

SAMPLE FORMS

Sheet 1

Bill Forms

Commercial/Industrial Service, Form 77-2 (02/19)

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[See Attached Form]

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 5420

DECISION NO.

106

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



**IMPORTANT CUSTOMER INFORMATION**  
**PUBLIC UTILITIES COMMISSION NOTICE**

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:**

<b>Type of Call</b>	<b>Language</b>	<b>Toll-free 800 Number</b>
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 waiting 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 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.

**INFORMATION RELATED TO DEPOSITS**

**Amount of Deposit**

The amount of the 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, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills.

**Electronic Check Processing**

When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, have your account number ready and call 1-877-272-3303.

**EXPLANATION OF BILLING TERMS**

**Call your Account Executive for more information.**

**Public Purpose Programs Surcharge**

A 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. CARE customers pay a reduced surcharge which excludes CARE program costs.

**State Regulatory Fee**

A fee used to fund the California Public Utilities Commission. Each customer's fee is determined by the number of gas therms used.

**Municipal Surcharge**

A mandated state fee which compensates local governments for the private use of public lands during the transportation of gas. Charges are based on the value of the gas and current franchise agreements. Excluded from this fee is transported gas subject to existing franchise agreements.

**WACOG**

The monthly WACOG is the Weighted Average Cost of Gas purchased by SoCalGas on behalf of its gas procurement customers in the current month.