rule No. 9, Discontinuance of Service. Payment must be received at the office of the Utility or, at the Utility's option, by duly authorized collectors of the Utility.
2. Closing Bills Payable on Presentation. Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the service shall be paid on presentation.
3. Bills for Connection or Reconnection of Service and Deposits. Bills for connection or reconnection of service and payments of deposits or for reinstatement of deposits as required under the rules of the Utility must be paid before service will be connected or reconnected.
4. Payment Options. Payments for gas service may be made using the following options: cash, check, money order, auto debit, debit card, credit card, pay-by-phone, or electronically, as defined in Rule No. 1.

The Utility is not responsible for any transfer or transaction fee by a third party vendor for their services over and above the Utility bill charged to the customer. Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party.

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(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5604-B  
DECISION NO.

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED May 22, 2020  
EFFECTIVE Mar 4, 2020  
RESOLUTION NO. M-4842

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Sheet 3

RENDERING AND PAYMENT OF BILLS

(Continued)

B. Payment of Bills (Continued)

5. Dishonored Payment. If all or any portion of the amount to be paid is not honored, the Utility may bill the unpaid amount to the applicant's subsequent service or to the customer's present service. Such applicant or customer shall be deemed to have consented to such billing. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 9.

A bill paid with a check that is subsequently dishonored will be subject to a \$7.50 Returned Check Service Charge. This charge will be added to the customer's bill for each occurrence. However, if a customer's check covers payment for other utility services in addition to payment for gas service, only one Returned Check Service Charge will be added to the customer's bill for each occurrence.

The Returned Check Service Charge shall also apply to all other forms of payment that are subsequently dishonored. This charge will be added to the customer's bill for each occurrence.

6. Refunds. If all or any portion of an amount paid must be refunded by the Utility, such refund may be made at the Utility's option by check or draft, or as credit on the customer's monthly Utility bill. The Utility will not refund electronic check, debit card, or credit card, payments made through a third party.

C. Level Pay Plan

Individually metered residential customers, residential master-metered customers, and core commercial and industrial customers using less than 3,000 therms per year who wish to minimize seasonal variations in monthly bills may elect to participate in the Level Pay Plan (LPP) under the following conditions:

1. Participation is subject to approval by the Utility.
2. The LPP year begins when the first LPP billing is rendered and extends for 11 subsequent months. Eligible customers may join the LPP in any month.
3. Participants must have maintained a satisfactory payment record or shall have otherwise qualified for credit to the satisfaction of the Utility.
4. Participants must have no outstanding arrears on their account at the time their LPP starts, or agree to amortize their arrears amount.
5. Participants may voluntarily withdraw from the LPP at any time upon notice to the Utility. However, any amounts due for usage over and above the LPP amounts already paid are then due and payable in accordance with the Utility's approved tariffs. Any credit for the LPP amounts paid in excess of actual charges will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.

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(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5604-B  
 DECISION NO.

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED May 22, 2020  
 EFFECTIVE Mar 4, 2020  
 RESOLUTION NO. M-4842

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Sheet 4

RENDERING AND PAYMENT OF BILLS

(Continued)

C. Level Pay Plan (Continued)

6. Participants are expected to pay the LPP amount shown due each month. Participants may be removed from the LPP if a bill containing a prior unpaid amount becomes past due as defined in Rule No. 9, Discontinuance of Service. Re-entry into the LPP will be contingent upon all past due amounts being paid.
7. The LPP amount will be one-twelfth of the annual bill, as estimated by the Utility, based on the customer's most recent 12 months billing history, or, if such billing information is not available, the available billing information for the premises will be used.
8. Participants' accounts are periodically reviewed and adjusted in order to reduce the likelihood of a large imbalance between actual charges and LPP charges.

D. Arrearage Management Plan (AMP)

Per D.20-06-003, the AMP is a debt forgiveness payment plan option available to assist CARE residential customers who meet specific eligibility criteria as described below. Upon customer enrollment in the AMP, a specific amount will be forgiven after the customer makes each on-time monthly payments.

1. AMP Eligibility and Enrollment Criteria

The AMP is available to an individually metered residential customer, enrolled in CARE. If a customer is not already enrolled, the customer must first enroll in CARE prior to participation in the AMP. An Eligible Customer may elect to participate in the AMP under the following conditions:

- a. An eligible customer has past due arrearages greater than \$250;
- b. An eligible customer has an arrearage (past due balance) at least 90 days of age or older; and
- c. An eligible customer must be a customer for at least six (6) months, with at least one (1) on-time bill payment within the last 24 months.

2. AMP Forgiveness

- a. Once an Eligible Customer is enrolled in the AMP as an AMP Participant, the Utility will suspend collection of the total outstanding balance owed by the AMP Participant at the time of enrollment;

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(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 5689-A  
 DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 SUBMITTED Sep 10, 2020  
 EFFECTIVE Dec 17, 2020  
 RESOLUTION NO. \_\_\_\_\_

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RENDERING AND PAYMENT OF BILLS

(Continued)

D. Arrearage Management Plan (AMP) (Continued)

2. AMP Forgiveness (Continued)

- b. After 12 on-time payments of current month's charges for each bill issued subsequent to enrollment in the AMP, the AMP Participant's debt will be forgiven up to a maximum of \$8,000 (AMP Amount) per plan year. This is considered successful completion of the AMP;
  - i. 1/12 of the AMP Participant's total outstanding balance owed up to \$8,000 at the time of enrollment will be forgiven for each full on-time payment of the current month's charges; and
  - ii. After successful completion of the AMP, any remaining arrearage over the \$8,000 forgiven by the AMP is owed to the utility and may be eligible for a payment plan.
- c. Any payment received, including Low Income Home Energy Assistance Program (LIHEAP) pledge payments, shall be applied towards the AMP Participant's current bill only and should not be applied to any AMP amount. If a payment is received in excess of current month's charges, the excess will be applied to future charges;
- d. An AMP Participant will receive an acknowledgment of on-time payment received at three (3), six (6), and nine (9) months of participation in the AMP;
- e. A customer can miss up to two non-sequential payments if the customer makes up the payment on the next billing due date with an on-time full payment of both current month's charges and the previous month's past-due bill;
  - i. A customer that misses two consecutive payments will be removed from the AMP;
  - ii. The remaining balance that has not been forgiven will be reinstated back to the customer's bill; and
  - iii. Any previous utility debt forgiven as part the customer's enrollment in the AMP will remain forgiven for a customer who is removed from the AMP.
- f. An AMP participant who successfully completes the program or is removed from the program for failure to make the required on-time payments can re-enroll after completing a 12-month waiting period which begins the following month after leaving the program;
  - i. Re-enrolling in the AMP requires an Eligible Customer to meet the AMP Eligibility and Enrollment Criteria;

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(TO BE INSERTED BY UTILITY)  
ADVICE LETTER NO. 5689-A  
DECISION NO. 20-06-003

ISSUED BY  
**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
SUBMITTED Sep 10, 2020  
EFFECTIVE Dec 17, 2020  
RESOLUTION NO. \_\_\_\_\_

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Sheet 7

RENDERING AND PAYMENT OF BILLS

(Continued)

E. Percentage of Income Payment Plan (PIPP) (Continued)

1. PIPP Eligibility and Enrollment Criteria (Continued)

- a. Customers that are either located in one of the zip codes with the highest rates of recurring disconnections prior to the disconnections moratorium; or
- b. That have been disconnected 2 or more times during the 12 months prior to the disconnections moratorium.
- c. Customers that do not have an Advanced Meter (AM) are excluded from pilot participation. Customers who do not want an AM (AM Opt-Out) may choose to have an AM installed in order to participate in the pilot.

As such PIPP eligibility excludes master-metered operators and its sub-metered tenants, customers who are enrolled in any other pilot, and customers in the CAT customers from the pilot.

2. Rates

Monthly bill caps will be standardized for households in two qualifying income tiers: 0-100% of Federal Poverty Guidelines (FPG) for a household of 3, and 101-200% of FPG for a household of 3. Bill caps will be updated annually to reflect current income guidelines, concurrently with CARE program income guideline updates.

PIPP pilot participants will receive a monthly bill cap their gas charges equal to their qualified income tier.

Effective the approval date of Advice No. 5936, the monthly bills caps for gas is as follows:

- Tier 1. 0-100% of FPG \$9.00
- Tier 2. 101-200% of FPG \$29.00

The PIPP Pilot bill cap will be applied to a customer's bill prior to calculating any third-party taxes, charges, and fees and will appear as a line-item discount. The line-item discount will be either (a) the difference between the bill cap and the sum of the charges subject to the bill cap, or (b) zero if the sum of the charges is lower than the bill cap.

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(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 6084  
DECISION NO. 21-10-012

ISSUED BY

**Dan Skopec**  
Sr Vice President Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Jan 17, 2023  
EFFECTIVE Jan 30, 2023  
RESOLUTION NO. \_\_\_\_\_





Rule No. 12  
RENDERING AND PAYMENT OF BILLS

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7. High Usage Rules

The high usage rules of the CARE program will apply to PIPP participants; however, high usage rules do not apply to the CARE program at SoCalGas as it is a gas-only utility. Thus, high usage rules are not applicable for SoCalGas.

8. Missed Payments

The PIPP pilot bill cap is only applicable to current charges, not past-due amounts. Nonpayment of the amount so billed shall constitute nonpayment of the service or billing and will be subject to the provision for discontinuance of service as set forth in Rule No. 09.

F. Late Payment Charges

A monthly late payment charge, equal to SoCalGas' authorized return on rate base divided by 12 and rounded to the nearest one-tenth of one percent, may be assessed on non-residential accounts with billing in arrears if not received by the Utility, or by a duly authorized agent of the Utility, by the "late charge date" as shown on the bill. The "late charge date" will be at least 19 days from the date mailed as indicated on the bill.

Effective January 1, 2006, the Late Payment Charge is 0.7% (seven-tenths of one percent).

If an account is served by or serves a State Agency and payment is not received within the time limits specified pursuant to the California Prompt Payment Act, Government Code Section 927 et seq., then a penalty for late payment shall be imposed upon the State in accordance with the provisions of the California Prompt Payment Act. For purposes of determining the applicability of this section, the phrase "is served by or serves a State Agency", shall include governmental entities where a portion of utility service is provided or arranged for by a State Agency and collection and payment of the particular utility bills is handled by that State Agency. It is the intent of this section not to exceed the requirements and limitations specified by the California Prompt Payment Act.

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5936  
DECISION NO. 21-10-012

ISSUED BY

**Dan Skopec**  
Vice President  
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)

SUBMITTED Feb 4, 2022  
EFFECTIVE Dec 15, 2022  
RESOLUTION NO. \_\_\_\_\_

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