

COLLECTION NOTICES
General Service Bill/Past Due Payment Notice (10/22)

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(See Attached Form)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 5908
DECISION NO.

ISSUED BY
Dan Skopec
Vice President
Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
DATE FILED Dec 1, 2021
EFFECTIVE Oct 1, 2022
RESOLUTION NO. _____



**Account
Past
Due**

Past Due Payment Notice

To avoid disconnection of your service, a minimum payment of \$ _____ must be received before _____

In case of disconnection for nonpayment, you will need to pay \$ _____

Service will not be restored on the day your payment is received.

To find out more about the availability of financial assistance programs, or to see if you qualify for Past Due Bill Forgiveness through our Arrearage Management Plan, please visit www.socialgas.com/assistance.

To avoid disconnect, \$ _____ must be received by _____

Payment Options \$

Online: It's fast, easy and free. Just register or sign into My Account at <https://myaccount.socialgas.com>

Home banking: If you pay bills online through your bank, check with them, to see if you can receive your bill online.

Direct Debit: Have your payment automatically deducted from your account. For more information, call 1-800-427-2200 or visit socialgas.com

Pay by Phone: Call 1-800-427-2700 to enroll or, if already enrolled, call to authorize a payment from your checking account.

By Mail: Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SoCalGas, PO Box C, Monterey Park, CA 91756

Debit/Credit Card or Electronic Check: You can use Discover, Mastercard, Visa Credit/Debit cards, and Electronic Checks thru BillMatrix. A convenience fee is charged. Contact BillMatrix at 1-800-232-6629 or visit socialgas.com.

In Person: Pay in person at one of our conveniently located payment locations. To find the nearest location and hours of operation, call 1-800-427-2200 or visit socialgas.com.

Gas Usage History (Total Therms used)

(Continued on next page)

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



**Save Paper &
Postage**
PAY ONLINE
socialgas.com

ACCOUNT NUMBER

	DUE BY	AMOUNT DUE
Previous Balance		
Current Charges		
Total Amount Due		

Please enter amount enclosed.

**ACCOUNT
PAST DUE**
To avoid disconnect
must be received
before

\$ _____

Write account number on check and make payable to SoCalGas.

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

CY 16 4390 1350



1-800-427-2200 *English*
 1-800-342-4545 *Espanol*
 1-800-252-0259 *TTY*
 M-F, 7am-8pm Sat, 7am-6pm
 24 Hour Emergency Services Available
 socialgas.com

Other Important Phone Numbers

For the following, call
 Monday - Friday, 8 a.m. - 5 p.m.:

粵語 電話	Cantonese	1-800-427-1420
한국어 전화	Korean	1-800-427-0471
國語 電話	Mandarin	1-800-427-1429
NÓI TIẾNG VIỆT	Vietnamese	1-800-427-0478

Self Service Options available 24

hours a day, 7 days a week **1-800-772-5050**
 For information regarding payment arrangements, office locations, account balance, billing recap, duplicate bill, Residential Past Due Bill Forgiveness through the Arrearage Management Plan, and CARE applications for income qualified customers.

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6 a.m. - 7 p.m. . . . **8-1-1**

CARE to save? Income-qualified customers may receive a 20% discount through the CARE program. Visit socialgas.com/care for details.

¿Quiere ahorrar? El programa CARE ofrece un 20% de descuento en la factura mensual a clientes elegibles. Visite socialgas.com/careparami

Attractive finance rates are available for home energy improvements. Visit socialgas.com/financing

SoCalGas' gas commodity cost per therm for your billing period:

SoCalGas Payment Locations

Authorized Payment Agencies - Call the Self Service Options number 1-800-772-5050 for the addresses of payment agencies in your area.

Company Offices - Business Hours: Monday - Friday 9am - 5pm

Alhambra, 333 E. Main St. Suite J	Hollywood, 1811 Hillhurst Ave.
Anaheim, 716 S. State College Blvd.	Huntington Park, 5916 Pacific Blvd.
Banning, 60 E. Ramsey St. #A	Indio, 45123 Towne Ave.
Commerce, 5708 E. Whittier Blvd.	Inglewood, 3530 W. Century Blvd. Ste. 102
Compton, 700 N. Long Beach Blvd.	Lancaster, 2065 W. Avenue K
Corona, 341 S. Lincoln Ave. #A	Lompoc, 128 S. "H" St.
Covina, 932 N. Citrus Ave.	Los Angeles, 3739 Crenshaw Blvd. #C
Delano, 1227 Jefferson St.	Los Angeles, 4619 S. Central Ave.
Dinuba, 239 E. Tulare St.	Los Angeles, 2522 N. Daly St.
El Centro, 1111 W. Main St.	Ontario, 962 N. Mountain Ave.
El Monte, 11912 Valley Blvd., Suite B	Oxnard, 1640 E. Gonzales Rd.
Fontana, 9761 Sierra Ave. #C	Pasadena, 1214 E. Green St. #102
Glendale, 919 S. Central Ave. #B	Pomona, 196 E. 3rd St.
Hanford, 420 N. 11th Ave. #105	Porterville, 59 W. Thurman Ave.
Hemet, 280 E. Stetson Ave.	Riverside, 7000 Indiana Ave. #105

Drop Box Location

Burbank, Public Service Department,
 164 W. Magnolia Blvd.

SoCalGas: Delivering affordable, clean and increasingly renewable energy to more than 21 million Californians.



Things You Should Know About Termination of Service

Payment Arrangements - If you cannot pay this bill by the expiration date of this notice, please call us to discuss payment arrangements or to obtain information on the availability of financial assistance. If we do not offer payment arrangements and if you are still unable to pay, you may write to the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. To contact the California Public Utilities Commission by telephone call 1-800-649-7570 or email: consumer-affairs@cpuc.ca.gov. For the Hearing and Speech Impaired-TTY 1-800-229-6846.

You will not be required to send a deposit with your letter. Please notify your local office if you write to the Commission.

The Commission will report its resolution to you and us in writing within 10 days of receiving your letter. If the above procedure is not followed within the time limit shown, your gas may be turned off for non-payment. If your service is turned off, full payment of the bill plus a reconnection fee will be required before service will be turned on. A deposit may also be required.

Arrearage Management Plan (AMP) - Past due bill forgiveness may be available to eligible residential CARE customers through the Arrearage Management Plan. Qualifying customers may have 1/12th of their eligible debt forgiven every time a current bill is paid in full and on time over a period of 12 months. Specific qualifications, frequently asked questions and ways to apply can be found at www.socialgas.com/forgiveness.

Tenant Notification - When we know that residential tenants are served through a master meter, we will attempt to notify the tenants at least 15 days before the date of turn off. Tenants have the right to become our customers without paying the landlord's past due bills.

Disconnection Policy - If you have moved and have failed to pay a bill at your old address, we may turn off the gas at your new address for non-payment if that bill is not paid within 19 days of mailing to your new address.

If you have gas service at more than one address, and a bill for service at one address is not paid within 19 days of mailing, we may turn off the gas to all your addresses. We will not turn off gas to a residence for unpaid bills for other classes of service. We will not turn off your gas for non-payment if you establish to our satisfaction that such action would be especially dangerous to the health of an occupant of your home*, or that a permanent resident of your home is elderly (65 or older) or handicapped* and you are unable to pay the amount due but are willing to arrange installment payments satisfactory to us.

* We may ask for certification by a licensed physician, public health nurse or social worker.

Other Policies and Notices

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, please have your account number ready and call 1-877-272-3303.**

Closing your Gas Service - We require two (2) working days and access to the meter to close your gas service.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call **SoCalGas customer support at 1-800-427-2200**. If you are not satisfied with SoCalGas' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting 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: 1-800-649-7570.

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 800 Number
TTY/CO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/CO/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.

Billing Term Definitions

Baseline - Amount of gas billed at the lowest residential rate.

Billing Factor - Adjusts the amount of gas measured for differences in delivery pressure, altitude, and meter calibration.

BTU Factor - Adjusts the amount of gas measured to reflect the heating content of gas.

Climate Zone - Weather zone in which a customer lives. Colder zones receive more baseline allowance.

Gas Commodity Charge - Cost of gas purchased by SoCalGas on behalf of its customers.

Public Purpose Surcharge - 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 therms used.